



HILLINGDON
LONDON



Cabinet

Councillors in the Cabinet:

Date: THURSDAY, 22 OCTOBER
2015

Ray Puddifoot MBE (Chairman)
Leader of the Council

Time: 7.00 PM

David Simmonds CBE (Vice-Chairman)
Deputy Leader / Education & Children's Services

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

Jonathan Bianco
Finance, Property & Business Services

Keith Burrows
Planning, Transportation & Recycling

Philip Corthorne
Social Services, Health & Housing

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

Douglas Mills
Community, Commerce & Regeneration

Scott Seaman-Digby
Central Services

Published: Wednesday, 14 October 2015

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This Agenda is available online at:
www.hillingdon.gov.uk

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Putting our residents first

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Notice (5 days)

Notice of meeting and any private business

The London Borough of Hillingdon is a modern, transparent Council and through effective Cabinet governance, it seeks to ensure the decisions it takes are done so in public as far as possible. Much of the business on the agenda for this Cabinet meeting will be open to residents, the wider public and media to attend. However, there will be some business to be considered that contains, for example, confidential, commercially sensitive or personal information. Such business is shown in Part 2 of the agenda and is considered in private. Further information on why this is the case can be sought from Democratic Services.

This is formal notice under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 to confirm that the Cabinet meeting to be held on:

22 October at 7pm in Committee Room 6, Civic Centre, Uxbridge

will be held partly in private and that 28 clear days public notice of this meeting has been given. The reason for this is because the private (Part 2) reports listed on the agenda for the meeting will contain either confidential information or exempt information under Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it. A list of the reports which are expected to be considered at this meeting in both public and private are set out on the agenda. An online and a hard copy notice at the Civic Centre in Uxbridge indicates a number associated with each report with the reason why a particular decision will be taken in private under the categories set out below:

- (1) information relating to any individual
- (2) information which is likely to reveal the identity of an individual
- (3) information relating to the financial or business affairs of any particular person (including the authority holding that information)
- (4) information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
- (5) Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
- (6) Information which reveals that the authority proposes (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment.
- (7) Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Notice of any urgent business

There are no urgent items and to ensure greater transparency in decision-making, 28 clear days public notice of the decisions to be made (both in public and private) has been given for this meeting as set out on the Council's Forward Plan.

Notice of any representations received

No representations from the public have been received regarding this meeting.

Date notice issued and of agenda publication

14 October 2015

London Borough of Hillingdon

Agenda

- 1 Apologies for Absence
- 2 Declarations of Interest in matters before this meeting
- 3 To approve the minutes of the last Cabinet meeting 1 - 14
- 4 To confirm that the items of business marked Part 1 will be considered in public and that the items of business marked Part 2 in private

Cabinet Reports - Part 1 (Public)

- 5 Hillingdon Local Safeguarding Children Board: Annual Report 15 - 76
- 6 Hillingdon Safeguarding Adults Partnership Board: Annual Report 77 - 112
- 7 Proposed changes to the Admissions Criteria for Community Schools in Hillingdon 113 - 134
- 8 The Council's Corporate Complaints Procedure 135 - 156
- 9 Council Budget - 2015/16 Month 5 Revenue and Capital Budget Monitoring 157 - 212
- 10 School Capital Programme Update 213 - 220

Cabinet Reports - Part 2 (Private and Not for Publication)

- | | | |
|-----------|---|-----------|
| 11 | The Council's Insurance Contracts | 221 - 238 |
| 12 | Contract for the provision of Accommodation and Support for Young People aged 16-24 | 239 - 250 |
| 13 | Irrecoverable Corporate Debt | 251 - 254 |

The reports listed above in Part 2 are not made public because they contains exempt information under Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it.

- 14** Any other items the Chairman agrees are relevant or urgent

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Minutes

Cabinet

Thursday, 24 September 2015

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



Published on: 25 September 2015

Decisions come into effect on: Some immediately, others from 2 October 2015 *

Cabinet Members Present:

Ray Puddifoot MBE (Chairman)
David Simmonds CBE (Vice-Chairman)
Douglas Mills
Scott Seaman-Digby
Keith Burrows
Philip Corthorne

Members also Present:

Wayne Bridges
Susan O'Brien
Nick Denys
Neil Fyfe
John Riley
John Oswell
Jane Palmer
Jan Sweeting
Henry Higgins
Brian Crowe
Beulah East

1. APOLOGIES FOR ABSENCE

Councillor Jonathan Bianco sent his apologies for this meeting.

2. DECLARATIONS OF INTEREST IN MATTERS BEFORE THIS MEETING

No interests were declared by Members present.

3. TO APPROVE THE MINUTES OF THE LAST CABINET MEETING

The minutes and decisions of the Cabinet meeting held on 23 July 2015 were agreed as a correct record.

4. TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED PART 1 WILL BE CONSIDERED IN PUBLIC AND THAT THE ITEMS OF BUSINESS MARKED PART 2 IN PRIVATE

This was confirmed.

5. HILLINGDON LOCAL PLAN - PART 2 - DRAFT DEVELOPMENT MANAGEMENT POLICIES, SITE ALLOCATIONS AND DESIGNATIONS AND POLICIES MAP

RESOLVED

That the Cabinet:

- 1. Agrees the proposed further changes to the Development Management Policies document and the Site Allocations and Designations documents at Appendix 1 of this report.**
- 2. Instructs officers to issue the amended Development Management Policies document, Site Allocations and Designations document and Policies Map for a 6 week period of public consultation to seek views on all proposed changes.**
- 3. Notes the requirement to undertake a Sustainability Appraisal of the proposed changes.**
- 4. Grants delegated authority to the Deputy Chief Executive and Corporate Director of Residents Services to agree, in conjunction with the Cabinet Member for Planning, Transportation and Recycling, any editing and textual changes to the Draft Development Management Policies, Sites Allocations and Designations and Policies Map.**
- 5. Instructs officers to report back to a future meeting of Cabinet on the outcome of the public consultation exercise and to make recommendations on any necessary changes to the Development Management Policies document, Site Allocations and Designations document and the Policies Map prior to its formal submission to the Department of Communities and Local Government.**

Reasons for decision

Cabinet noted the outcome of recently completed evidence base studies and agreed to make additional changes to the Local Plan Part 2 documents, before they were issued for further public consultation and then submitted to the Secretary the Secretary of State for public examination.

Cabinet welcomed that Part 2 of the Hillingdon Local Plan would provide detailed site specific allocations, development management policies and a policies map for future development in the Borough over the next 15 years. Positive feedback from the commercial sector was noted about Hillingdon's approach to development.

Alternatives considered and rejected

Cabinet could have declined to make additional changes to the Proposed Submission documents or have instructed officers to submit the Local Plan for examination without undertaking further consultation on the proposed changes.

Officer to action:

James Gleave: Residents Services

Classification: Public

The report and any background papers relating to this decision by the Cabinet are available to view on the Council's website or by visiting the Civic Centre, Uxbridge.

6. RAF BATTLE OF BRITAIN BUNKER ENCLAVE

RESOLVED:

That Cabinet:

- 1. Welcomes the commitment of the Council and the Government to secure the future of the RAF Battle of Britain Bunker Enclave.**
- 2. Authorises the acquisition of the RAF Battle of Britain Bunker Enclave by the Council from the Ministry of Defence.**
- 3. Agrees to accept a grant of £1m from HM Treasury.**
- 4. Agrees to accept a gift of the leasehold land hatched black on the site plan from the Ministry of Defence and Annington Property Limited.**
- 5. Instructs the Borough Solicitor to complete the legal documentation to facilitate all property transactions which are the subject of the report.**
- 6. Authorises the Council to undertake all necessary works to refurbish and renovate the RAF Battle of Britain Bunker Enclave.**
- 7. Notes that the Council will give consideration to applying for Heritage Lottery Funding.**
- 8. Delegates authority to the Leader of the Council and Cabinet Member for Finance, Property and Business Services, in consultation with the Deputy Chief Executive and Corporate Director of Residents Services, to make all necessary decisions to give effect to the above recommendations and any other decisions which are required in relation to the RAF Battle of Britain Bunker Enclave.**

Reasons for decision

Cabinet received a report to secure the future of the RAF Battle of Britain Bunker given its significant historical importance, not only to the Borough itself, but also nationwide. In a fitting tribute alongside the 75th anniversary of the Battle of Britain commemorations, Cabinet welcomed the Council's plans to construct a state-of-the-art Battle of Britain Education and Visitor's Centre and thanked the Member of Parliament for Uxbridge & South Ruislip for his support on this matter.

Cabinet made a comprehensive set of decisions at the meeting to ensure that all possible steps would be taken to ensure that the Bunker and its environs were renovated, refurbished and preserved for generations to come.

Alternative options considered and rejected

Due to the Council's commitment to this project and as resources had already been earmarked along with money granted from the UK Government, the Cabinet considered no other options.

Officers to action:

Raj Alagh, Administration Directorate
Michael Paterson, Residents Services

Classification: Public

The report and any background papers relating to this decision by the Cabinet are available to view on the Council's website or by visiting the Civic Centre, Uxbridge.

7. REVIEW OF LICENSING POLICIES

RESOLVED:

That Cabinet:

- 1. Agrees to a public consultation for the draft Street Trading policy, Markets Policy, Statement of Licensing policy and Statement of Gambling Policy.**
- 2. Notes that a further report will be submitted to Cabinet, post consultation, highlighting any consultation responses for Cabinet to consider for inclusion in the final policies.**
- 3. Notes that the Licensing and Gambling Policies should be referred to full Council.**

Reasons for decision

Cabinet agreed to review four key licensing policies, in accordance with legislative requirements but also how they could be improved to make such regulatory processes more efficient and customer-friendly.

Permission was granted by Members to undertake a six week public consultation on updated drafts of the Street Trading & Markets Policies and Statements of Licensing and Gambling Policies. It was noted that the Statements of Licensing and Gambling Policies were deemed Policy Framework documents under the Council's Constitution and would therefore, ultimately require referral back from Cabinet to full Council

Alternative options considered and rejected

Cabinet could have decided not to review the Policies but the Council would then not meet its statutory obligations in this respect.

Officers to action:

Claire Freeman, Stephanie Waterford - Residents Services

Classification: Public

The report and any background papers relating to this decision by the Cabinet are available to view on the Council's website or by visiting the Civic Centre, Uxbridge.

8. HAYES VILLAGE AND HARLINGTON VILLAGE CONSERVATION AREA APPRAISALS

RESOLVED:

That Cabinet:

- 1. Notes the responses to the public consultation and the revisions made to the documents to incorporate the comments made.**
- 2. Agrees the minor alterations proposed to the respective Conservation Area boundaries and the formal notifications required as part of the designation process for these changes.**
- 3. Agrees that the small number of proposed additions to the Local List of Buildings of Architectural or Historic Importance be considered for inclusion in the List when next reviewed.**
- 4. Formally adopts the Hayes Village Conservation Area Appraisal and the Harlington Village Conservation Area Appraisal documents.**

Reasons for decision

Cabinet welcomed the fact that the Conservation Area Appraisals for Hayes Village and Harlington Village had been prepared by local residents, with the support and assistance of specialist consultants and Council officers. It was noted that draft documents had been subject to a period of public consultation, including drop in sessions, during June and July 2015. Cabinet considered the resulting responses, which were positive in nature and gave final approval to the updated appraisals.

Alternative options considered and rejected

Cabinet could have decided not to approve the documents.

Officers to action:

Sarah Harper, Alisha Lad - Residents Services

Classification: Public

The report and any background papers relating to this decision by the Cabinet are available to view on the Council's website or by visiting the Civic Centre, Uxbridge.

9. OLDER PEOPLE'S PLAN UPDATE

RESOLVED

That Cabinet notes the successes to date and continued progress to deliver the Older People's Action Plan during 2015-16 to improve the quality of life, health and wellbeing of older people in Hillingdon.

Reasons for decision

Cabinet welcomed the progress on the Older People's Plan 2015-16 and the commitment by the Council and its partners to the continued development and improvement of services designed to create a better quality of life for Older People in Hillingdon. Cabinet noted a number of initiatives, showing Hillingdon Council leading the way in its support for Older People, in particular the Free Burglar Alarm Scheme for residents over 65, where more than 6,000 had been installed since its inception.

Alternative options considered and rejected

None.

Officer to action:

Vicky Trott, Administration Directorate

Classification: Public

The report and any background papers relating to this decision by the Cabinet are available to view on the Council's website or by visiting the Civic Centre, Uxbridge.

10. QUARTERLY PLANNING OBLIGATIONS MONITORING

RESOLVED:

That the Cabinet notes the updated financial information.

Reasons for decision

Cabinet noted the report which detailed the financial planning obligations held by the Council and what progress had, and was, being made.

Alternative options considered and rejected

To not report to Cabinet. However, Cabinet believed it was an example of good practice to monitor income and expenditure against specific planning agreements.

Officer to action:

Nicola Wyatt, Residents Services

Classification: Public

The report relating to this decision by the Cabinet is available to view on the Council's website or by visiting the Civic Centre, Uxbridge.

11. COUNCIL BUDGET - 2015/16 MONTH 4 REVENUE AND CAPITAL BUDGET MONITORING

RECOMMENDATIONS

That Cabinet:

- 1. Notes the forecast budget position for revenue and capital as at July 2015 (Month 4).**
- 2. Notes the Treasury Management update as at July 2015 at Appendix E.**
- 3. Continues the delegated authority up until the 22 October 2015 Cabinet meeting to the Chief Executive to approve any consultancy and agency assignments over £50k, with final sign-off of any assignments made by the Leader of the Council. Cabinet are also asked to note those consultancy and agency assignments over £50k approved under delegated authority between the 23 July 2015 and 24 September 2015 Cabinet meetings, detailed at Appendix F.**

4. Approves the addition of £428,709 DCLG grant funding to support those clients formerly in receipt of Independent Living Fund monies to Adult Social Care operating budgets from 2015/16 onwards.
5. Approves the addition of £24,132 DCLG grant funding for new burdens in respect of personal search fees to Residents Services operating budgets in 2015/16.
6. Approves the addition of £75k grant funding from Transport for London for the Transport Interchange and Public Realm programme within the Local Implementation Plan.
7. Approves acceptance of £23,500 Planning Performance Agreement income in respect of the Former Technicolour Site, Bath Road, Bath Road Corporation Sarl/Blakes Hotels.
8. Agrees to transfer of £50k funding from Capital Contingency to the Bowls Club refurbishment budget for works at Deane Park Bowls Club.
9. Ratifies the decisions, outlined in Appendix G, taken by the Leader of the Council under specific delegated authority between the 23 July and 24 September 2015 Cabinet meetings, subject to Cabinet agreeing an amendment to:

The decision taken on 1 September 2015 on the Deed of variation to rights of access in The Pavilions Shopping Centre, Uxbridge, where following the receipt of additional information, approval be given to progress the necessary variation to the basement rights, in addition to the ground floor rights already granted, delegating final authorisation of this matter to the Deputy Chief Executive and Corporate Director of Residents Services, in consultation with the Leader of the Council and Cabinet Member for Finance, Property and Business Services. Furthermore, requests the Chairman of the Executive Scrutiny Committee waives the call-in period to progress this matter expediently.

10. Delegate authority to the Leader of the Council and Cabinet Member for Finance, Property and Business Services, in consultation with the Deputy Chief Executive and Corporate Director of Residents Services, to make all necessary decisions in respect of the refurbishment project at Cedars and Grainges Car Parks in Uxbridge, including the award of the construction and associated contracts. Furthermore, requests the Chairman of the Executive Scrutiny Committee waives the call-in period to progress this matter expediently.
11. Authorise the 2015/16 annual grant of £54,600 to the Hillingdon Outdoor Activity Centre and agree that going forward this be incorporated into the annual corporate core voluntary sector grants budget and that the necessary funding be vired to that budget from Children's & Young People's Services.

Reasons for decisions

Cabinet was informed of the latest forecast revenue, capital and treasury position (Month 4) for the current year 2015/16 to ensure the Council achieved its budgetary and service objectives.

Cabinet made a range of decisions including the acceptance of grants and allocation of new funds to support Adult Social Care budgets, new burdens for personal search fees and monies for transportation improvements. Cabinet also agreed to accept gift funding for a

planning development and transferred monies to cover the cost of the refurbishment of Deane Park Bowls Club.

In ratifying the decisions taken by the Leader of the Council during the summer period to ensure continuity of decision-making, Cabinet agreed an amendment to the decision made in relation to the Pavilions Shopping Centre, Uxbridge, of which the Council owns the freehold, to extend the property variation for rights of access to include the basement.

Two additional decisions were made by Cabinet at the meeting by way of an Addendum Sheet in respect of delegating decision-making to progress the refurbishment project at the Cedars and Grainges Car Parks in Uxbridge, along with approval of continued grant support to the Hillingdon Outdoor Activity Centre.

Alternative options considered and rejected

None.

Officer to action:

Paul Whaymand, Finance Directorate

Classification: Public

The report relating to this decision by the Cabinet is available to view on the Council's website or by visiting the Civic Centre, Uxbridge.

12. SCHOOL CAPITAL PROGRAMME UPDATE

RESOLVED:

That Cabinet:

- 1. Note the progress made with primary and secondary school expansions, the school condition programme and other school capital projects.**
- 2. Approve a virement of £4,084k from the Provision for Secondary Schools Funding budget to the Northwood Secondary School Replacement scheme, to meet the additional costs of construction**

Reasons for decision

Cabinet received its monthly update, tracking progress on London's largest school building programme which would invest over £300m in new local education facilities by 2020. This would ensure that every child in the London Borough of Hillingdon would have a quality place at a local school.

Cabinet approved the virement of additional resources for the replacement of Northwood Secondary School due to a combination of reasons including ground abnormalities, additional design specifications and market pressures.

The Deputy Leader and Cabinet Member for Education and Children's Services noted the very positive feedback from schools, pupils and parents making use of the new schools and many new school buildings the Council had built over the last few years.

Alternative options considered and rejected

None.

Officer to action:

Bobby Finch, Residents Services

Classification: Public

The report relating to this decision by the Cabinet is available to view on the Council's website or by visiting the Civic Centre, Uxbridge.

13. FUEL SUPPLY - CONTRACT EXTENSION AND FIXED PRICE

RESOLVED:

That Cabinet:

- 1. Approves the recommendation to extend the existing contract with Hall Fuels for the supply of fuel for a further 2 year period.**
- 2. Approves the recommendation to fix the wholesale price of fuel on the percentage [as set out in the report] of the Council's annual ULSD requirement for 12 months. The remainder of all other fuel purchased will reflect the market price at that time.**
- 3. Delegates authority to the Corporate Director of Finance, in consultation with the Leader of the Council and Cabinet Member for Finance, Property & Business Services, to agree the rate at which the Council fixes the fuel price with notification to Cabinet through Budget Monitoring in October 2015.**

Reasons for decision

Cabinet noted the Council's ongoing need for Ultra Low Sulphur Diesel and Gas Oil for its various operational teams including Green Spaces, Waste Services, Housing Repairs and Highways from its two fuelling facilities in the Borough.

Cabinet agreed an extension of the existing supply contract and put in place arrangements to protect the public purse against future fuel price volatility.

Alternative options considered and rejected

Cabinet considered a number of other options for fuel procurement, but these were deemed not best value.

Officers to action:

Matthew Kelly - Finance
Colin Russell - Residents Services

Classification: Private

Whilst the Cabinet's decisions above are always made public, the officer report relating to this matter is not because it was considered in the private part of the meeting and contained information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighed the public interest in disclosing it (exempt information under paragraph 3 of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 as amended).

14. COTTESMORE AND TRISCOTT HOUSES - EXTRA CARE HOUSING CONTRACT AWARD FOR PERSONAL CARE

RESOLVED:

That Cabinet agree a Single Tender Action to award an 18 month contract to SevaCare to continue to provide Personal Care Services to residents in Triscott House and Cottesmore House at a cost of £405,750.

Reasons for decision

Cabinet agreed an interim single tender contract to Sevacare for the provision of personal care services at the flagship Extra Care Schemes of Triscott House and Cottesmore House, noting that officers were working up a new combined contract model for such services going forward.

Alternative options considered and rejected.

Cabinet could have conducted a competitive tender process but this was not recommended at this time, given preparations underway for a combined contract.

Officers to action:

Tony Zaman, Adult Social Care Services
Paulo Borges, Finance Directorate

Classification: Private

Whilst the Cabinet's decisions above are always made public, the officer report relating to this matter is not because it was considered in the private part of the meeting and contained information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighed the public interest in disclosing it (exempt information under paragraph 3 of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 as amended).

15. TRANSLATION AND INTERPRETATION SERVICES

RESOLVED:

That Cabinet appoint DA Languages Limited on a 3 year contract (with provision to extend by a further 2 years subject to performance and relevant approvals) to provide the Council's Translation and Interpretation Services.

Reasons for decision

Following competitive tender, Cabinet agreed a new contract for the continuation of translation and interpretation services to the Council and residents. It was noted that there was high resident demand for interpreters and the Council currently received over 3,000 requests annually, with additional requests for direct translation and British Sign Language signing.

Alternative options considered and rejected

Cabinet could have considered procuring such services through a Framework Agreement.

Officers to action:

Pauline Moore - Administration / Residents Services (Communications)
Daniel Tilbury - Finance

Classification: Private

Whilst the Cabinet's decisions above are always made public, the officer report relating to this matter is not because it was considered in the private part of the meeting and contained information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighed the public interest in disclosing it (exempt information under paragraph 3 of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 as amended).

16. THE COMPASS THEATRE, ICKENHAM - REFURBISHMENT

RESOLVED:

That Cabinet agree:

- 1. To the use of the Scape National Minor Works Framework operated by Kier Construction Limited for the refurbishment and the modernisation of the front of house areas at the Compass Theatre.**
- 2. The appointment of Kier to provide Pre-Construction Services to progress the design proposals for the refurbishment of the Compass Theatre and subsequently undertake the works for a lump sum fee of £621,581.**
- 3. The appointment of Gleeds to act as Cost Consultants and R J Cann as CDMC for the project for the fees set out in the report.**
- 4. To the provision of a client contingency budget as set out in the report.**
- 5. To fund the roof works estimated at £76,000 from the Property Works Programme.**
- 6. To fund the refurbishment works from the £587,743 Sports and Cultural capital budget allocated to Compass Theatre with the remaining shortfall of £34,819 to come from the Capital Priority Growth fund.**
- 7. Delegate authority to the Leader of the Council and Cabinet Member for Finance, Property and Business Services, in consultation with the Deputy Chief Executive and Corporate Director of Residents Services, to make all necessary decisions to give effect to the above recommendations and any other decisions which are required in relation to this project.**
- 8. To request the Chairman of the Executive Scrutiny Committee waive the call-in period for these decisions so the project can progress within the tight time-frames outlined in the report.**

Reasons for decision

Cabinet agreed an urgent report on The Compass Theatre, Ickenham, which was now in need of refurbishment and modernisation to ensure it continued to provide a high standard of facilities for both performances and workshop activities to the local community. Cabinet made the necessary contractual decisions, noting that works were designed to ensure the theatre could continue to function, in particular, during its busiest period in December.

The Leader of the Council noted that this was part of a wider approach to improving cultural facilities in the Borough.

Alternative options considered and rejected

Cabinet could have decided to not to progress the modernisation of the theatre or delayed the works until a later time.

Officer to action:

Mohamed Bhimani – Residents Services

Classification: Private

Whilst the Cabinet's decisions above are always made public, the officer report relating to this matter is not because it was considered in the private part of the meeting and contained information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighed the public interest in disclosing it (exempt information under paragraph 3 of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 as amended).

Special Urgency Provisions

This report had been circulated less than 5 working days before the Cabinet meeting and was agreed by the Chairman to be considered as urgent.

17. ANY OTHER ITEMS THE CHAIRMAN AGREES ARE RELEVANT OR URGENT

No additional items were considered by the Cabinet.

The meeting closed at 7.36pm.

*** IMPLEMENTATION OF CABINET'S DECISIONS**

For Members and Officers only

Meeting after Cabinet, the Executive Scrutiny Committee did not call-in any of the Cabinet's decisions. Cabinet's decisions below come into immediate effect following the agreement to waive the call-in period from the Chairman of the Executive Scrutiny Committee:

- Item 11 (budget monitoring report) to ratify and approve an amendment to the decision made in relation to the Pavilions Shopping Centre in Uxbridge;
- Item 11 (budget monitoring report) to delegate decisions in relation to the Cedars and Grainges Car Parks in Uxbridge;
- Item 17 (Compass Theatre Refurbishment) - all decisions.

All other decisions can be implemented from 5pm, Friday 2 October 2015 unless notified otherwise by Democratic Services. The officers to implement the decisions are indicated in the minutes.

HILLINGDON SAFEGUARDING CHILDREN BOARD ANNUAL REPORT

Cabinet Member	Councillor David Simmonds CBE
Cabinet Portfolio	Deputy Leader of the Council Education and Children's Services
Contact	Stephen Ashley, Independent Chairman of Hillingdon Safeguarding Children Board (HSCB)
Papers with report	Annual Report

1. HEADLINE INFORMATION

Summary	The annual report of the Hillingdon Safeguarding Children Board (HSCB) is a statutory requirement. It describes the work of the partners engaged in children's safeguarding in the Borough, for the year ending 31 st March 2015. It will be published and available to view on the Board's website. Cabinet is asked to note the report.
Putting our Residents First	This report supports the following Council objectives of: <i>Our People.</i>
Financial Cost	There are no direct costs applicable with the publication of this annual report.
Relevant Policy Overview Committee	Children, Young People and Learning
Ward(s) affected	All

2. RECOMMENDATION

That the Cabinet notes the Hillingdon Safeguarding Children Board Annual Report for 2014-2015.

Reasons for recommendation

The annual report is a statutory requirement and Cabinet are asked to comment on its content given the importance of children's safeguarding. The report is a partnership document containing information specific to the work undertaken in the period 1st April 2014 to 31st March 2015.

Alternative options considered / risk management

None.

Policy Overview Committee comments

The Chairman of the Children, Young People and Learning POC thanked officers for the report provided, noting that although significant improvement was required to the functioning of the LSCB, work was already in progress to address this.

There was significant concern that the Annual Report stated that "Further work is needed by both the Board and its partners before we can be assured that children and young people are as safe as they can be across the Borough." It was acknowledged, however, that significant work had been undertaken since March 2015 to address the situation and that the LSCB Chairman had given assurances that this would not occur again. Some Committee Members expressed concerns about the contributions to the LSCB's budget as this appeared to be relatively low when compared to neighbouring boroughs. It was noted that work was ongoing to address concerns in relation to the budget.

A number of other improvements to the functioning of the Board had been made since March 2015, including improvements to auditing arrangements and the provision of a clearer assessment of the effectiveness of the Board. Work was also being undertaken to better evidence what the Board's priorities should be in the future. It was noted that the Chairman of the LSCB and other key staff were new in post and had been appointed since the time frame covered by the Annual Report.

The Committee noted that publication of the LSCB Annual report was expected to take place by the end of May in future years. It had been necessary to publish this year's report later than May in order to enable verification of performance data.

This report has been shared with the Corporate Parenting Board.

3. INFORMATION

Supporting Information

Background and context

The annual report reflects activity from over one year ago, as it is for the period April 2014-March 2015. It is the report of the board Chairman and in this case it marks the final one of the previous incumbent's tenure. The new Chairman has articulated a clear strategy for how the Safeguarding Children Board will develop going forward.

Steve Ashley was appointed to the role of Independent Chairman for the Adult and Children Boards in April 2015 this year and began work in June. The Chairman has a clear brief to improve the functioning and effectiveness of both Boards and this process has started and will be accelerated over the year. The delivery will be supported by a Safeguarding Hub supporting the work of both safeguarding boards.

The new Chairman has been clear that the Board structure must be efficient and effective and is in place not only to hold partners to account, but to resolve those issues that are preventing or interfering with the effective safeguarding of children in Hillingdon. The progress of the Board will be reported at regular intervals throughout the coming year. Considerable work has been undertaken since April 2015 which is not reflected in the report. The attached annual report should be seen in the context of these changes, of the timing and the change of Chairman.

The information below provides a summary of current children safeguarding services and the work that has been undertaken this year. It fulfils the legal requirement contained in Working Together 2013 and 2015. The report is required to contain the following elements:

- A rigorous assessment of the performance and assessment of local services.
- Identification of areas of weakness and the action being taken to address them, as well as other proposals for action.
- Lessons from reviews undertaken within the reporting period, including Serious Case and Child Death reviews.
- Contributions made to the LSCB by partner agencies and details of expenditure.

Report Summary

Attached to this paper is an executive summary that provides further detail on the contents of the report. The Chairman would highlight the following detail:

LSCB Improvement Plan

Following a grading of "requires improvement" on Board performance by Ofsted in December 2013 an improvement plan was put in place. Progress has been made against each identified area but the Board requires further work to be graded as 'good' or 'excellent'. In particular, the Board still needs to improve its levels of auditing activity and training. A performance framework has been developed and requires broad implementation.

Assessment of the quality of safeguarding

To be confident of the effectiveness of the partnership the Board requires regular data, both quantitative and qualitative. Although a start has been made on this with the agreement of the Performance Web, section 11 and school audits in the forthcoming year and a multi-agency audit programme, the Board requires this to be further developed in order to have increased confidence in the quality of practice.

The information presented by partner organisations needs to be improved in order that the Board has appropriate assurance about their performance. The development of a Multi-Agency Safeguarding Hub is positive, though further development is required to ensure that the contribution of all agencies is embedded.

Children's Social Care has achieved increased levels of stability, reducing their assessment backlogs and reducing staff turnover and is now aiming to consolidate this progress and increase the number of permanent, employed staff.

The Hillingdon Hospital was subject to a CQC inspection during October 2014, with the report being published in February 2015. The overall rating was that the hospital "Required Improvement". The Deputy Director of Nursing and Deputy Lead Doctor for safeguarding attended the Board in March 2015 to update on progress since the inspection. The Board was encouraged by the rapid progress at the hospital following the inspection and will continue to monitor this.

Further work by the Board and partners will provide further assurance that children and young people across the Borough are as safe as they can be.

Serious case reviews

No Serious Case Reviews were published in the year. One was completed and published in April 2015. This concerned a teaching assistant from a local secondary school who was convicted of sexual activity with a female pupil. The Board accepted the eleven recommendations made in this case and will oversee the implementation of these through the Learning and Improvement Framework.

Finance

The new Chairman has committed to examining the financial status of the Board and to take recommendations forward to all agencies.

Financial Implications

There are no financial implications arising relating to the publishing of this report.

4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES

What will be the effect of the recommendation?

The publication of this report will not directly affect service users, though it is noted that there have been a number of developments following the time period the report references to improve the service and support provided to children and young people.

Consultation Carried Out or Required

The report contains reports from each of the agencies that form the partnership.

5. CORPORATE IMPLICATIONS

Corporate Finance

Corporate Finance has reviewed this report and confirms that there are no direct financial implications associated with the recommendation that Cabinet note and comment on the content of this report. Funding arrangements for the Local Safeguarding Children's Board is under review and will be reflected in the Council's Medium Term Financial Forecast.

Legal

The Chairman of the HSCB must publish an annual report on the effectiveness of child safeguarding and promoting the welfare of children in the local area. This is a requirement pursuant to s14A Children Act 2004. The annual report should be published in relation to the preceding financial year and should fit with local agencies' planning, commissioning and budget cycles. The report should be submitted to the Chief Executive, Leader of the Council, the local police and crime commissioner (i.e. the Mayor's Office for Policing and Crime) and the Chairman of the Health and Well-Being Board. To ensure full inclusion, this report is also submitted directly to the Cabinet.

Under the Council's Constitution, the Cabinet has the appropriate powers to agree the recommendations proposed at the outset of this report. There are no specific legal implications arising from the report.

6. BACKGROUND PAPERS

Previous Annual Reports

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Executive Summary

Background

The Local Safeguarding Children Board (LSCB) is required to produce an annual report under the auspices of The Apprenticeships, Skills, Children and Learning Act 2009 and the statutory guidance contained in Working Together 2013. It is a requirement that the annual report is published.

The report covers the year from 1st April 2014 to 31st March 2015. Publication has been delayed while verification of performance data took place. In future years there will be an intention to have the report published by the end of May.

It is worthy of note that the LSCB received a 'requires improvement' grading from Ofsted in December 2013 and that the safeguarding partners appointed a new Chairman, Stephen Ashley, in April 2015.

Governance

Over the course of 2014/5 protocols were agreed and signed with the following:

- Health and Wellbeing Board
- Corporate Parenting Board
- Domestic Violence Executive Board
- Youth Offending Service Management Board

Improvement plan

In December 2013 Ofsted undertook an inspection of the effectiveness of the LSCB giving an overall grading of "Requires Improvement". An action plan was put in place to address the issues raised. Progress has been but further work is required in the following areas:

- Performance management and quality assurance (auditing)
- Progress with embedding the voice of children and young people in the Board
- Training

Reports from sub-groups

Performance and Quality Assurance sub-group

A Performance Web was agreed as the main reporting tool for the Board. This work requires embedding.

The subgroup commissioned audits on the Voice of the Child and Private Fostering and both were completed, with the learning added to the Learning and Improvement log.

Child Sexual Exploitation sub-group

A sub-group was established to take this work forward within the year. Significant progress was made assessing the prevalence of CSE across the Borough and developing the multi-agency response to address CSE. A specialist worker was recruited, based within Children's Social Care, and working across agencies in collaboration with the LSCB.

The Board were encouraged by the successful prosecution of three perpetrators of CSE in the Borough. This was the result of multi-agency team work. In particular excellent collaborative work was identified as having taken place by the Metropolitan Police, Children's Social Care and the NHS.

In the latter months of the year the concentration has been on ensuring that there is strategic join-up between the agencies and a strategy and action plan was agreed at the LSCB in March 2014. A training programme has also been agreed and is underway.

Strong governance arrangements, as agreed across London, are in place to address CSE with a MAP (Multi-Agency Panel) for the discussion of individual cases and MASE (Multi-agency Sexual Exploitation) strategic group both of which meet monthly.

Vulnerable children and young people sub group

The group has prioritised the needs of children and young people living in families in which there is domestic violence and has, with the Performance and Quality Assurance sub-group commissioned an audit to better understand the quality of multi-agency practice for these children and young people.

There is, however, a lack of coordination in the approach and the extent of the problem is unquantified at the moment. Further work will be undertaken in the current year to understand the extent of the problem and to encourage a more strategic approach to be undertaken across the Borough.

Learning and Development

The sub-committee met regularly and agreed a feedback mechanism so that we could ascertain the impact that training had on practice. Less positively we were unable to commission courses as the year developed, including the key Working Together training, due to a lack of funding. A charging mechanism was agreed in early 2015 and there is an expectation that a full training programme will commence in the forthcoming year.

Joint LSCB/Heathrow strategic group

Specific achievements with in the year have included working through a route to notify LBH of children and young people identified as being privately fostered ensuring that the right support is identified for them. Identifying risks associated with Ebola, sharing knowledge of operations including one relating to FGM with consequent referrals made to Social Care and sharing information on age-disputed young people.

A work plan for the next reporting year has been agreed.

Serious Case Review sub-group

No Serious Case Reviews were published in the year but one was completed and published in April 2015. This concerned a teaching assistant from a local secondary school who was convicted of sexual activity with a female pupil. The Board accepted the eleven recommendations made in this case and will oversee the implementation of these through the Learning and Improvement Framework.

Two Serious Case Reviews were commissioned with the intention to publish both in 2015, these will be reported upon in the 2015/6 Annual Report.

A further case was discussed but it was agreed that this did not meet the threshold and a joint agency review was commissioned and completed in April 2015

Policy and Procedure sub group

The Policy and Procedure subgroup spent the early part of the year drafting and agreeing a threshold document as required under Working Together 2013, this was agreed by the Board in December and was subsequently published.

The sub-committee also agreed an Escalation policy, Core Group guidance and began work on agreeing guidance for those working with children and young people who are engaged in sexually harmful behaviour.

User Engagement

The Board considers it important to develop its public profile. A communications strategy was agreed by the group with a commitment to run two campaigns per year from the current year. In addition, a new logo was produced and a Twitter feed launched (@hillington_lscb) providing general safeguarding information and advice. The Board also launched an e-bulletin for wide circulation and produced two editions within the year. Plans to develop the website with a clear and separate identity to that of the London Borough of Hillingdon site have been carried through to the current year.

The User Engagement subgroup was also established to develop mechanisms for consultation and feedback with children, young people and their families.

Child Death Overview Panel

The Child Death Overview Panel is a statutory requirement of the Children's Act 2004 which came into effect on 1st April, 2008 and conforms to the guidance of Chapter 5, Working Together 2013. The Hillingdon and Ealing Local Safeguarding Children Boards joined together to form a two borough Child Death Overview Panel. The Panel is chaired by a Director/Consultant of Public Health for either Ealing or Hillingdon and has a fixed core membership of senior professionals which is drawn from the key organisations represented on the LSCB.

All deaths of children under 18 years are reviewed by the Child Death Overview Panel and within all categories there are many cases that whilst not preventable have learning points and training issues in different agencies. The reviews of Sudden Unexpected Deaths of Infants have highlighted the importance of 'safer sleeping' and the dangers of co-sleeping, overheating, positional sleeping and include risk factors of smoking, drinking and taking drugs.

Other issues identified during reviews this year were:

- Transfer times by the Children's Acute Transfer Service (CATS)
- The importance of flu and other vaccinations in babies and vulnerable children
- The need for police to be informed of children receiving palliative care

- The importance of sharing emergency access plans with GP's
- The need to share health and social care information across borders when children move or are treated out of borough.
- The importance of early diagnosis of Brain Tumours

Good Practice

Safer Sleeping in Infants Integrated Care Project (SSLIP)

The Board were very pleased to work alongside lead CDOP paediatrician, Dr Jide Menankaya to introduce a new initiative to the Borough. Sudden unexpected deaths in infancy (SUDI) is a significant cause of death in babies less than 1 year old. In London, a baby dies every 9 days from SUDI and in our boroughs of Hillingdon and Ealing one in nine deaths in children is due to SUDI.

This is a really important initiative to safeguard the lives and well-being of children and requires the participation of key stakeholders in this borough to make it a success.

LSCB Conference

On 10th February the LSCB hosted a conference with the theme of Early Help. 150 people attended with 15 "Market Stalls". The review sheets filled in on the day showed a satisfaction rate of 7.9 out of 10. The most popular sessions were the drama group in the morning and the afternoon round table case discussions. The opportunity to network with others from the community was praised.

Allegations against professionals

The Local Authority Designated Officer, LADO, plays a crucial role within the Local Authority managing and overseeing allegations that are made against professionals. The rate of LADO referrals remains high with the largest proportion received from schools and Early Year's provision. Awareness of the role of the LADO is communicated to staff on a regular basis through training and staff induction.

Independent Domestic Violence Advisor (IDVA) Service

The purpose of an IDVA Service is to address the safety of victims at medium to high risk of harm from intimate partners, ex-partners or family members in order to secure their safety and also the safety of any children.

There has been a steady increase in referrals to the IDVA Service over the last 3 years; however staffing numbers have remained the same resulting in the IDVA Service running out of capacity. In 2015 the IDVA Service will undergo some positive changes as funding from The Mayor's Office for Policing And Crime (MOPAC) means that there will be 4.5 additional IDVA positions; one will be permanently located within the Multi-Agency Safeguarding Hub (MASH) and another located within the Housing Department. It is hoped that the additional staffing will enable the IDVA Service to continue to provide the excellent level of Risk Assessment and Safety Planning to residents of Hillingdon.

Assessment of the quality of safeguarding

To be confident of the effectiveness of the partnership the Board requires regular data both quantitative and qualitative. Although a start has been made on this with the agreement of the Performance Web, section 11 and school audits in the forthcoming year and a multi-agency audit programme we do not have sufficient data from the reporting year to be confident of the quality of practice.

The performance of partner organisations with regard to safeguarding provides mixed assurance for the Board. The Development of a Multi-Agency Safeguarding Hub is positive, though further development is required to ensure that the contribution of all agencies is embedded. Children's Social Care has achieved a degree of stability reducing their assessment backlogs and reducing staff turnover but now need to consolidate this progress and increase the number of permanent, employed staff.

The Hillingdon Hospital was subject to a CQC inspection during October 2014 with the report being published in February 2015. The overall rating was that the hospital "Required Improvement".

The Board was encouraged by the rapid progress at the hospital following the inspection and will continue to monitor this.

Taking the points above into account the Board is cautious about an assessment of the effectiveness of safeguarding across the Borough. Further work is needed by both the Board and its partners before we can be assured that children and young people are as safe as they can be across the Borough.

Priorities for 2015/6

Addressing **Child Sexual Exploitation** will remain a Board priority until we can be assured that the right multi-agency plans, procedures and guidance are in place to safeguard the potential victims.

With Britain's largest airport and the third largest airport in the world, Heathrow, in the Borough **child trafficking** will continue to remain an issue for the Board.

In addition the Board remains concerned that the response across the Borough with regard to both **FGM** and **radicalisation** has not been fully explored and may lack rigour. Both will be subject to further enquiries during 2015/6.

It is important that, over the year, the Board **develops a sound understanding of the quality of multi-agency practice and the child's journey between the agencies**. Work on this has begun but the programme of multi-agency auditing will be escalated and the Board will work to properly embed the child's voice in the Board.

Finance

There should be a **review of resourcing** for the Board to ensure that it has the ability to operate to, at least, "Good".

Hillingdon Local Safeguarding Children Board

Annual Report

2014 – 15

*'That every child and young person is as safe and physically
and emotionally secure as possible, by minimising risk of
harm as much as we can.'*



Annual Report 2014/5



Chairman's introduction

The following report provides an assessment and summary of the work undertaken by the Hillingdon Safeguarding Children Board over the last year. I would like to thank all of those that have worked hard this year to improve the level of safeguarding in the Borough. In particular, I would like to thank my predecessor for her hard work over a number of years and wish her well in her future endeavours.

I was appointed this May to take over as the Independent Chairman of the Board. This report focuses on what has taken place over the last year. Whilst much of the attention is focussed on Children and Young People Services, the Board is formed of a partnership of all of those agencies and third sector organisations that are engaged in safeguarding our children. It is clear from recent reports that we can do better for our children and the Board must step up a gear to make sure this happens.

I have met with a number of senior members of the Board and I have been impressed with their determination and clear ambition to see improvement in the level of safeguarding in the Borough. I support their ambition and will do all that I can to see us succeed.

This report does highlight the progress that has already been made. The introduction of a multi-agency safeguarding hub (MASH), where agencies are located together, is just one positive development. I look forward to working with agencies to see further improvements. Moving forward it will be essential that we listen to the views of the public and most importantly the children we are responsible for safeguarding. I am looking forward to the challenge ahead and will provide regular updates throughout the year, on our website, detailing the progress that is being made.

I hope the report provides the information you need and is of interest. Please let us know what further information would be of use and what you feel we should be doing to improve safeguarding in Hillingdon.

Steve Ashley

About Hillingdon

Hillingdon is the second largest of London's 32 boroughs with a population of 292,700 in 2014 of which 25% were under 19. This proportion is slightly higher than England and London. An increase in numbers of young children (0-9 age group) is projected to rise until 2017. However, these growth rates are comparable with London as a whole.

53% of the resident population aged 5-19 and 59% of the schools population (School Census 2014) belong to a Black and minority ethnic (BME) group (a group that is not White British). This diversity is expected to increase as 62% of the very young resident population (age 0-4 years) belong to a BME group. The School Census 2014 shows that 24% are Asian or Asian British, 11% Black or Black British, 10% Mixed background, 8% White backgrounds other than White British, 6% other ethnic groups, and 1% not known. Almost 40% of the school population do not have English as their first language. 183 languages were recorded in Hillingdon schools with 46% of Primary school pupils and 40% of Secondary school pupils having a first language that is not English.

Hillingdon is a comparatively affluent borough (ranked 23rd out of 32 London boroughs in the 2010 index of multiple deprivation, where rank 1 is the most deprived). Within Hillingdon there is variation between the north and south of the borough, with some areas in the south falling in the 20% most deprived nationally. Heathrow Airport is located entirely within Hillingdon boundaries and this has a major impact, particularly in respect of children and young people who pass through the airport. Close and effective multi-agency work has led to Hillingdon being considered a national leader in the field of protecting children and young people from potential and actual trafficking.

Child Population Profile: There are significant variations in the population of children and young people (age 0-19) across Hillingdon, with more younger people in the south of the borough, and also higher proportions who are from ethnic minority groups (e.g. 80% in Pinkwell, compared with 21% in Harefield). About 45% of children and young people (aged 0-19 years) in Hillingdon are White British, 26% Asian or Asian British groups, 11% Black or Black British groups, 8% in any Mixed background, 6% White backgrounds other than white British groups, and 4% in other ethnic groups. Over the last 10 years the proportion of children born to mothers who were born outside the UK has risen to over 50%, with the biggest increases in births to mothers born in Asia and the Middle East and in countries which have joined the EU since 2004.

Poverty: Over a quarter of children aged 0-15 in Hillingdon are deemed to be living in poverty, including over 40% of children in two wards in the south of the borough, and 17% of school age children across the borough are eligible for free school meals.

Vulnerable Groups: Some groups of children and young people are more vulnerable than others to poor health, educational and social outcomes. In Hillingdon 5,600 children were deemed to be in need throughout 2012/13 (latest nationally available data), and this number has increased in each of the previous 3 years. The most common primary need identified was abuse or neglect, followed by absent parenting which was the primary cause in almost 20%, probably related to the number of Unaccompanied Asylum Seekers who become the responsibility of Hillingdon Council through Heathrow airport.

Disabilities: Around 8% of children in need in Hillingdon have a disability, the commonest being learning disabilities, mobility and communication problems. More data on childhood disability in Hillingdon is awaited, but estimates based on national data suggest that 3.0- 5.4% of children and young people (about 2,300 - 4,100) are likely to have some form of disability. Disabilities are more common among children from more deprived socioeconomic groups, and there are more boys than girls with disability at all ages.

Education: A total of 1,200 pupils attending Hillingdon schools (2.9% of the total school age population) had a statement of Special Educational Need (SEN), and 2,470 (6.0%) were subject to School Action Plus (meaning that the school receives external help for the child.) The most common categories of SEN main difficulties are speech, language and communication needs (31%) and behaviour, emotional and social difficulties (16%), with smaller numbers with Dyslexia (11%), moderate learning difficulty (12%) and Autistic Spectrum Disorder (13%). In Hillingdon 19% of the school population was assessed as having SEN. For children with SEN, outcomes within the primary and secondary phases are broadly in line or just above the national picture, but are not yet as strong as London region. Children with some types of learning difficulty are also at significantly increased risk of mental health problems and estimates based on national research and local information suggest that 2.6% - 3.5% of children and young people aged 5-18 in Hillingdon will have both a learning difficulty and an emotional or mental health problem, equivalent to about 480-620 children and young people.

In 2014 around 230 young people in Hillingdon aged 16-18 were thought to be not in education, employment or training (NEET), which represents 2.4% of the population of that age, a lower proportion than in London or England. This proportion has fallen from 5.7% in Hillingdon over the previous 7 years. The largest numbers of the NEET cohort live in Botwell, Townfield, West Drayton and Yiewsley, and White British are over-represented in this group. In the 2011 Census 2,450 (2.6%) of those aged under 25 in Hillingdon reported that they were unpaid carers, with the highest proportions in Hayes and Harlington and lowest in Ruislip and Northwood. Data provided by the Hillingdon Carers service suggests that there are Young Carers as young as 5 in Hillingdon. 206 school children living in Hillingdon were Gypsy or Irish traveller children in the 2014 school census; in the 2013 School census nearly half of

the Gypsy or Irish traveller children were identified as having some special educational need.

Child Deaths: In total there were 138 deaths in persons aged 0-19 years in Hillingdon over the 5 years 2010-2014, 57% of which occur under the age of 1, and 14% in older teenagers aged 15-19. The commonest single cause of death in older children is external causes, accidents and injuries, and adolescent boys are particularly at risk.

Hospital Admissions: The rate of hospital admissions of young people aged under 18 for alcohol specific conditions (those which are causally related to alcohol) is the same in Hillingdon as the rest of England, and the trend has fallen only slightly in the last few years.

Teenage Pregnancy: There has been a decline in rates of teenage pregnancy, almost year on year since 2003; Hillingdon has followed the decline in rates that has been observed across London and England as a whole.

Sexually transmitted infections: The rate of new sexually transmitted infections (all ages) excluding Chlamydia in Hillingdon is significantly higher than the rate for England, but lower than the rate for London. Just over 600 people aged 15-24 years old had Chlamydia detected in 2013; the rate of detection in Hillingdon (1.5%) was significantly lower than the rate for England and London.

CAMHS: Over 1000 children aged 2-18 were referred to Tier 3 CAMHS in 2013/14, of whom 55% met the service's referral criteria and were seen. The number of referrals increases with age and there appear to be more White British children seen in the service than would be expected from the ethnicity profile of children and young people in Hillingdon. Almost one-quarter of those seen had hyperkinetic disorders, 12% had other behavioural and emotional disorders, and 11% other anxiety disorders. Estimates based on national data suggest that the numbers who used CAMHS services in Hillingdon are about half that expected for Tier 2 and Tier 3 services, and about two-thirds that expected for Tier 4. In 2012-13, 112 young people aged 10-24 in Hillingdon were admitted to hospital as a result of self-harm. This rate has remained stable over the last 5 years and is significantly lower than the England average.

A&E Attendance: Almost half of all 1-18 year olds attending A&E were children aged 1-5, and among these younger children injury and poisoning are the commonest reasons for attendance, followed by respiratory conditions. Emergency hospital admissions for intentional self-harm (all ages) are significantly lower in Hillingdon than England as a whole.

Educational Outcomes: Data on educational outcomes in 2014 shows that levels of development at the end of reception year are lower for Hillingdon than in London

or England. However at Key Stage 1 and Key Stage 2 overall achievement in Hillingdon is better than that for England and in most areas the same as London. At Key Stage 4 overall achievement is still better than England in most areas, but is below London. The exception is for White pupils who fare worse than the England average, and this is particularly marked for White boys in Hillingdon.

Commentary.

Although, by and large, Hillingdon offers young people a good place to grow up there are some particular concerns. There is a danger that the overall affluence of the Borough can mask the difficulties for some. The Index of Deprivation scores are expected to be refreshed nationally later in 2015, but the current calculations that 16,000 children aged 0-15 live in poverty in Hillingdon (over 40% of children in some wards) is a particular concern given what we know about the potential outcomes for these children.

Any hospital admission for self-harm and alcohol related incidents amongst children and young people is of concern. This is particularly concerning when linked with lower than average referral acceptances by CAMHS. This will be of particular scrutiny during the forthcoming year.

Governance

Statutory requirements

Section 13 of the Children Act 2004 required each local authority to establish a Local Safeguarding Children Board (LSCB) for their area and specified the organisations and individuals (other than the local authority) that should be represented on LSCBs.

The LSCB has a range of roles and statutory functions including developing local safeguarding policy and procedures and scrutinising local arrangements. Section 14 of the Children Act 2004 sets out the objectives of the LSCB which are:

- a. To coordinate what is done by each person or body represented on the Board for the purposes of safeguarding and promoting the welfare of children in the area; and
- b. To ensure the effectiveness of what is done by each such person or body for those purposes.

The Hillingdon Safeguarding Children Board (HSCB) has a statutory duty to publish an Annual Report on the effectiveness of child safeguarding and promoting the welfare of children in the Borough.

The report is submitted each year to the Chief Executive, the Leader of the Council and the Chairman of the Health and Wellbeing Board.

The Board were keen to agree protocols with the other key safeguarding strategic bodies in the Borough to ensure that each knew the priorities and main areas of interest of the other. It was agreed that the Chairman, or representative, of the LSCB would attend meetings of the other Board and that a representative would be invited to the LSCB. Over the course of 2014/5 protocols were agreed and signed with the following:

- Health and Wellbeing Board
- Corporate Parenting Board
- Domestic Violence Executive Board
- Youth Offending Service Management Board

The Chairman attended meetings of the Health and Wellbeing Board, the Corporate Parenting Board and the Young Offender Board. The interim Business Manager attended the Domestic Violence Executive Board.

Within the year the number of sub-groups was reduced from eleven to eight to include a new Executive group as the "engine house" of the Board. Over the course of the year two additional sub-groups were added, a joint LSCB/Heathrow Strategic Safeguarding and Trafficking meeting and a CSE sub-group. Other sub-groups meeting regularly are:

- Vulnerable children and young persons' group
- User Engagement
- Policy and Procedure
- Learning and Development
- Child Death Overview Panel
- Performance and Quality Assurance
- Serious Case Review

One of the priorities previously identified is that the voice of children and young people should be heard in the Board. Progress on this has begun with an inspection of the CAMHS service by members of the Youth Council and the report on this will be included in the Annual Report for 2014/5. We have agreed that once this report is finalised the Young Inspectors undertake further inspections.

Progress with embedding the voice of children and young people in the Board has been too slow over the reporting period and will be escalated through the Business Plan into next year.

How did we do? These were the priorities in 2013/14:

In December 2013 Ofsted undertook an inspection of services for children in need of help and protection; children looked after and care leavers. It also reviewed the effectiveness of the LSCB giving an overall grading of "Requires Improvement". The action plan that followed the inspection set out the following priority areas for 2014/5.

- Ensure that time allocated to LSCB meetings is sufficient for partners to effectively undertake its work. **Achieved, the LSCB meets on a separate day to the LSAB and there is sufficient time to cover the agenda and to allow for debate of priority items.**
- Improve the communication with other strategic bodies, including the Health and Wellbeing Board, to ensure strategies aiming to improve the lives of children and young people are effectively coordinated. **Achieved, protocols have been agreed with all key strategic bodies in the Borough.**
- Ensure that the LSCB effectively evaluates safeguarding performance through audit and performance monitoring of multi-agency activity, and make sure evaluation is used to improve services. **Achieved in part. Some auditing has taken place and a performance framework agreed.**
- Ensure that the LSCB provides effective challenge to partners and holds partners to account to improve safeguarding outcomes for children and young people. **Achieved in part and evidenced through Board minutes**
- Ensure that children young people and the community are appropriately engaged in the work of the LSCB, strategically and operationally, so that its work reflects their views. **We have begun this and will further develop the approach next year.**
- Ensure that partners are appropriately engaged in developing and delivering multi agency aspects of the Signs of Safety approach to risk management, so that there is full multi agency engagement in identifying risks and strengths to keep children safe. **Achieved, Signs of Safety was rolled out from July 2014.**
- Ensure that the impact and effectiveness of multi agency training is evaluated so that its effectiveness can be assessed and improved. **Achieved in part, the June Board agreed that for training courses running from September 2014 the pilot process would continue with an evaluation prior to, and after, training courses. For the remainder of 2014/5 this will be undertaken for the Domestic Violence, Impact on children course.**

In summary, good progress has been made but there is further work to do for the Board to reach "Good".

Reports from the sub-committees:

Much of the work of the Board is delivered through a series of sub committees, each led by a Chairman from across the safeguarding partnership. The following section of the report sets out a brief summary of some of the sub-committee highlights to give a flavour of the important role they fulfil.

Executive:

The Executive agreed new formats for both the Business Plan and the Risk Register during the Year. Both are reviewed at the Executive and discussion determines the priorities. During the course of the year the Executive agreed that the main concerns of the Board for the reporting year would be Child Sexual Exploitation, children and young people in a household where there is known domestic violence, assessing the Borough's response to youth violence and gang culture and children with a disability.

Performance and Quality Assurance sub-group

At the September meeting a Performance Web was agreed as the main reporting tool for the Board. (see appendix 5). The web identifies seven key questions for the Board to ask and the accompanying dashboard provides the relevant data:

1. *Is safeguarding really everyone's business?*
2. *Do we know that children are safe and the right children have protection plans and that they are being fully implemented in a timely way?*
3. *Are we sure that lessons from SCRs are disseminated and embedded in practice?*
4. *Are we doing all that we can to reduce the risk of avoidable child death?*
5. *Are we satisfied with the quality of care for any child not living with its parent?*
6. *Are we satisfied with the quality and effectiveness of early help and intervention?*
7. *Is the children's workforce fit for purpose?*

At each meeting the Board receives a performance report updating on these questions and, over time, the information will build up to provide the Board with a full picture of performance.

A Scorecard to accompany the web is present to the Board and will receive further development over the forthcoming year. The subgroup commissioned audits on the Voice of the Child and Private Fostering and both were completed, with the learning added to the Learning and Improvement log. The results of the Private Fostering audit have since informed the work of a short-

life group which has further developed the work with the assistance of a specialist worker. The results of the Voice of the Child audit were of concern in that they demonstrated that children and young people were not sufficiently included in meetings about their safety and future and that minutes were not widely circulated. It also noted that the LSCB should undertake some further work on information sharing amongst partners.

The subgroup has agreed that further work on developing an agreed data set is required in the next reporting year and that a programme of multi-agency audits will be undertaken.

Child Sexual Exploitation sub-group

Child Sexual Exploitation (CSE) was adopted as a Board priority and a sub-group established to take the work forward within the year. Significant progress was made over the year with assessing the prevalence of CSE across the Borough and developing the multi-agency response to address CSE. This was aided in no small part by the appointment of a specialist worker based within Children's Social Care and working across agencies in collaboration with the LSCB.

The Board were encouraged by the successful prosecution of three perpetrators of CSE in the Borough. This was the result of multi-agency team work and those involved in bringing the case were asked to give a presentation to the London Safeguarding Board conference in November 2014. In particular excellent collaborative work was identified as having taken place by the Metropolitan Police, Children's Social Care and the NHS. The Board commended the approach taken by the team in respect of preparing the victims for giving evidence and the support that they were given throughout the trial.

In the latter months of the year the concentration has been on ensuring that there is strategic join-up between the agencies and a strategy and action plan was agreed at the LSCB in March 2014. A training programme has also been agreed and is underway.

Strong governance arrangements, as agreed across London, are in place to address CSE with a MAP (Multi-Agency Panel) for the discussion of individual cases and MASE (Multi-agency Sexual Exploitation) strategic group both of which meet monthly. In addition the Board has a CSE sub-group which reports to the Board twice a year.

Vulnerable children and young people sub group

Much of the work in developing the Child Sexual Exploitation strategy has been driven through the Vulnerable Children sub-group this year and, understandably, this has been the concentration of the group. In addition the

group has prioritised the needs of children and young people living in families in which there is domestic violence and has, with the Performance and Quality Assurance sub-group commissioned an audit to better understand the quality of multi-agency practice for these children and young people.

The group also facilitated a workshop to look at how effective the multi-agency response to female genital mutilation is. The outcome from this is that the Board were pleased to note that there are significant resources available in the Borough to address this issue. There is, however, a lack of coordination in the approach and the extent of the problem is unquantified at the moment. Further work will be undertaken in the current year to understand the extent of the problem and to encourage a more strategic approach to be undertaken across the Borough.

Learning and Development

The year was a mixed one for the Learning and Development sub-committee. The sub-committee met regularly and agreed a feedback mechanism so that we could ascertain the impact that training had on practice. Less positively we were unable to commission courses as the year developed, including the key Working Together training due to a lack of funding. A charging mechanism was agreed in early 2015 and there is an expectation that a full training programme will commence in the forthcoming year.

Partner agencies provide their own training returns in the appendix 1.

Joint LSCB/Heathrow strategic group

Heathrow, situated within the Borough, is the busiest airport in the United Kingdom and the busiest airport in Europe for passenger traffic. Every day thousands of children and young people come through the airport some being identified as being of potential concern. Border Force will make assessments on a number of these children and young people and will call in staff from the London Borough of Hillingdon Children's Social Care where there are particular concerns. The working arrangements between the airport and Children's Social Care have been complimented by the Office of the Children's Commissioner.

Another new subgroup in the year, the joint LSCB/Heathrow strategic group was established with the following purpose:

- To provide scrutiny and overview of the safeguarding arrangements for children and young people arriving at Heathrow.
- To oversee the performance of relevant agencies and to advise the LSCB of any shortfall or major risks in respect of children and young people arriving at Heathrow.

New Safeguarding and Trafficking teams were established at Heathrow in April 2014 and, in preparation for this, all Border Force team members were trained in a four-day tier 3 safeguarding package developed within Border Force.

The Heathrow Safeguarding Children group is a sub group of the LSCB and will reports back to the main Board on its activities and outcomes.

Specific achievements with in the year have included working through a route to notify LBH of children and young people identified as being privately fostered ensuring that the right support is identified for them. Identifying risks associated with Ebola, sharing knowledge of operations including one relating to FGM with consequent referrals made to Social Care and sharing information on age-disputed young people.

The LSCB were pleased to note that the airport undertook an awareness raising day on the theme of Modern Slavery. In addition representatives from the Heathrow Safeguarding team contributed to the London Borough of Hillingdon's White Ribbon day.

A work plan for the next reporting year has been agreed.

Serious Case Review sub-group

No Serious Case Reviews were published in the year but one was completed and published in April 2015. This concerned a teaching assistant from a local secondary school who was convicted of sexual activity with a female pupil. The Board accepted the eleven recommendations made in this case and will oversee the implementation of these through the Learning and Improvement Framework. The Board were concerned to learn from the SCR author that there were similarities with an SCR published by the Board in 2010 and that, if the learning from the previous SCR had been fully embedded the child might have been better protected.

Two Serious Case Reviews were commissioned with the intention to publish both in 2015, these will be reported upon in the 2015/6 Annual Report.

A further case was discussed but it was agreed that this did not meet the threshold and a joint agency review was commissioned and completed in April 2015.

Policy and Procedure sub group

The Policy and Procedure subgroup spent the early part of the year drafting and agreeing a threshold document as required under Working Together

2013, this was agreed by the Board in December and was subsequently published. The document includes:

the process for the early help assessment and the type and level of early help services to be provided; and

the criteria, including the level of need, for when a case should be referred to local authority children's social care for assessment and for statutory services under:

section 17 of the Children Act 1989 (children in need);

section 47 of the Children Act 1989 (reasonable cause to suspect children suffering or likely to suffer significant harm);

section 31 (care orders); and

section 20 (duty to accommodate a child) of the Children Act 1989.

The Document was drafted through the Policy sub-committee and was agreed by the Board at the meeting in December 2014.

The LSCB conference in February 2015 was used to promote the document and the practice changes.

The sub-committee also agreed an Escalation policy, Core Group guidance and began work on agreeing guidance for those working with children and young people who are engaged in sexually harmful behaviour.

User Engagement

The LSCB has been described as the “multiagency window into safeguarding”, for this reason the Board considers it important to develop its public profile. A communications strategy was agreed by the group with a commitment to run two campaigns per year from the current year. In addition a new logo was produced and a Twitter feed launched (@hillington_lscb) providing general safeguarding information and advice. The Board also launched an e-bulletin for wide circulation and produced two editions within the year. Plans to develop the website with a clear and separate identity to that of the London Borough of Hillingdon site have been carried through to the current year.

The User Engagement subgroup was also established to develop mechanisms for consultation and feedback with children, young people and their families. Work has commenced via an inspection of the CAMHS service but otherwise has progressed more slowly than we had hoped and progress will be accelerated next year.

Child Death Overview Panel

The Child Death Overview Panel is a statutory requirement of the Children's Act 2004 which came into effect on 1st April, 2008 and conforms to the guidance of Chapter 5, Working Together 2013. The Hillingdon and Ealing Local Safeguarding Children Boards joined together to form a two borough Child Death Overview Panel. The Panel is Chairmanned by a Director/Consultant of Public Health for either Ealing or Hillingdon and has a fixed core membership of senior professionals which is drawn from the key organisations represented on the LSCB.

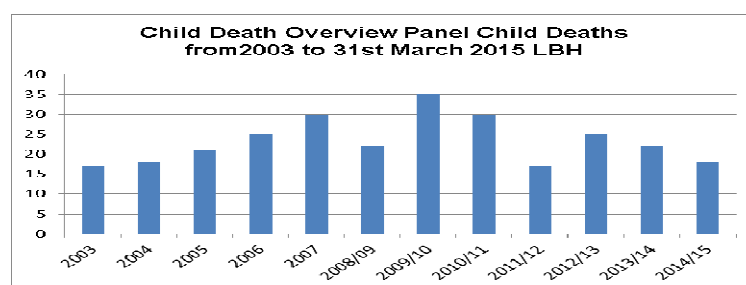
The overarching vision of the CDOP is to prevent future deaths of children by promoting the health, safety and well being of all children and improving the effectiveness of operational procedures to safeguard children and young people across the boroughs. An additional and important aim is to ensure that parents and families who experience the death of a child are appropriately supported.

At the end of each reviewing year Data is collected and submitted to the Department of Education detailing the number of deaths, reviews and outcomes or concerns for national studies/interventions.

The Chairman of the Panel attends the London wide CDOP Chairmans meetings and the CDOP co-ordinator attends the pan London SPOC meetings. There is also a national CDOP online forum which shares important messages in child death prevention that have been identified through reviews across the country and these messages are shared across our boroughs as preventative measures.

Excellent links are established with all agencies and in all relevant tertiary London Hospitals especially Great Ormond Street, Queen Charlottes, St Mary's and Chelsea & Westminster, as well as with bordering boroughs and counties.

CDOP also delivers training to professionals in A & E and for level 3 Child Protection courses in both hospitals. The role of CDOP and contacts and associated information is found on the Hillingdon borough website.



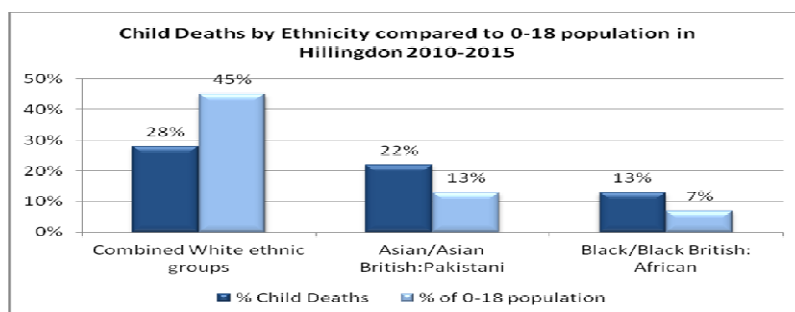
Child Deaths in Hillingdon between 2008 and 2015

Area: 46% of children lived in Hayes and Harlington with a further 19% in the Uxbridge and Hillingdon area. These 2 areas have consistently had the highest number of child deaths every year for the 7 year period.

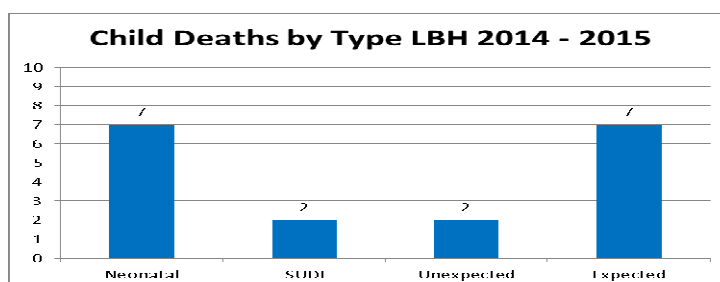
Age: 41% were neonatal (under 28 days), 28% were 29 days to under 2 years, 19% were 2 – 10 years and 12% were 11 – 18 years.

Gender: 48% Female 52% Male

Ethnicity:



Month: There are no statistically reliable trends in the months when child deaths occur in Hillingdon



The Child Death Overview panel met on four occasions from 1st April 2014 to 31st March 2015 and reviewed 15 child deaths for Hillingdon Borough.

All deaths of children under 18 years are reviewed by the Child Death Overview

Panel and within all categories there are many cases that whilst not preventable have learning points and training issues in different agencies. This learning is taken forward with view to improving services and care.

The reviews of Sudden Unexpected Deaths of Infants have highlighted the importance of 'safer sleeping' and the dangers of co-sleeping, overheating, positional sleeping and include risk factors of smoking, drinking and taking drugs. Whilst CDOP has already produced DVD footage and safety leaflets, the Hillingdon CDOP Designated Consultant Paediatrician and Hillingdon LSCB have launched 'The Safer Sleeping in Infants integrated Care Package' (SSLIP) after CDOP statistics bought out the importance of raising awareness in parents, carers and professionals of the identified risk factors associated with Sudden Unexpected Deaths in Infancy

The CDOP prevention campaign continues to raise awareness of key factors surrounding the unexpected deaths of infants and children i.e. drowning, shooting, road traffic accidents, co-sleeping and falls. The safety leaflets have been distributed to GP surgeries, Children's Centres and Public Health and in this year our DVD and safety leaflets have been requested by and supplied to Public Health England and the CDOP Chairs Meeting for onward distribution. The baby safety messages are included in maternity packs and CDOP took part in the Lullaby Trust Safer Sleeping Week distributing leaflets and giving advice at Hillingdon Hospital.

Other issues identified during reviews this year were:

- Transfer times by the Children's Acute Transfer Service (CATS)
- The importance of flu and other vaccinations in babies and vulnerable children
- The need for police to be informed of children receiving palliative care
- The importance of sharing emergency access plans with GP's
- The need to share health and social care information across borders when children move or are treated out of borough.
- The importance of early diagnosis of Brain Tumours

If new information is identified that indicates abuse or neglect was a factor in the child's death the case is referred to the appropriate Local Safeguarding Children Board, for consideration by the Serious Case Review (SCR) Panel.

Safer Sleeping in Infants Integrated Care Project (SSLIP)

The Board were very pleased to work alongside lead CDOP paediatrician, Dr Jide Menankaya to introduce a new initiative to the Borough. Sudden unexpected deaths in infancy (SUDI) is a significant cause of death in babies less than 1 year old. In

London, a baby dies every 9 days from SUDI and in our boroughs of Hillingdon and Ealing one in nine deaths in children is due to SUDI.

Through a coordinated approach, Local Safeguarding Boards in many parts of the UK have implemented safer sleeping programmes with significant reduction in SUDI rates in their local communities. With support from our health and social care partners, we hope to adopt this multi-agency approach here.

This is a really important initiative to safeguard the lives and well-being of children and requires the participation of key stakeholders in this borough to make it a success.

LSCB Conference

On 10th February the LSCB hosted a conference with the theme of Early Help. 150 people attended with 15 "Market Stalls". The review sheets filled in on the day showed a satisfaction rate of 7.9 out of 10. The most popular sessions were the drama group in the morning and the afternoon round table case discussions. The opportunity to network with others from the community was praised.

Those attending were asked to fill in a brief form before and after the conference to measure how their knowledge increased as a result of the conference.

By virtue of the feedback on the day, the pre and post conference ratings and anecdotal feedback the conference was a success. We are now moving to planning a conference for February 2016.



The conference was attended by nearly 200 Hillingdon staff.



There was good discussion between young people and Hillingdon staff.



A powerful story enacted by young Hillingdon people

Allegations against professionals

The Local Authority Designated Officer, LADO, plays a crucial role within the Local Authority managing and overseeing allegations that are made against professionals.

This role provides advice and guidance to employers where allegations have been made, and provides valuable liaison with the police and other agencies prior to and during the planning and investigation stages. Working Together to Safeguard Children 2015 advises that the LADO should now be referred to as the Designated Officer, but across the London LADO network it has been agreed that the term LADO will remain, as Designated Officer can be confused with other roles.

The rate of LADO referrals remains high with the largest proportion received from schools and Early Year's provision. Awareness of the role of the LADO is communicated to staff on a regular basis through training and staff induction. This includes how members of staff should conduct themselves when working with children, young people and vulnerable adults and how to report concerns regarding staff conduct through the organisation's whistle blowing policy. The LADO regularly

attends the schools safeguarding cluster meetings and meets with Heads through the Primary Forum and HASH (Hillingdon Association of Secondary Heads).

The findings from the recent Serious Case Review (SCR), regarding a Secondary school Academy within the Borough, highlight the importance of contacting the LADO at the earliest opportunity. One of the main concerns is that lessons do not appear to have been learnt following a previous SCR, also involving a school, where similar concerns were raised. The LADO will be working with schools and other agencies to ensure that the recommendations are implemented and to reinforce the referral process.

The following LADO actions are planned for 2015/2016:

Implement the recommendations from the recent serious case review.

Develop literature to inform employers and employees of the role of the LADO and how the LADO process works.

Continue to develop a database to record allegations against professionals.

Independent Domestic Violence Advisor (IDVA) Service

The purpose of an IDVA Service is to address the safety of victims at medium to high risk of harm from intimate partners, ex-partners or family members in order to secure their safety and also the safety of any children.

Serving as a victims/agencies primary point of contact, IDVAs normally work with clients from point of crisis to assess the level of risk to victim and any child in the family. IDVAs will create bespoke safety plans and action these safety plans to reduce immediate risk and address longer term solutions and preventative planning.

Studies show that when victims engage with an IDVA, there are clear and measurable improvements in safety, including a reduction in the escalation and severity of abuse and a reduction of even cessation of repeat incidents of abuse.

There has been a steady increase in referrals to the IDVA Service over the last 3 years; however staffing numbers have remained the same resulting in the IDVA Service running out of capacity. In 2015 the IDVA Service will undergo some positive changes as funding from *The Mayor's Office for Policing And Crime (MOPAC)* means that there will be 4.5 additional IDVA positions; one will be permanently located within the Multi-Agency Safeguarding Hub (MASH) and another located within the Housing Department. It is hoped that the additional staffing will enable the IDVA Service to continue to provide the excellent level of Risk Assessment and Safety Planning to residents of Hillingdon.

See appendix 2 for IDVA statistics

Hillingdon Association of Voluntary Services (HAVS).

In previous years Hillingdon Association of Voluntary Services has been the main point of liaison for the LSCB with the various community groups in the Borough. For various reasons HAVS are operating at reduced capacity and are unable to sit on the Board. This has left a gap for the Board and we are working with all partners to seek a new solution to ensure that voluntary and community groups are properly represented.

Hillingdon Inter Faith Network

Duncan Struthers, Chairman of the Hillingdon Inter Faith network joined the Board in September and has proved to be an effective link between the Board and the faith communities. An on-going piece of work from the reporting year is the dissemination of learning from a school-based serious case review into faith settings to ensure that the right level of knowledge about safeguarding exists and that the accountability for safeguarding is present and is understood.

Lay Members

The Board has benefitted from the presence of two lay members who have contributed to the development of the Board over the year. In particular one lay member has a background in communications and she was instrumental in drafting and seeing through to fruition a Communications Strategy. The other has a background in education and has led the Board to seek further information with regard to children who are home-educated; this work is continuing to the current year and is identified in the Business Plan.

How do we know that we are effective?

The most important questions to be asked in relation to Local Safeguarding Children Boards are “what difference does an LSCB make” and “what impact does the LSCB have”.

We are clear that within Hillingdon the Board is developing quite well but the pace of this will need to be accelerated in the forthcoming year. In looking for evidence of Board effectiveness we can identify a joint agency review, commissioned in December 2014 and completed in April 2015. It is also positive that two thematic audits, Private Fostering and the Voice of the Child have been completed within the year and have clear recommendations.

The adoption and development of the Performance Web, with further developments planned will allow the Board to see how effective multi-agency safeguarding is across seven domains. This has become the main performance reporting mechanism for the Board.

To be truly effective the Board needs to have the voice of children and young people at its heart. This was only begun in 2014/5 with an inspection of a partner agency and this approach will need further development and consolidation in 2015/6.

Board minutes reflect challenge and an e-folder is kept of challenge and outcome.

Assessment of the quality of safeguarding:

To be confident of the effectiveness of the partnership the Board requires regular data both quantitative and qualitative. Although a start has been made on this with the agreement of the Performance Web, section 11 and school audits in the forthcoming year and a multi-agency audit programme we do not have sufficient data from the reporting year to be confident of the quality of practice.

The performance of partner organisations with regard to safeguarding provides mixed assurance for the Board. The Development of a Multi-Agency Safeguarding Hub is positive, though further development is required to ensure that the contribution of all agencies is embedded. Children's Social Care has achieved a degree of stability reducing their assessment backlogs and reducing staff turnover but now need to consolidate this progress and increase the number of permanent, employed staff.

The Hillingdon Hospital was subject to a CQC inspection during October 2014 with the report being published in February 2015. The overall rating was that the hospital "Required Improvement". One of the headlines that the Board was pleased to note was that the trust had a very committed workforce. This coincides with the experience of the Board. Less positively the Chief Inspector of Hospitals set out three relevant key findings in relation to safeguarding children:

- The risk that child protection issues could be missed due to a failure to follow agreed processes had been identified, but not addressed
- The risk of admitting children with high dependencies to wards that aren't appropriately staffed to meet their needs has been on the risk register for over a year without being appropriately addressed.
- Staff records regarding training showed poor performance in key areas such as infection prevention and control, **safeguarding** and moving and handling.

The Deputy Director of Nursing and Deputy Lead Doctor for safeguarding attended the Board in March 2015 to update on progress since the inspection. The Board were particularly pleased to note that safeguarding training, which had been as low as 50% then stood at 94%.

The Board was encouraged by the rapid progress at the hospital following the inspection and will continue to monitor this.

Although all statutory agencies have been affected by public sector change "Transforming Rehabilitation" has significantly altered the Probation Service with 30% of high risk cases going to a new national service and 70% of low and medium cases being held by the local Community Rehabilitation Service, MTCnovo. The CRC representative confirmed to the Board that arrangements are still being worked out with a fuller report being available to the Board later in the year. With a lack of clarity over safeguarding procedures and Board reporting accountability the Board will seek assurance over the forthcoming months that the new arrangements have safeguarding at their heart.

Taking the points above into account the Board is cautious about an assessment of the effectiveness of safeguarding across the Borough. Further work is needed by both the Board and its partners before we can be assured that children and young people are as safe as they can be across the Borough.

Priorities for 2015/16

Addressing **Child Sexual Exploitation** will remain a Board priority until we can be assured that the right multi-agency plans, procedures and guidance are in place to safeguard the potential victims. The Board will also need to continue to be assured that all agencies recognise the risk that CSE poses and that each agency apportions sufficient resources to combating CSE. The Board will monitor the developing response through the CSE sub-committee and will report twice-yearly to the Board. With Britain's largest airport and the third largest airport in the world, Heathrow, in the Borough **child trafficking** will continue to remain an issue for the Board. The priority for the Board is to measure the incidence of trafficking and to ensure that the multi-agency response is strong enough to safeguard children and young people.

In addition the Board remains concerned that the response across the Borough with regard to both **FGM** and **radicalisation** has not been fully explored and may lack rigour. Both will be subject to further enquiries during 2015/6. The Board will also make enquiries into the extent of gangs and youth violence in the Borough and the effectiveness of the response to this.

It is important that, over the year, the Board **develops a sound understanding of the quality of multi-agency practice and the child's journey between the agencies**. Work on this has begun but the programme of multi-agency auditing will be escalated and the Board will work to properly embed the child's voice in the Board.

The Board will need to be assured that those attending are at the right level in their organisations to be able to influence their own policy and procedures and to offer strong challenge to others. Whilst acting on behalf of their own organisations Board

members will also operate across the Borough as safeguarding ambassadors on behalf of the Board.

The Adult and Children's Boards should take the opportunity to collaborate to ensure that those issues of overlap for young people and adults are covered by one of the Boards, this should include mental health, commissioning and Care leavers.

There should be a **review of resourcing** for the Board to ensure that it has the ability to operate to, at least, "Good".

Appendix 1

Each LSCB partner agency was asked to self-report for this Annual Report on an agreed template describing the agency. These are reported below:

Children and Young People's Services – MASH, Asylum Intake Team, Children's Social Work Teams, Children in Care Teams, Young People's Teams

Name of agency	Children and Young People's Services – MASH, Asylum Intake Team, Children's Social Work Teams, Children in Care Teams, Young People's Teams
Description of service	Statutory local authority children and young people's service.
Safeguarding training undertaken in reporting period. % of staff trained at each level.	To await info from AN
Regulator inspection in reporting period and outcomes	There was no Ofsted inspection during this period.
Challenges in the reporting period	In August 2014 the level of risk in the Children's Social Work Teams was deemed to be unacceptably high. This followed a high degree of disruption and changes in all levels of management and staffing within the service. A significant additional amount of resource was committed to the service which was used to implement a range of recovery actions and ensure that the service was stabilised. The recovery actions have successfully stabilised the service and the Service Improvement Plan will now drive forward further work to embed and sustain service improvements.
Progress on safeguarding priorities in the reporting period	<ul style="list-style-type: none"> • MASH and Triage are fully functioning • Predicted demand is currently aligned with actual numbers and capacity reducing caseloads to a manageable number across the service • Demand at the front door and conversion rates to referrals continue to be monitored. • Work is being carried out with Early Intervention Services to draft a protocol to ensure step downs are completed in a timely fashion and services utilised in an effective outcome led plan. This interface will deepen the understanding of demand and need in the future. • Audit compliance is now 100% and there has been an incremental increase on cases being graded as being good (including via moderation)

	<ul style="list-style-type: none"> • The Safeguarding Children's Service introduced the Signs of Safety model in July 2014 in the stated time-frame. • Greater understanding and awareness of the issue of Child Sexual Exploitation with a defined risk assessment • Young People at risk of CSE are monitored and tracked monthly through the MAP and MASE • Missing from Care Protocol completed and implemented • Joint working with UK Border Force embedded • Reduction in timescales in care proceedings
Safeguarding priorities for 2015/6	<ul style="list-style-type: none"> • Recruitment of permanent social workers and managers across the service • Average caseloads to remain within 14-16 cases per qualified social worker • Improve quality of social worker assessment • Implement revise Practice Standards for Child Protection • Increased awareness CSE and use of CSE risk assessment and toolkits by frontline practitioners • Developing strategies and toolkits for frontline practitioners to risk assess in cases of FGM, Trafficking and Radicalisation
Good news stories	<ul style="list-style-type: none"> • New social work team structure has been agreed and is currently being recruited to. The flattening of the management structure provides greater management oversight and opportunity to develop and improve practice • MASH and Triage are fully functioning • Skylakes has supported the service to reduce caseloads and ensure that cases have an allocated worker and plan • Reduced caseloads and an attractive social work offer has begun to make Hillingdon a desirable place to work in children's social care

London Borough of Hillingdon - Safeguarding & Quality Assurance

Name of agency	London Borough of Hillingdon - Safeguarding & Quality Assurance
Description of service	<ul style="list-style-type: none"> • Ensuring that children are properly safeguarded in the London Borough of Hillingdon through the child protection case conference process and also through

	<p>the CP Chairmans quality assuring this work and challenging practice.</p> <ul style="list-style-type: none"> • Auditing of casework across children's services and through themed audits by the Quality Assurance team. • The Quality Assurance team also has recently employed two Practice Learning & Development mentors to assist and develop staff across a range of identified issues.
Safeguarding training undertaken in reporting period. % of staff trained at each level.	The Child Protection Advisors have attended the Child Sexual Exploitation training which has been delivered by the CSE manager or consulted with the CSE manager in relation to CP conferences.
Regulator inspection in reporting period and outcomes	<p>There was no Ofsted inspection during this period.</p> <p>A reciprocal peer review of a London local authority was requested by the London Safeguarding Children Board and the Association of London Directors of Children's Services. This was carried out in December 2014. A joint report was submitted to the London Councils.</p>
Challenges in the reporting period	Since January 2015 there has been a rise in the number of child protection case conferences being convened which has put a strain on the service.
Progress on safeguarding priorities in the reporting period	<ul style="list-style-type: none"> • The Safeguarding Children's Service introduced the Signs of Safety model in July 2014 in the stated time-frame. • Greater understanding by staff around the issue of Child Sexual Exploitation. • The monthly MAP (Multi-Agency Panel meets to oversee CSE cases and the MASE meeting looks at the strategic issues arising from interagency co-operation.
Safeguarding priorities for 2015/6	<ul style="list-style-type: none"> • Ensuring that 'Signs of Safety' practice is embedded in Child Protection Conferences and that its delivery is consistent. Ongoing development of the CP plans to ensure they reduce risk and are outcome focused. • Continued improvement of the auditing process by extending cross-team auditing and use of more user-friendly audit forms.
Good news stories	<ul style="list-style-type: none"> • Signs of Safety was successfully introduced as a method of conducting child protection case conferences and there has been a general consensus from other agencies that this is preferred to the previous style of conferences through better engagement with the families. • The number of audits undertaken by the managers across children's services has risen steadily from September 2014. There is a trend clearly showing a

general improvement in the cases audited over time.

Early Intervention Services

Name of agency	Early Intervention Services (LBH)
Description of service	<p>Service purpose</p> <p>Working with families who need our support so that they may develop the skills, knowledge and resilience required to be self-reliant and prosper</p> <p>We do this by securing the following:</p> <p>Child and Family Development Services: Securing and providing a range of early learning, childcare and family development services delivered through early years centres and children's centres;</p> <p>Targeted Programmes: meeting the needs of families by securing and providing targeted programmes of developmental activity that enables children, young people and families to develop the behaviours, skills and capabilities to avoid or overcome problems and risks;</p> <p>Youth Offending Services (LSCB annual report submission provided separately): meeting the needs of young people who have come to the attention of criminal justice agencies by delivering intervention and tracking services with a view to reducing the likelihood of further offending behaviour; and</p> <p>Key-working Services: Meeting the needs of families by providing integrated 1-1 support and challenge to enable them to overcome problems including those identified within the terms of the Troubled Families programme, those concerned with school absence and non participation in education employment and training.</p>
Safeguarding training undertaken in reporting period. % of staff trained at each level.	The service has been going through a significant process of transformation which includes creating a new staffing establishment. The majority of staff within the previous delivery model will have completed the 'Working Together' training and will have also participated in recently provided CSE training. A 2015 / 16 training plan for the new service establishment will be development and implemented this year.
Regulator inspection in reporting period and outcomes	7 Children's Centres have been inspected by Ofsted in this reporting period. 2 were judged as 'good' and 5 as 'requires improvement'.
Challenges in the reporting period	The service has been in a period of transition as it moves towards establishing its new delivery model. Service areas

	<p>have been testing new ways of working in order to develop our approach to providing targeted support to families. This activity has been both challenging and productive. The outcomes have informed the new service structure which is in the process of being constructed.</p>
<p>Progress on safeguarding priorities in the reporting period</p>	<p>Early Intervention and Prevention Strategy actions have been progressed which include the continued implementation of the Lead Professional, Early Help Assessment and Team Around the Family (TAF) processes. Use of TAF increased by 56% in 2014/15.</p> <p>The service has led the process of delivering on Troubled Families requirements to improve outcomes for 555 vulnerable families within phase 1 of the programme. The 555 'turnaround' target was achieved in this reporting period. The service has also embedded the Key-working Service within its revised service design. Managers, Team Leaders and practitioners continue to provide targeted and preventative support to families who are at risk of poor outcomes in collaboration with universal services, partner agencies and social care. This work includes the identification and tracking of children missing education. The service has also worked in collaboration with social work teams to establish clear 'step up' and 'step down' processes between social care and early intervention services in support of families in receipt of statutory intervention.</p> <p>The programmes' area of service has also been developing new ways of working in support of vulnerable families. These include targeted programmes for young people during transition from primary to secondary school and personal and social development programmes for girls and young women and boys and young men at risk. Prototype activity has seen over 250 young people benefiting from participation with learning outcomes including increased capacity to recognise and positively manage personal feelings and emotions. The service's young people's counselling service, Link, has continued to support young people at risk with over 400 young people supported to overcome emotional health and well-being issues. Sexual health services provided by KISS and alcohol and substance misuse services delivered via Sorted continue to enable young people to negotiate risk related behaviour associated in these areas. The prototype programme offer has now incorporated all these functions within the revised service delivery model.</p> <p>The Children's Centre programme has regularly worked with over 26,000 families over the past year with 26% of which were vulnerable families targeted for children's centre support.</p>
<p>Safeguarding priorities for 2015/6</p>	<ul style="list-style-type: none"> • Finalising of revised Early intervention and Prevention Strategy 2015 - 2018; • Embedding structural changes within the service;

	<ul style="list-style-type: none"> • Full roll-out and embedding of the lead professional, early help assessment and team around the families process across the partnership; • Refining processes for identifying and targeting families in need of early help; and • Progressing service development and partnership activity in order to deliver outcome requirements of the extended Troubled Families programme.
Good news stories	<ul style="list-style-type: none"> • Target programme offer endorsed as good practice by Home Office led Peer Review regarding prevention of serious youth violence and gangs; and • The achievement of Troubled Families Phase 1 outcome requirements

The Hillingdon Hospital

Name of agency	The Hillingdon Hospitals NHS Trust
Description of service	<p>The trust delivers acute medical services for the public. The services covered are Adult and Children inpatient and outpatients services, Emergency Department, Minor Injuries Unit (This is at Mount Vernon Hospital), and Maternity Services</p> <p>Statutory safeguarding children arrangements at the Trust are as follows</p> <ul style="list-style-type: none"> • Executive Lead for Safeguarding Children • Named Nurse for Safeguarding Children • Named Doctors for Safeguarding Children • Named Midwife for Safeguarding Children <p>The Trust has a multi-agency Safeguarding Committee, which meets on a quarterly basis and covers both adults and children safeguarding work. The Committee is Chairmanned by the Executive Director of the Patient Experience and Nursing.</p>
Safeguarding training undertaken in reporting period. % of staff trained at each level.	<p>Level 1-3 Safeguarding Children Training Trust target is 80%. Successfully driving compliance with this has been an area of focus:</p> <p><u>Figures for December 2014:</u></p> <p>Level 1 was 69.38%</p> <p>Level 2 was 63.42%</p> <p>Level 3 was 62.77%</p> <p>By the end of the financial year training figures for all levels were above 80%.</p>

	<p><u>Figures on 10/03/2015:</u> Level 1 was 93% Level 2 was 89% Level 3 was 91%</p>
Regulator inspection in reporting period and outcomes	<p>Care Quality Commission planned inspection in October 2014. The Trust received a warning notice for Regulation 10, within which were requirements to improve some aspects of Services for Children and Young People; of note directly referring to safeguarding children:</p> <ul style="list-style-type: none"> • Make sure staff are appropriately trained in safeguarding • Regularly monitor and assess completion of actions agreed at weekly “safety-net” meetings
Challenges in the reporting period	<ul style="list-style-type: none"> • Due to incumbent’s retirement there was 3 month vacancy in Named Nurse for Safeguarding Children. Interim arrangements meant full scope of role was not covered during that period. • The systems in place in the Accident and Emergency department to identify, manage and reduce safeguarding risks to children were identified as not fully robust. • Safeguarding Children Training was below the 80% trust target for a significant period of the year.
Progress on safeguarding priorities in the reporting period	<p>The Named nurse vacancy has been filled, the new post holder commenced at the Trust in January 2015.</p> <p>There has been a great improvement with Safeguarding Children Training since October 2014. Safeguarding Children training continues to be mandatory and is monitored by the live WIRED database to ensure staff compliance. Training will continue to be offered through hospital trainers, external trainers and LSCB.</p>
Safeguarding priorities for 2015/6	<ul style="list-style-type: none"> • To commence formal Safeguarding Children Supervision for staff working directly with children and families • Raise more awareness of Domestic Violence and Abuse. Devise clear guidance on Domestic Violence Guidelines for frontline staff. This is be in line with the Local Authority Domestic Violence Strategy • Maintaining Safeguarding Children Training above the 80% target • Embedding learning from the 2 serious case reviews to which the organisation contributed

	<ul style="list-style-type: none"> • Ensure implementation of agreed actions in response to Kate Lampard Report
Good news stories	<ul style="list-style-type: none"> • Good interagency working. The MASH Senior Practitioner has joined our Accident and Emergency (A&E) Safety Net Meeting. This is a meeting where safeguarding children cases presenting to A&E and Urgent Care are discussed on weekly basis
Good practice examples	<ul style="list-style-type: none"> • There have been new appointments into the Trust's team of Named Professionals for Safeguarding Children and they are providing visible clinical leadership and taking an active role in driving forward service improvements.
Any other comments	The challenges faced this year were a catalyst for change and created a valuable opportunity to review and strengthen the service.

Central and North West London Foundation Trust:

Name of agency	CNWL
Description of service	CNWL provides a range of physical health, mental health, substance misuse, learning disability, offender care (prison and immigration removal centre) healthcare services across approximately 100 sites. It is one of the largest community facing trusts in England, with approximately 6,500 staff. CNWL provides services to a third of London's population and across wider geographical areas including Milton Keynes, Kent, Surrey, Buckinghamshire and Hampshire. After Milton Keynes joined the Trust in April 2013, approximately 40% of services are community health and 60% are mental health and allied health specialties.
Safeguarding training undertaken in reporting period. % of staff trained at each level.	<p>Level 1: All staff including non-clinical managers and staff working in health care settings (100%)</p> <p>Level 2: Minimum level required for non-clinical and clinical staff who have some degree of contact with children and young people and/or parents/carers (94%)</p> <p>Level 3: Clinical staff working with children, young people and/or their parents/carers and who could potentially contribute to assessing, planning, intervening and evaluating the needs of a child or young person and parenting capacity where there are safeguarding/child protection concerns (90%)</p>
Regulator inspection in reporting period and outcomes	CQC inspection 23 rd February 2015, report expected in June.
Challenges in the reporting period	Maintaining high quality of safeguarding practice in light of the unprecedented financial challenges in the public sector. Safeguarding Children training was a high priority for CNWL

	<p>although freeing up time for staff to attend remained problematic across the organisation.</p>
<p>Progress on safeguarding priorities in the reporting period</p>	<ul style="list-style-type: none"> • <i>Reviewing the structures for Safeguarding Children within the Trust-</i> completed. The Named Nurses attend the quarterly Safeguarding Group, a sub-committee of CNWL's Board, Chairmanned by the Divisional Director of Nursing. Following the implementation of the integrated governance review and the divisional restructuring, membership now consists of the Trust Named Doctor and Nurses, Associate Director of Quality, Safeguarding and Safety, Divisional Directors of Nursing and Safeguarding Advisors from Offender Care, Addictions and Sexual Health. This group also covers safeguarding adults due to the commonality of themes and issues and has appropriate leads, for example, from Human Resources, also attending. • <i>Learning lessons themes from SCRs/LLRs over the last 5 years-</i> A Trust-wide review of lessons learnt from SCRs and learning lesson reviews (LLRs) produced a briefing note for practitioners. This was disseminated via the new divisions and presented at the Quarterly Safeguarding Group in January 2015. Bespoke training in specific localities takes place run by each LSCB after each review concludes. The format will be further developed in 2015/2016, when the Trust has 13 SCRs concluding and it will be important that any lessons are learnt across the Trust. • <i>Raise awareness of private fostering procedures-</i> referral numbers remain low within Hillingdon and nationally. CNWL Safeguarding Children Advisor contributed to the private fostering task and finish group. All levels of training include information on private fostering. • <i>All Health Care Professionals working directly with children, from birth to 18 years of age, will have access to child protection supervision-</i> completed. All staff working directly with children receives safeguarding supervision every 3 months as a minimum. • <i>Carry out clinical audits to ensure a safe, quality service is in place and that local and national standards are followed-</i> The Trust has developed a folder of supporting information to assure LSCBs which has been well received. The Trust has completed a large number of audits in the last year and had completed all of the audits it had planned for 2014/15. Audits undertaken in Hillingdon: <ol style="list-style-type: none"> 1. Child Protection and Voice of the Child: Are they reflected in children's records? 2. Evaluation of Safeguarding Children Supervision 3. Accident Prevention in under 5's. • <i>Raise awareness of female genital mutilation with health</i>

care professionals via training and supervision- ongoing, FGM is included in all levels of training delivered and health staff have accessed e learning courses. In March 2014, NHS England sent a letter to all provider Trusts in London "One of the recommendations in the intercollegiate document "Tackling FGM in the UK" is about empowering frontline professions and being clear about accountabilities, we are both keen to make sure we support this agenda through the multi-disciplinary steering group which was recently set up in London." From April 2014, NHS hospitals were required to record:

- *if a patient has had FGM*
 - *if there is a family history of FGM*
 - *if an FGM-related procedure has been carried out on a women - (de-infibulation)*
 - *Health staff are ideally placed to help identify and provide support for those at risk of child sexual exploitation- ongoing, the CNWL Safeguarding Children Advisor attends the multi-agency child sexual exploitation group and the Safeguarding Children Team have adapted training material to ensure health staff are aware of how potential or actual victims may present and what the local arrangements are.*
 - *Raise awareness in relevant staff groups within Hillingdon's children's services to ensure they are able to identify and support missing children and runaways- ongoing*
 - *Promote awareness in Hillingdon of the new threshold criteria adapted from the London Board Levels of Need- completed*
 - *Monitor the relationship of the Trust staff with the MASH and contributing to MASH evaluations. Support health staff during MASH implementation in Hillingdon. Ensure Hillingdon staff access the MASH training courses- completed. Staff attended training and the MASH health representatives have spoken to staff groups in children's services.*
 - *The Hillingdon Safeguarding Children Team will support health professionals with the new Signs of Safety approach to assessment, intervention and case conferences- completed. All staff were trained in Signs of Safety and ongoing support is given.*
 - *Publicise the Think Family agenda more widely- The importance of 'Think Family' is well embedded in the Safeguarding Children training, and is well exemplified in the Harrow LSCB DVD on Neglect.*
- The Divisional Directors of Nursing are holding Divisional Quarterly Safeguarding Groups covering adult and child safeguarding, which will strengthen the Think Family approach.
- *Increasing the safeguarding children training for Consultant staff- ongoing*

	<ul style="list-style-type: none"> • <i>Monitoring uptake of safeguarding children training following the new Learning and Development Zone-</i> completed. The new system is recording safeguarding children training compliance. • <i>Adapting the Named Nurse meeting to provide peer group supervision-</i> completed. The Named Nurses meet six weekly and discuss policy / procedures, training, emerging issues nationally and within CNWL. This group also provides peer supervision for members. Named Nurses also now provide cover for colleagues when on annual leave, etc. The group also considers issues around consistency of practice and share good practice examples. • <i>Develop Safeguarding Children Strategy-</i> As the new Working Together guidance was issued in 2015 and the final version of the London Child Protection Procedures in June 2014 it was agreed that the development of a strategy would be put on hold. This will be a priority in 2015/2016. • <i>Planning for implementation of the new IT System and reporting of data-</i> ongoing. The decision made strategically is for TPP SystemOne and this will go live in August. The Named Nurses have been consulted and are advising on configuring the software to ensure that the specification of the new IT system meets the requirements for safeguarding children. The Named Nurses are responsible for reviewing the practical application of the system and will link with other providers in London who will be using the same system for like services, to learn lessons and plan accordingly.
Safeguarding priorities for 2015/6	<p>2015/16 includes:</p> <ul style="list-style-type: none"> • SC Strategy and Training Strategy • Review of safeguarding children arrangements in Divisional structures, particularly for Mental Health & Allied Specialties and Sexual Health Services • Address the Implications of the Care Act • Review of Prevent training for children's workforce • Complete actions arising from the review of Savile Reports • Preparing for Health Visiting Service to be commissioned by Public Health
Good news stories	<ul style="list-style-type: none"> • MASH now has a full time health visitor as part of the team • School nurses in Hillingdon asked young people in high schools subject to child protection plans about their views. 100% of the young people surveyed said they had been asked for their views about the CP plan, said they felt listened to and were treated with respect.
Good practice examples	<ul style="list-style-type: none"> • CNWL was represented at the workshop on sexually harmful behaviour by a school nurse and a CAMHS worker • Health partners are sharing information with the multi-agency sexual exploitation panel • CAMHS have a young person on interview panels • CNWL's intranet was updated in January 2015 and the new

	homepage has a dedicated safeguarding children section with easy access to all local and national guidance
Any other comments	Safeguarding children and young people remains a key priority for the Trust. CNWL strives to ensure that local processes meet best practice standards and that lessons are learned from both national and local Serious Case and Learning Lessons Reviews. Work in 2015/16 demonstrated the energy and commitment of Trust staff to deliver a high quality service to the population CNWL serves.

NHS Hillingdon Clinical Commissioning Group (CCG)

Name of agency	NHS Hillingdon Clinical Commissioning Group (CCG)
Description of service	<p>Hillingdon CCG is a statutory NHS body with a range of statutory responsibilities including safeguarding children and adults.</p> <p>Like all CCGs, it is a membership organisation that brings together general practices to commission local health services for Hillingdon's registered and unregistered population.</p> <p>The CCG needs assurance from all organisations from which it commissions health services, that they have effective safeguarding arrangements in place.</p>
Safeguarding training undertaken in reporting period. % of staff trained at each level.	<p>Level 3 – 100%</p> <p>Level 2 – 100%</p> <p>Level 1 – 90%</p>
Regulator inspection in reporting period and outcomes	<p>No inspections have taken place, however the CCG has quarterly Assurance meetings with NHS England (London Region) during which the Health economy Safeguarding concerns e.g. Serious Case Reviews, Domestic Homicide Reviews and gaps in service provisions, are discussed</p> <p>The CCG regularly reviews and monitors Safeguarding Children activities of its Provider organisations</p>
Challenges in the reporting period	<p>Change in office premises</p> <p>Health economy concerns around working with new partner arrangements</p>
Progress on safeguarding priorities in the reporting period	<p>Safeguarding Supervision for relevant staff in place</p> <p>Training arrangements in progress</p> <p>See good practice examples.</p>

	<p>Safeguarding Children profile raised within CCG</p> <p>The CCG is represented on the LSCB and all relevant subgroups</p>
Safeguarding priorities for 2015/6	<p>Safeguarding Training – single and multi-agency (including specific training for Commissioners)</p> <p>Engagement of all Primary Care staff</p> <p>GP Section 11 Audit – collating, reporting and bridging any gaps</p>
Good news stories	<p>Improved engagement and partnership working</p> <p>Co editing the updated Health Chapter in the London child Protection Procedures</p>
Good practice examples	<p>Development of CCG Safeguarding Children Leaflet and Flowchart of Health Economy Safeguarding Children Leads for cascade to all staff</p> <p>Safeguarding Children page on the CCG's extranet</p> <p>Regular Safeguarding Children items on staff newsletter</p>

Sue Pryor, one of two Headteacher representatives on the Board writes about Swakeleys school:

Name of agency	Swakeleys School for Girls
Description of service	Secondary Academy
Safeguarding training undertaken in reporting period. % of staff trained at each level.	100% of all staff – teaching and support
Regulator inspection in reporting period and outcomes	None – Ofsted visited in November 2013 and judged us to be Outstanding
Challenges in the reporting period	<p>Continuity of service – frequent changes in personnel dealing with a case</p> <p>Referral process involves giving the same info over and over again to different people</p> <p>There is still a lack of clarity re thresholds or they are not consistently applied</p>

	There are too many times when professionals do not turn up to meetings or are very late – issues with communication
Progress on safeguarding priorities in the reporting period	Good progress – FGM, sexual exploitation and extremism/radicalisation addressed
Safeguarding priorities for 2015/6	Further work on the Prevent strategy
Good news stories	Since Skylakes have been involved, paperwork is better The LSCB conference was successful Collaboration at Headteacher level re safeguarding priorities and training is better Safeguarding cluster meetings for designated leads are a positive

UK Border Force:

Name of agency	Border Force Heathrow
Description of service	Safeguarding of Children and Vulnerable Adults arriving in the UK through Heathrow Airport.
Safeguarding training undertaken in reporting period. % of staff trained at each level.	<p>All Border Force officers receive training in the core skills for protecting children to give a greater understanding of how to identify children in need and the actions to take once you have done so. The Safeguarding and Trafficking Teams are trained to a higher, more expert level than ordinary front-line officers. In 2014 80 Officers and 12 Managers received this enhanced training. In 2015 104 Managers and 69 Officers have been trained to date, however the training is a rolling programme, and further courses are planned for the summer and winter of 2015.</p> <p>This enhanced training course has been validated by external agencies such as UKHTC and CEOP. This is a joint agency course primarily delivered by Border Force and the Metropolitan Police but incorporates training sessions delivered by Hillingdon Social Services, Salvation Army and ECPAT to provide a rounded experience. Elements of police ABE, (Achieving Best Evidence), training and expertise in areas of exploitation such as Juju, FGM and forced marriage have also been included.</p>

Regulator inspection in reporting period and outcomes	Section 55 Review conducted every 3 months by Heathrow Safeguarding Coordinator and Action Plan reviewed & updated. Regular SAT Assurance conducted by local teams and fortnightly joint meetings with SS to review & progress arriving cases. . Recent visit by HMCIP Prisons & Border Force Operational Assurance directorate to review handling SAT cases..
Challenges in the reporting period	Consistently maintaining a fully trained SAT team and recruiting others to fill arising vacancies. New Vietnam Airways flights into TN4. Addressed by joint frontline operations.
Progress on safeguarding priorities in the reporting period	We have seen excellent results by the pan Heathrow SAT teams. There are 2 SAT officers allocated on shift each day to progress any cases identified.
Safeguarding priorities for 2015/6	We will continue to build on already considerable achievements of the SAT teams and work with other agencies to carry out frontline operations to identify PVOTs or FGM. A national project has been launched to train Airlines and stakeholders in trafficking awareness and to create a national hotline number for them to call BF with any concerns.
Good news stories	A very successful first year for the Heathrow SAT teams, established in April 2014 to replace Paladin. We have seen increased joint working with Hillingdon, including delivery of expert training, job shadowing & involvement in joint operations such as Op Limelight (FGM) and Op Jake (Vietnam Airlines). BF has increased the recruitment of volunteer responsible adults through Heathrow's Ambassador network and NGO organisations. A new quarterly joint strategic forum has been established with Hillingdon LSCB and fortnightly operational meetings held with SS and each Heathrow terminal.
Good practice examples	Designated expert SAT teams. Joint agency working on front line operations.

Police Child Abuse Investigation Team.

Name of agency	Police CAIT
Description of service	Receipt and assessment of referrals from CSC, undertaking strategy discussions/meetings regarding safeguarding of children and joint investigation in appropriate cases within the CAIT remit. Criminal investigation / prosecution in appropriate cases within the CAIT remit. Investigation of sudden unexplained deaths in infancy (SUDI).

	<p>Participation in multi-agency child care conferences.</p> <p>Disclosure of police intelligence to CSC in appropriate circumstances.</p>
Safeguarding training undertaken in reporting period. % of staff trained at each level.	<p>All staff joining CAIT during the reporting period received safeguarding training.</p> <p>100% of police officers and police staff employed on CAIT received safeguarding training.</p>
Regulator inspection in reporting period and outcomes	None
Challenges in the reporting period	<p>Skylakes managers have an expectation that CAIT will deal with all matters pertaining to children when the reality is somewhat different with borough police, child sexual exploitation teams and other units taking primacy for some investigations involving children. This has led to tensions between Skylakes and CAIT which we are still working to resolve.</p> <p>Staff absence on CAIT continues to be a challenge with 2 officers long-term sick, 2 officers on maternity leave, 3 officers on restricted or recuperative duty and 3 vacant posts. The situation is exacerbated by abstractions for annual leave, court appearances, training and rest days accumulated through weekend working. This has impacted on the performance of the team.</p>
Progress on safeguarding priorities in the reporting period	<p>In the 2015-15 financial year, Northwood CAIT achieved the highest detection rate in London for child rape with 51.3% of cases detected; 15.5% more than any other London CAIT.</p> <p>During the same period reports of child cruelty offences dropped by 30% compared with the previous year.</p>
Safeguarding priorities for 2015/6	Crime reduction and improved detection rates for cases of familial violence against children.
Good news stories	Launch of a Safer Sleeping in Infants Project. This is a multi-agency venture to highlight risk factors associated with infant death. The aim of the project is to reduce the number of sudden infant death syndrome (SIDS) cases. Championed by Dr Jide Menakaya, this is a London-wide reduction campaign.
Good practice examples	<p>Establishment of an agreed escalation procedure between police and CSC for cases where managers from each agency cannot reach agreement.</p> <p>Agreement with borough police CSU regarding their role in strategy discussions with CSC.</p>

Metropolitan Police, London Borough of Hillingdon

Name of agency	Metropolitan Police (MPS)
Description of service	Law enforcement
Safeguarding training undertaken in reporting period. % of staff trained at each level.	The MPS are currently rolling out Multi Agency Sexual Exploitation training for all front line staff. Every officer in Hillingdon will receive this training . Being conducted locally with delivery input from the Child Sexual Exploitation Command (SO17)
Regulator inspection in reporting period and outcomes	Mayor's Office for Policing and Crime (M.O.P.C.)
Challenges in the reporting period	Pulling together stakeholders in the MASH to deliver resources previously promised. Driving the delivery group to a successful conclusion.
Progress on safeguarding priorities in the reporting period	1.Multi Agency Safeguarding Hub ,(M.A.S.H.) go live date 27th of April 2015. 2.Multi Agency Panel (M.A.P.) and Multi Agency Sexual Exploitation (M.A.S.H.) now fully operational with a monthly meeting.
Safeguarding priorities for 2015/6	1.Complete, Child Sexual Exploitation Training cycle. 2. Develop support a bespoke "Operation Makesafe " bespoke to the needs of Hillingdon Borough.
Good news stories	The MASH launch on 27th April was a well attended presentation informing managers & partners of the remit of the MASH. Individual presentations assisted guests with short presentations of how each contributed in the MASH process. This launch was well attended and received and viewed as a success.
Good practice examples	Operation Seacliffe. Investigation into CSE. Four arrested an additional four interviewed. Pending CPS disposal outcome.
Any other comments	A productive year with better joint working between police and partner agencies. This improvement has to increase and improve for the benefit of victims/subjects.

Probation Community Rehabilitation Company

Name of agency	London Community Rehabilitation Company
Description of service	The role of the CRC is to manage the majority of offenders under probation supervision. We work alongside the National Probation Service, which manages offenders who have been assessed as presenting high risk of harm to others. London CRC is one of 21 CRCs supervising offenders across England

	<p>and Wales. London CRC employs around 1,200 staff and manages almost 30,000 offenders at any one time.</p> <p>Service delivery is currently based on geographical borough 'clusters'. The Hillingdon and Hounslow cluster is one of 15 clusters in London.</p>
<p>Safeguarding training undertaken in reporting period. % of staff trained at each level.</p>	<p>London CRC has an Assistant Chief Officer who leads on Safeguarding issues for the whole of London. A Senior Probation Officer has recently been appointed to assist in this work. All operational Senior Managers are required to undertake Safeguarding training on a regular basis. London CRC has recently published its updated Policy and procedures in relation to Safeguarding children which remains one of the key priority areas of work.</p> <p>At a local level the Cluster ACO, lead Senior Probation Officer, Children's Champion and the Practice Development Officers are responsible for work to improve our Safeguarding practice and quality. This assists in measuring local practice in key areas.</p> <p>London CRC carries out checks of employment history, identity and obtains at least 2 references which comment on suitability of working with children if appropriate. All staff are DBS checked before they commence work with London CRC. Further DBS checks are now to be carried out every 3 years.</p> <p>London CRC has a dedicated and fully trained recruitment team. Probation Officers coming into their first job will have all received the appropriate training in safeguarding as part of their course. Newly qualified probation officers applying for a job with the London CRC must pass an Assessment Centre which tests their knowledge about safeguarding amongst other areas.</p> <p>All Hillingdon practitioner staff (permanent/temporary) are up to date with the required safeguarding training.</p>
<p>Regulator inspection in reporting period and outcomes</p>	<p>The London CRC Safeguarding Children performance framework was launched in Jan 2015 to measure and evidence that key routine tasks highlighted in the safeguarding procedures are implemented such as routine checks with Children's Social Care, responses received from Social Care and home visits undertaken on cases where child protection concerns are registered.</p>

Challenges in the reporting period	As a result of auditing activity in each London Cluster a number of actions will be taken forward as part of the Improvement plan.
Progress on safeguarding priorities in the reporting period	In Hillingdon auditing activity demonstrates that probation staff exceeded the target to complete key practice activities in 3 of the 4 routine tasks identified. The Cluster has just missed the target to complete home visits in registered cases by 5%. Though significant progress was made in the months between Feb-April 2015 auditing activity led by a Senior Probation Officer is now taking place in each case where a home visit has not been carried out to identify the reasons why it has not been undertaken, making an assessment as to whether or not there is a good reason and to record these reasons with management oversight on the case record. This activity should provide reassurance that h/v is taking place in every possible case and allow for the current 'target' to be appropriately adjusted on the basis of the evidence compiled.
Safeguarding priorities for 2015/6	2015/16 priorities are – Children's Champion conference to take place – not yet achieved Performance Framework in place - achieved First all London report published - achieved. Improvement in performance to be demonstrated by end May 2015 – partially achieved.

Youth Offending Service

Name of agency	Youth Offending Service
Description of service	Carries out the partner's statutory functions with regards to young offenders (aged 10-18)
Safeguarding training undertaken in reporting period. % of staff trained at each level.	50% of managers and 83% of practitioner staff have undertaken the Initial Working Together programme. The majority of trained staff are due to undertake refresher training in 2015. Staff untrained are those new to the service and will be booked on in 15/16. All practitioner staff have been asked to complete the Child Sexual Exploitation - what professionals need to know briefing available this year.

<p>Regulator inspection in reporting period and outcomes</p>	<p>Her Majesty's Inspectorate for Probation undertook a Short Quality Screening Inspection (SQS) in November 2014. The key strengths notes included;</p> <ul style="list-style-type: none"> • The YOS had made substantial progress since the last inspection • Assessment of diversity factors and barriers to engagement was strong • Work during the custodial phase of sentences was consistently good • Case managers were clearly committed to achieving positive outcome <p>Areas for improvement included;</p> <ul style="list-style-type: none"> • Assessment of and planning to address vulnerability • More attention needed to be given to victim safety • Actions to manage risk of harm need to be clear and precise, including contingency plans • Managers should provide greater support to staff to improve the quality of their assessments and plans
<p>Challenges in the reporting period</p>	<p>Although the numbers of young people in the system have continued to reduce, the needs of those left in the cohort are increasingly complex and challenging.</p> <p>The assessed risk of harm posed by the cohort to others is also rising requiring greater supervision by the service in the community.</p> <p>There has been a rise in the re-offending rates (historical) for the 12/13 cohort reflecting this steady increase in complexity, although Hillingdon's rate remains below that of London and its family group.</p> <p>In the latter half of the year a number of staff changes have taken place with established practitioners and managers moving on. Recruitment of suitably skilled replacements has proven difficult.</p>
<p>Progress on safeguarding priorities in the reporting period</p>	<ul style="list-style-type: none"> • A custody improvement plan was developed based on data from previous years and there has been a reduction in custodial sentencing from 26 in 13/14, to 18 in 14/15. • The Combined Risk, Intervention and Safeguarding panel has been reviewed taking into consideration the comments of the SQS, to ensure that it is fit for purpose in meeting its stated objectives with respect to vulnerability and risk management. • Case auditing processes have also been reviewed to support continuous improvement in assessment quality • The Youth Justice Boards Re-Offending Toolkit has been

	<p>used to analyse data on re-offending behaviour and the characteristics of those perpetrating it in order that prevention strategies can be developed and resources allocated.</p> <ul style="list-style-type: none"> • The YOS has implemented the 'live Tracker' tool for re-offending in order to implement immediate responses to re-offending.
Safeguarding priorities for 2015/6	<ul style="list-style-type: none"> • To implement the Asset Plus Assessment Tool which should support improved assessments, risk management and intervention planning. • For all practitioner staff to undertake CSE awareness training. • To develop referral pathways into early intervention services for out of court disposal cases. • To identify siblings of those involved in Serious Youth Violence and support their access to Early Intervention Services. • To identify suitable staffing resource to carry out assessments of young people for neurodisability conditions which impact on their vulnerability within the criminal justice system
Good news stories	<ul style="list-style-type: none"> • The reduction in custodial sentences • There has been a slight reduction in the rate (per 100,000 of 10-17 population) of young people receiving their first court conviction in 2014/15 from 262 to 258.7
Good practice examples	<p>A young person with significant learning difficulties was charged with sexual offences against younger family members.</p> <p>The assessment of his risk of harm to others was significantly affected by his learning difficulty. The YOS and Children's Social Care identified an independent specialist who carried out the assessment over a 12 week period. The assessment concluded that future inappropriate sexual behaviour could be influenced through a specific intervention regimen. Working together agencies developed a package of interventions and support which was accepted by the court in its sentencing.</p> <p>This enabled the young person to remain in the community where his needs were best met whilst maintaining a high level of supervision reducing the risks posed to others.</p> <p>The specific intervention designed to address the inappropriate sexual behaviours should reduce risk of future incidents in the longer terms.</p>

APPENDIX 2 - IDVA STATISTICS

1. Annual Total Victims 2014-2015

Total New Referrals to HIDVAP	647	
Total Female	624	(96%)
Total Male	23	(4%)
Total Repeat Referrals	61	(9%)*
Total Engaging	544	(84%)

* repeat referrals can be victims that the service worked with a year or years ago; It can take some victims a few attempts before they finally leave.

2. Children and Young People

Total Children	749
Total Victims who stated that their children witnessed violence.*	259
Total Victims who stated that their children had experienced direct abuse from the perpetrator. *	71
Total Victims who were pregnant at the time of recent/referral or had a new born baby.	70
Total 16-24 Year Old Clients	85

*It is important to recognise that this data is gained from information shared by the client through the Risk Assessment process. Some clients may not disclose if their children have experienced direct or witnessed abuse.

APPENDIX 3 - LSCB Partners and Attendance

Membership of Local Safeguarding Children Board and attendance during 2014-15

Organisation	Attendance 2014-15
London Borough of Hillingdon including Public Health	100%
CNWL	100%
Public Health	100%
Hillingdon CCG	100%
Schools	100%
Probation and CRC	100%
Voluntary Sector	100%
Hillingdon Hospital	75%
CAIT	25%
CAFCASS	25%
UKBF	Unable to send a representative

APPENDIX 4 - Finance

LSCB Budget

Income 2014-15

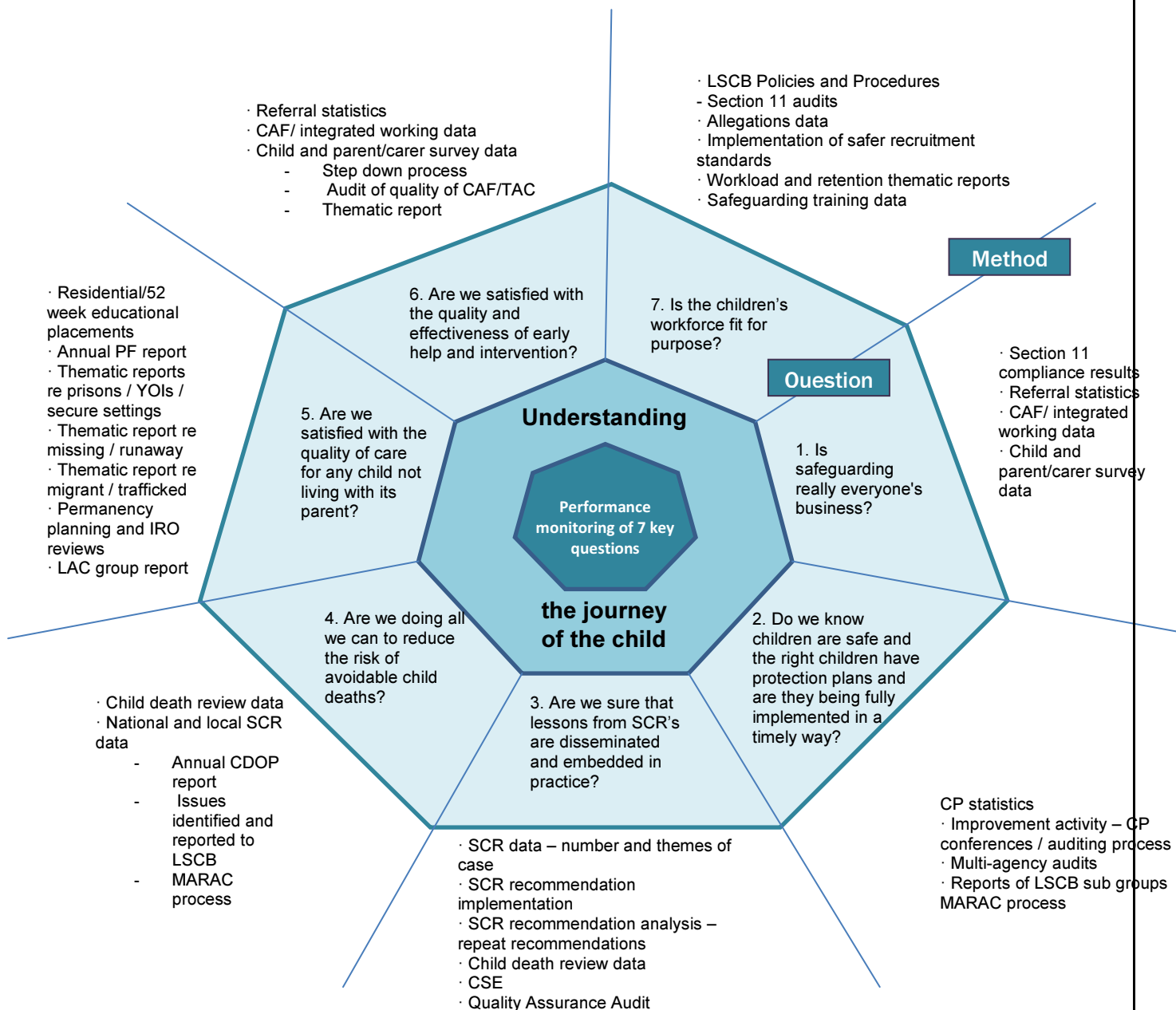
London Borough of Hillingdon:	£96,100
NHS:	£61,200
Metropolitan Police	£5,000
Probation (NOMS and CRC)	£2,000
Total:	£164,850

Outgoings 2014-15

Staffing:	£97,775.35
Non-staffing:	£39,512.73
Conference:	- £183.33
Training:	£22,872.50
Licences:	£8,750.00
SCR:	£17,884.80
Chairman:	£26,850.00
Total:	£213,462.05

Variance: £48,945 Overspend.

APPENDIX 5 PERFORMANCE WEB (overleaf)



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HILLINGDON SAFER ADULTS PARTNERSHIP BOARD'S ANNUAL REPORT

Cabinet Member	Councillor Phillip Corthorne
Cabinet Portfolio	Social Services, Health and Housing
Contact	Stephen Ashley, Independent Chairman of Hillingdon Safeguarding Children Board (HSCB) and Safeguarding Adults Partnership Board (SAPB)
Papers with report	Annual Report

1. HEADLINE INFORMATION

Summary	The annual report of the Hillingdon Safer Adults Partnership Board (HSAPB) is a statutory requirement from April 2015. This annual report covers the year 2014/15 for which the production of an annual report was discretionary. The annual report describes the work of the partners engaged in Adult Safeguarding in the Borough, for the year ending 31 st March 2015. It will be published and available to view on the Council's website. It is reported to Cabinet for noting.
Putting our Residents First	This report supports the following Council objectives of: <i>Our People.</i>
Financial Cost	There are no direct costs applicable with the publication of this annual report.
Relevant Policy Overview Committee	Social Services, Health and Public Health
Ward(s) affected	All

2. RECOMMENDATION

That Cabinet notes annual report of the Hillingdon Safer Adults Partnership Board for 2014/15.

Reasons for recommendation

The annual report is a statutory requirement from April 2015. It covers the period 2014/15 when it was discretionary but the production by Adult Safeguarding boards of annual reports is considered good practice. Cabinet are asked to note the importance of adult safeguarding. The

report is a partnership document containing information specific to the work undertaken in the period 1st April 2014 to 31st March 2015.

Alternative options considered / risk management

None.

Policy Overview Committee comments

The Committee welcomed the report which highlighted that services across Hillingdon were supporting residents and safeguarding vulnerable adults.

The Committee noted that the establishment of the Care and Governance Board and the Vulnerable People Panel had created positive bodies which enhance multi -agency communication and information sharing.

Partnership working was also strong. However, the Committee raised questions in a number of areas. In particular, it was noted that staff were not confident about using the Mental Capacity Act and that further improvements were required in relation to information sharing regarding high risk transition points such as admission and discharge from hospital. The Committee noted that there had been a significant rise in the number of authorisation requests for Deprivation of Liberty Safeguards compared to the previous year. In addition, the Committee raised concerns about commissioning processes and the separation of responsibilities across the Clinical Commissioning Group and NHS England and noted that NHS England had yet to be represented on the Board.

Given the number of vulnerable adults in the Borough is increasing; the Committee welcomed the approach to develop Teams focussed around the family and a more holistic approach to safeguarding. The Committee also agreed that the implementation of Making Safeguarding Personal across all agencies, as well as raising public awareness of Safeguarding were important aspirations which would contribute in a positive way to the service currently provided.

3. INFORMATION

Supporting Information

Background and context

The annual report reflects activity from over one year ago, as it is for the period April 2014-March 2015. It is the report of the Board Chairman and in this case it marks the final one of the previous incumbent's tenure. The new Chairman has articulated a clear strategy for how the Safeguarding Adults Board will develop going forward.

Steve Ashley was appointed to the role of Independent Chairman for the Adult and Children Boards in April 2015 and began work in June. The Care Act 2014 has put Adult Safeguarding on a statutory footing similar to Children's Safeguarding. An external peer review was undertaken in the light of the Care Act in January 2015. This recommended changes to the board and the creation of an independent support hub for both the Adult and Children safeguarding boards.

The new Chairman wishes to work with partners to ensure that the Board is effective in ensuring that vulnerable adults in Hillingdon are protected.

The Safeguarding Adults Partnership Board is a multi agency partnership comprising of statutory, independent and charitable organisations with a stakeholder interest in safeguarding adults at risk.

The Boards objective is to protect and promote individual human rights, independence and improved wellbeing for vulnerable adults in Hillingdon.

The Board welcomes the comments of the Policy and Overview Committee. The Board is in the process of commissioning training in relation to the Mental Capacity Act to increase the workforce competence in this area, particularly in light of the recent changes. In addition, training for social workers has been commissioned to attain Best Interest Assessor qualification which will widen the pool of people available to undertake these assessments required under the Deprivation of Liberty statute and guidance. These staff will act as "experts" within teams to further develop the competence of the workforce in respect of the Mental Health and Mental Capacity Acts.

Report Summary

Review of Safeguarding Adults:

In January 2015 the SAPB commissioned a review to assess its effectiveness as a Board. The review followed the Local Government Association peer review/challenge methodology.

Key recommendations for the Board to be Care Act compliant are:

1. The Board should establish a revised structure with senior members from each agency to demonstrate commitment and importance of the board and enhance its ability to operate effectively.
2. Resourcing of the work of the Board and infrastructure that effectively ensures delivery of core functions and the work programme should be agreed between the statutory partners and reviewed annually.

Effectiveness of Local Safeguarding Arrangements

A number of multiagency workshops have been held to clarify and promote a better understanding about safeguarding thresholds in order to achieve a more consistent and proportionate response and the Council have developed a range of reports to facilitate effective performance monitoring. These are:

1. Dashboard, a report to improve performance and quality information available to the SAPB.
2. Monthly reports to enable Service Managers and Team Managers to manage performance in their area.
3. Provider performance reports to facilitate operational and strategic oversight of safeguarding practice of providers.

Serious case reviews

One serious case review was carried out in 2014-15. All actions from the review have now been completed. The key learning points are:

1. The need for clear communication between agencies at critical points: for example, when a patient is brought to A&E by ambulance there must be a clear handover to hospital staff.
2. Non attendance at health appointments should be followed up more rigorously.
3. Agencies should remain vigilant for indicators that a carer might be in need of a carers assessment.
4. Discharge should not be the default position when contact cannot be made with a vulnerable patient.

Financial Implications

There are no financial implications in publishing this report.

4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES

What will be the effect of the recommendation?

The publication of this report will not directly affect service users.

Consultation Carried Out or Required

The report contains reports from each of the agencies that form the partnership.

5. CORPORATE IMPLICATIONS

Corporate Finance

Corporate Finance has reviewed this report and confirms that there are no direct financial implications associated with the recommendation that Cabinet note and comment on the content of this report.

Legal

In accordance with Care Act 2014 and Care and Support Statutory Guidance, Hillingdon Safer Adults Partnership Board must publish an annual report detailing what it has done during the year to achieve its main objective (i.e. to help and protect adults in its area) and implement its strategic plan, and what each member has done to implement the strategy as detailing the findings of any Safeguarding Adults Reviews or on-going reviews.

There are no specific legal implications arising from the report.

6. BACKGROUND Papers

Previous Annual Reports



Hillingdon Safer Adults Partnership Board Annual Report 2014 - 15

**HILLINGDON SAFEGUARDING ADULTS
PARTNERSHIP BOARD
ANNUAL REPORT 2014-15**

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1. INTRODUCTION

This is my last annual report as independent chair of Hillingdon Safeguarding Adults Partnership Board, and also the last annual report prior to the Care Act 2014 entering the Statute books in April 2015.

This year has seen the establishment of both the Vulnerable Persons Panel and Care Governance Board. The Vulnerable Persons Panel manages and monitors high risk cases of "self neglect", including hoarding. The Care Governance Board is part of the framework established to identify, monitor and respond to serious quality issues or identified risks to service users, within care provider services. These developments have facilitated better partnership working and improved multi-agency management of high risk cases and local care service provision.

The Safeguarding Adults Partnership Board (SAPB) has continued to oversee the implementation of the Winterbourne and Francis action plans. One Serious Case Review was completed during the year and an action plan agreed.

Services successfully managed a large increase in Deprivation of Liberty Assessments following a court judgement and the Council has begun implementation of *Making Safeguarding Personal*. This underpins the Care Act and introduces a person centred, outcome focussed way of working that will affect all agencies.

In order to prepare for Care Act implementation the Board commissioned an independent review in December 2014. The review identified many areas for development and improvement, including some changes to the Board's structure and functioning. The review identified a strong commitment to safeguarding across all agencies and operational managers, and good safeguarding practice following an alert, along with some high standards of investigation and reporting.

In this context, the Board and services represented are well placed for implementation of the Care Act in 2015 and I wish them every success.

Lynda Crellin
Outgoing Chairman, June 2015

2. CONTEXT

2.1 Role of SAPB and Annual Report

The Safeguarding Adults Partnership Board is a multi-agency partnership comprising statutory, independent and charitable organisations with a stakeholder interest in safeguarding adults at risk. A full list of members can be found at Appendix A with attendance details for the year.

The Board's objective is to protect and promote individual human rights, independence and improved wellbeing, so that adults at risk stay safe and are protected at all times from abuse, neglect, discrimination, or poor treatment.

The role of the Board and its members is to:

- lead the strategic development of safeguarding adults work in the Borough of Hillingdon.
- agree resources for the delivery of the safeguarding strategic plan.
- monitor and ensure the effectiveness of the sub-groups in delivering their work programmes and partner agencies in discharging their safeguarding responsibilities
- ensure that arrangements across partnership agencies in Hillingdon are effective in providing a net of safety for vulnerable adults
- act as champions for safeguarding issues across their own organisations, partners and the wider community, including effective arrangements within their own organisations
- ensure best practice is consistently employed to improve outcomes for vulnerable adults.

Since November 2011, the SAPB has had an independent chairman, who also chairs the Local Safeguarding Children's Board (LSCB). The independent chairman is a member of the London and national chairs' groups SAPB.

In accordance with good practice, an annual report has been produced in previous years and presented to Council Cabinet, the Health and Wellbeing Board, and the Community Safety Partnership. From April 2015, production of an annual report will become a statutory requirement (Care Act 2014).

Through common membership, there are links to Multi Agency Public Protection arrangements (MAPPA), and the Multi Agency Risk Assessment Conference (MARAC).

2.2 Hillingdon context

Hillingdon is the second largest of London's 33 Boroughs, covering 44.6 square miles.

Greater London Authority population projections estimate that in 2014 there were 292,000 people living in Hillingdon, of whom 13% were aged over 65 years of age and 6.1% over 75. Hillingdon is an ethnically diverse Borough with 43% of residents from Black and Minority Ethnic groups, the largest groups being Indian, Pakistani or other Asian.

The proportion of those over 65 is slightly higher than the London average, but lower than that for England as a whole.

The population is projected to increase across all age groups, mainly due to internal migration and an increase in the birth rate and decrease in the death rate. The projected increase is larger than other North West London Boroughs. The proportion of those from black and ethnic minorities is also projected to increase, particularly in the south of the Borough.

The numbers of those with mental health needs and physical, sensory and learning disabilities are also expected to increase. Adults with learning disabilities who will be returning to the community from long stay settings (in line with Winterbourne recommendations) will contribute to this increase.

Hillingdon has 48 GP practices serving a GP registered population of 301,000 (2015).

There are 64 care homes in the Borough providing a range of services including nursing and dementia care, care for people with learning disabilities and mental health needs.

During 2014-15, Adult Social Care services provided support to 5,973 adults. Of this total 4,343 were aged over 65, 332 had mental health needs, 4,352 had a physical disability, 669 had a learning disability and 607 received support with memory and cognition.

The Multi Agency Safeguarding Hub (MASH) was launched in April 2015 with Adults Services in attendance.

2.3 London and National Context

Hillingdon, along with most other London Boroughs, has signed up to the Pan-London Safeguarding Policy and Procedures (PLP). This ensures a consistent framework for safeguarding adults, including definitions of roles and responsibilities, timescales for responding, and, in particular, cross-Borough working. The procedures are currently being reviewed in terms of Care Act compliance.

Up to and including 2014-15, the SAPB has worked in accordance with the Government 'No Secrets' Policy of 2000 and the ADASS standards published in 2005.

The Care Act 2014 supersedes the 'No Secrets' guidance. It places Adult Safeguarding Boards on a statutory footing. Safeguarding within the Care Act is based on the six principles of empowerment, protection, prevention, proportionality, partnership and accountability.

Core membership of the Safeguarding Adults Partnership Board is defined in the Act (i.e. the Local Authority, Clinical Commissioning Group and Police). Boards are encouraged to have strong and explicit engagement with NHS providers, Care Quality Commission, Voluntary Sector, Housing providers, Fire and Rescue services, Prisons, Probation Service and the criminal justice system.

The statutory guidance accompanying the Care Act notes that Safeguarding Adults Partnership Boards have three statutory functions, to:

- Produce a three year strategic plan,
- Produce an annual report with an annual work plan,
- Carry out Safeguarding Adult Reviews (SARs) when required and to oversee implementation of the findings.

SAPBs should focus primarily on strategic and policy issues, and members must have sufficient seniority to speak on behalf of their agencies and to commit resources and agree actions.

'Making Safeguarding Personal' must underpin all practice, with a clear focus on the desired outcomes of the adult.

The Care Act also defines a new key role within each partner organisation of Designated Adult Safeguarding Manager (DASM).

3. BOARD IMPACT AND EFFECTIVENESS

Review of the Safeguarding Adults

In January 2015, the SAPB commissioned a review to assess its effectiveness as a Board. The review looked at all aspects of Safeguarding Adults in the Borough. The review followed the Local Government Association (LGA) peer review/challenge methodology which was originally developed by the Improvement and Development Agency (IDeA) and approved by the Association of Directors of Adult Social Services (ADASS), the Social Care Institute for Excellence (SCIE) and the NHS confederation.

The focus was on identifying opportunities for improvement and learning in 8 main areas:

1. Outcomes
2. People's Experience of Safeguarding
3. Leadership
4. Strategy
5. Commissioning
6. Service Delivery and Effective Practice
7. Performance and Resource Management
8. Local Safeguarding Adults Partnership Board.

The review also applied an additional standard of Care Act compliance.

The review identified that in all cases reviewed, the individual adult was safeguarded and that some workers and managers achieved high standards of investigation recording and oversight.

The key recommendations for the Board to be Care Act compliant are:

Recommendation 6: The Board should establish a revised Structure with seniority of members from each agency to demonstrate commitment and importance of the board and enhance its ability to operate effectively.

Recommendation 7: Resourcing of the work of the Board and infrastructure that effectively ensures delivery of core functions and the work programme should be agreed between the statutory partners and reviewed annually. This would include the setting up of the integrated safeguarding unit.

The full recommendations from the Review can be found in Appendix C.

Performance framework

An important development has been the production of a dashboard report to improve the performance and quality information available to the SAPB. A copy of the annual dashboard figures for 2014/15 is included at Appendix B.

The Safeguarding Adults Partnership Board has spent much of 2014-15 preparing to be compliant with the Care Act. As a consequence of the Peer Review in January 2015 and with the appointment of a new independent chair the Board is now poised to confirm its forward strategy and action plan.

Links with other strategic bodies

Protocols have been developed with the Health and Wellbeing Board and the Safer Hillingdon Partnership. This Annual Report will be presented to both during Q3 2015-16.

3.6 Progress against action plan

What we planned to do – our key priorities

WHAT WE SAID WE WOULD DO	WHAT WE DID
Outcomes, peoples experience of safeguarding	
<ul style="list-style-type: none"> • Ensure safeguarding process fully includes the person in the process 	<ul style="list-style-type: none"> • Hillingdon is currently implementing Making Safeguarding Personal (MSP). • Board members have been debriefed about MSP including presentation by the safeguarding lead for the London Borough of Sutton.
Leadership, strategy and commissioning	
<ul style="list-style-type: none"> • Implement the recommendations from the Winterbourne Report and Care Qualities Commission Review of learning disability services. 	<ul style="list-style-type: none"> • The Winterbourne View Steering group membership was revised to ensure a stronger commissioning focus. • A discharge tracker has been set up that determines likely dates for discharge and this is monitored by the steering group. • A clinical group meets

WHAT WE SAID WE WOULD DO	WHAT WE DID
	<p>monthly to monitor progress on discharge and alerts the steering group to any potential problems.</p> <ul style="list-style-type: none"> • Agreement has been reached between the Council and Hillingdon Clinical Commissioning Group (HCCG) on a mechanism to agree joint funding of people who are discharged into community placements. • In 2014 a review of Learning Disability Services was commissioned with HCCG to inform future plans for Learning Disability Services. This will inform how local services are reshaped in light of the Winterbourne report. The review has been finalised, presented to Adult Social Care Senior Management Team and the HCCG Governing body. Recommendations and action plan agreed and in place.
<ul style="list-style-type: none"> • Implement recommendations from Francis Report. 	<ul style="list-style-type: none"> • Hospital Trusts gave assurances about compliance and outstanding actions to SAPB in October 2014.
<p>Service delivery and effective practice</p>	
<ul style="list-style-type: none"> • Develop better identification and support through MASH 	<ul style="list-style-type: none"> • MASH in Hillingdon went live in April 2015. A protocol has been activated with mental health services.
<ul style="list-style-type: none"> • Ensure that good MCA practice is embedded across the 	<ul style="list-style-type: none"> • Members of the Board will undertake Mental Capacity

WHAT WE SAID WE WOULD DO	WHAT WE DID
partnership	Act training which will include Deprivation of Liberty Safeguards and best interest decisions). <ul style="list-style-type: none"> • Funding for this was obtained through NHS England. • 6 members of staff have been funded to undertake Best Interest Assessor training.
Performance and resource management	
<ul style="list-style-type: none"> • Improve care governance system 	<ul style="list-style-type: none"> • Care Governance Board in place which meets monthly to oversee quality of local provision.
<ul style="list-style-type: none"> • Improve multi agency response to people who are vulnerable, particularly where self neglect/hoarding is an issue 	<ul style="list-style-type: none"> • A Vulnerable Persons Panel is now well established and meets monthly.
Safeguarding Adults Partnership Board	
<ul style="list-style-type: none"> • Ensure SAPB is ready for Care Act implementation 	<ul style="list-style-type: none"> • Peer review carried out and reported to key partners in March 2015.
<ul style="list-style-type: none"> • Maintain standards of quality and improve performance and identify issues 	<ul style="list-style-type: none"> • Audit carried out as part of peer review and findings to be implemented in 2015. • The audit identified that people were safeguarded. • An action plan has been identified for the review's recommendations.
<ul style="list-style-type: none"> • Increase Housing staff 	<ul style="list-style-type: none"> • 6 training sessions carried

WHAT WE SAID WE WOULD DO	WHAT WE DID
awareness of safeguarding issues in the context of the Care Act.	out, with 87 Housing staff trained.

4. WORKFORCE

Each agency has a responsibility to ensure that their staff are suitable trained in Safeguarding procedures and practice. For example, the Council has trained 172 members of staff in a variety of subjects including Mental Health and Homelessness. On the Mental Capacity Act (MCA), CNWL have rolled out MCA awareness for children's services to 126 staff members and at the Hillingdon Hospital, Safeguarding Adults awareness training is delivered monthly as part of the Statutory and Mandatory staff training programme.

Full details of the training can be found in the partner updates where reported.

5. EFFECTIVENESS OF LOCAL SAFEGUARDING ARRANGEMENTS

In response to fluctuations in the number of contacts leading to a safeguarding referral, which reached a peak in Q2, (see the Dashboard report at Appendix B) a number of workshops were held to clarify and promote better understanding about safeguarding thresholds in order to achieve a more consistent and proportionate response going forward.

In addition to the Dashboard the Council has developed a range of reports to facilitate effective performance monitoring. These include:

- monthly reports to enable Service Managers and Team Managers to keep abreast of performance in their respective service areas and within individual teams; and
- provider performance reports to facilitate operational and strategic oversight of safeguarding practice in care service provision.

To evaluate the effectiveness of safeguarding practice in the Borough, including multi-agency partnership working, 20 safeguarding cases were audited as part of the Safeguarding Adults Partnership Board review in January 2015. An action plan has been developed from the recommendations of the audit, of note the audit found that in all 20 cases the adult had been appropriately "safeguarded".

5.2 Inspections and reviews

The Council's Social Care Inspection Team reviews and monitors the quality of care being delivered by care service providers in the Borough. This has

included carrying out unannounced inspections, to ensure that provider services are delivering quality care.

Monthly reports on service providers are submitted to the Council's senior management team and regular contract monitoring meetings are held with service providers.

During 2014/15, the social care inspection team carried out 113 inspections of domiciliary care services, residential, nursing homes, and supported living services.

Inspections inevitably result in an action/improvement plan for the care service provider and implementation of the action plan is subsequently monitored by the social care inspection team.

Inspections can also lead to a range of additional actions and interventions ranging from low level monitoring to intensified support involving weekly visits over a protracted period of time.

The outcome of visits and any recommendations arising are recorded with subsequent tracking of individual care homes, to ensure recommendations are actioned by them. Similarly, complaints about social care providers are tracked and followed up. In this way, the team can build up a picture of how individual care providers are meeting the needs of people in their care. The team is working on new ways to collate the overall performance of social care providers contracted to the Council.

The team is particularly important in monitoring required improvements for settings where there have been safeguarding concerns and in working with colleagues in the Care Quality Commission (CQC) on the regulatory standards providers must comply with. They also share 'soft' information with CQC in order to be able to follow up appropriately on concerns.

Going forward, in keeping with the spirit of the Care Act, the team will move towards a Quality Assurance model. This model will help care service providers better understand what 'good' safeguarding practice looks like, as well as helping them identify improvements to improve quality.

It is worth noting that during 2014 -15 the Care Quality Commission carried out regulatory inspections of two of the agencies represented on the Hillingdon Safeguarding Adults Partnership Board: Hillingdon Hospital Foundation Trust and Central and North West London NHS Foundation Trust.

5.3 Case Reviews

One Serious Case Review was carried out in 2013-14. All actions from the review have now been completed. Key learning points from the Serious Case Review include:

- The need for clear and timely communication between agencies at critical points: for example, when a patient is brought to Accident & Emergency by ambulance there must be a formal hand-over of concerns about the patient to A&E staff;

- Non-attendance at appointments should be followed up more rigorously;
- Agencies should remain vigilant for indicators that a carer might be in need of an carer's assessment and/or support;
- Discharge should not be the default position when contact cannot be made with a vulnerable patient - alternative means of making contact should be explored.

5.4 Priority groups and developments

Voice of the vulnerable adult

The voice of the adult is clearly captured within the Making Safeguarding Personal (MSP) framework. MSP places the adult at the centre of safeguarding establishing their views and desired outcomes from the outset.

MSP is the embodiment of "person centred, outcome focussed" practice thereby empowering the individual and their family - as far as is practicable - to identify and recognise risk and thereafter take control of their care and support to keep themselves safe.

Mental Capacity/ Deprivation of Liberty Safeguards (DoLS)

The Supreme Court judgement in the P v Cheshire West and Chester Council and P and Q v Surrey County Council in March 2014, is very significant in determining whether care/treatment arrangements for an individual lacking capacity amount to a Deprivation of Liberty.

The Court determined that for those people who do not have capacity to consent to the restrictions there are two key questions to consider in determining whether a person is deprived of their liberty:

- Is the person subject to continuous supervision and control?
- Is the person free to leave?

If the answer to the first question is yes and the second question is no, then the person is deprived of their liberty. Factors that are deemed no longer relevant are:

- The person's compliance or lack of objection
- The relative normality of their placement
- The reason or purpose of a particular placement

The DoLS Supervisory Body for Hillingdon has received 436 authorisation requests for 2014-15 compared to 15 for 2013-14.

6. COMMENTARY FROM AGENCIES

All member agencies represented on the SAPB were asked to produce a return based on the following areas:

- What is the agency role and services provided
- Regulator inspection in the reporting period and outcomes
- Safeguarding training (included in a previous section)
- Challenges in the reporting period
- Progress against safeguarding priorities
- Priorities for 2015-16
- Good news stories and good practice examples

These can be found at Appendix D.

7. SUMMARY AND PRIORITIES FOR 2015-16

7.1 Summary

On the basis of the information we have, the Board believes that services across Hillingdon are successfully supporting residents and safeguarding vulnerable adults. Responses and investigations have on the whole been speedy and proportionate, and vulnerable adults have been appropriately safeguarded.

The establishment of the Care Governance Board and the Vulnerable Persons Panel have created constructive vehicles that should enhance multi-agency communication and information sharing.

Case reviews and other information however also indicate that there are potential risk areas. Staff are not confident about using the Mental Capacity Act and there is evidence that further improvement is needed in information sharing, particularly at high risk transition points such as admission to and discharge from hospital. It is important to ensure that high standards are maintained in social care assessment and planning.

Reductions in resources across all agencies inevitably has an impact on capacity and external factors – such as High Court Judgement on DoLS – puts increased strain on those resources.

Partnership working is strong. There are, however concerns about commissioning processes, particularly the separation of responsibilities across the Clinical Commissioning Group and NHS England. This has an impact on planning, particularly for those who are mentally ill, or who have learning disabilities.

NHS England has so far not been represented on the SAPB, although it is understood that there are plans to develop co-commissioning arrangements. The Board wish to further develop relationships with GPs as critical providers and coordinators of services.

The implementation of the Care Act along with the personalisation agenda, will involve a step-change in how all professionals work with adults.

The peer review has helpfully given a steer how to best move forward into the implementation of the Care Act and the SAPB's role in that.

It is vital that all partners ensure that the SAPB is appropriately resourced to carry out its functions and to comply with its statutory responsibilities.

7.2 Priorities for 2015-16

- 1) Resourcing and developing the Safeguarding Adults Partnership Board
- 2) Implementing Making Safeguarding Personal across all safeguarding activity and across all partner agencies
- 3) Ensuring Care Act compliance across all agencies
- 4) DoLS – ensuring there is an effective model of practice to build upon including enhancing the functions of the DoLS Supervisory Body
- 5) Mental Capacity Act – embedding knowledge and skills across all partner agencies
- 6) Raising public awareness of Safeguarding

8. APPENDICES

Appendix A: Membership of the Hillingdon Safeguarding Adults Partnership Board and attendance during 2014-15

Organisation	Attendance 2014-15
London Borough of Hillingdon including Public Health Team	100%
Hillingdon Hospital	100%
Royal Brompton & Harefield Trust	100%
Hillingdon CCG	100%
CNWL	100%
Voluntary Sector	100%
Metropolitan Police	67%
London Fire Brigade	67%
Hillingdon Community Health	67%

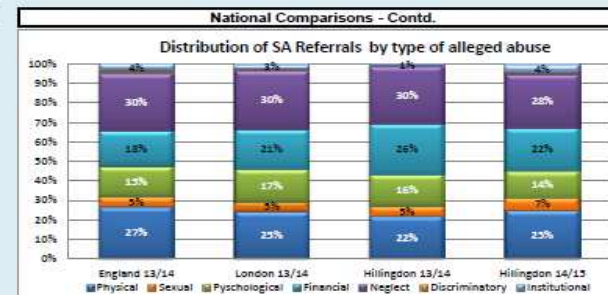
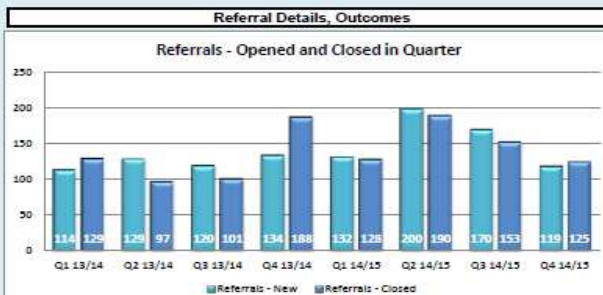
Appendix B: Performance information

Report Author: LBH Performance Intelligence Team

Safeguarding Adults Board - Yearly Report - Draft Format

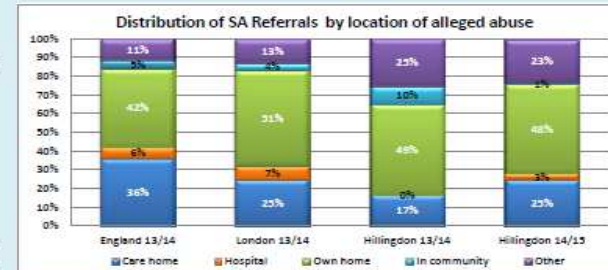
For Period: 2014/15

For further information please contact:
Paul Alexander Ext 6906



Contact Progression	# Contacts Progressing To referral within 24 Hours	2014/15	2013/14
		260	70
Contact Progression	% Contacts Progressing To referral within 24 Hours	2014/15	2013/14
		42%	14%

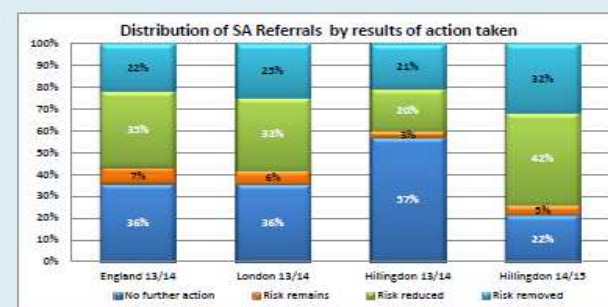
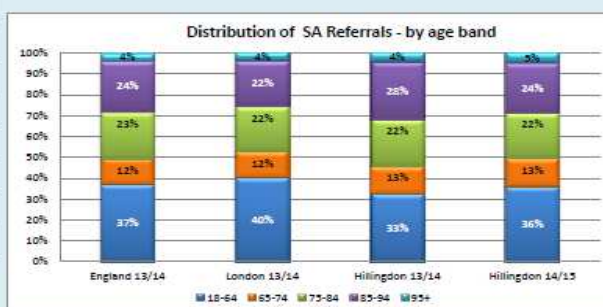
Referrals - Opened and Closed	# Referrals Opened	2014/15	2013/14
		621	497
Referrals - Opened and Closed	# Referrals Closed	2014/15	2013/14
		596	515



Contacts by Source	Source	2014/15	2013/14
Community Services	Independent provider agency	9	1
	Other agcy NSPCC, Age Conc, Travelcare	382	431
	Other Local Authority	230	284
	Private Sector Home	187	95
	Internal	6	7
Internal	Internal	6	7
	Internal	6	7
Not Known/Recorded	Not Known/Recorded	38	32
	Not Known/Recorded	38	32
Public (Including Relative/Friend)	Public (Including Relative/Friend)	31	35
	Public (Including Relative/Friend)	31	35
Self referral	Self referral	142	94
	Self referral	142	94
Statutory Agencies	Centr Gov Agcy, Prison, Customs	53	11
	Legal, Police, Court, Prob, Immigr	184	167
	Primary health (GP, DN etc	5	2
	School/College	323	187
	Secondary health, Hospital/ Hospice	32	42
	Secondary health, Hospital/ Hospice	32	42
	Secondary health, Hospital/ Hospice	32	42
Total		1622	1388
		1622	1388

Age Bands (Referral Starts)	2014/15	2013/14
18 - 64	237	160
65 - 74	85	63
75 - 84	130	108
85 - 94	143	134
95+	26	32

National Comparisons



Safeguarding Adults Board - Yearly Report - Draft Format

For Period: 2014/15

For further information please contact:
Paul Alexander Ext 6906

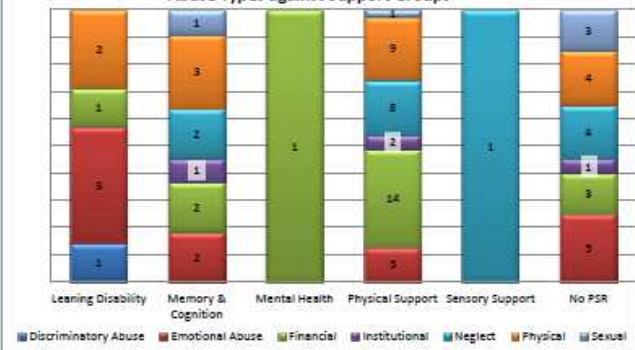
Closed Referrals - Outcomes and Case Profiling

Abuse Types and Primary Support Reasons

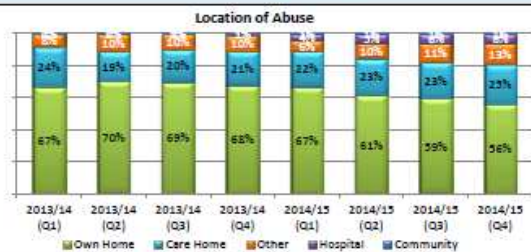
Types of alleged abuse		2014/15	2013/14
Discriminatory Abuse		3	3
Psychological/Emotional Abuse		65	91
Financial and Maternal Abuse		114	151
Institutional Abuse		18	6
Neglect and Acts of Omission		131	178
Physical Abuse		118	131
Sexual Abuse		27	27
Total		476	587

Primary Support Reason		2014/15	2013/14
Learning Disability		87	69
Memory & Cognition		65	55
Physical Support		245	153
Mental Health		22	10
Social Support		1	1
Sensory Support		7	7
Total		427	295

Abuse Types against Support Groups



Location - Perpetrators



Location Of Abuse		2014/15	2013/14
Care Home		99	106
Community		3	3
Hospital		24	3
Other		51	51
Own Home		225	340

Alleged Perpetrators		2014/15	2013/14
Total Cases With Alleged Perpetrators		395	503
% Cases with Alleged Perpetrator Information		66%	98%

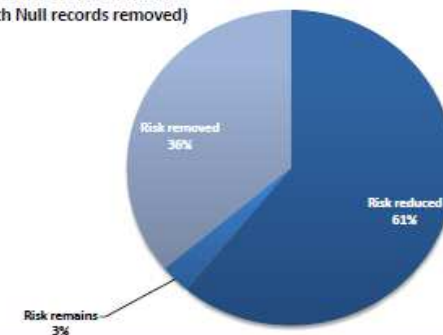
Alleged Perpetrators		2014/15	2013/14
Health Care Worker		48	42
Friend / Neighbour		28	34
Not known		35	45
Other		51	93
Other Family Member		97	111
Other Professional		22	46
Other Vulnerable Adult		17	17
Partner		24	27
Social Care Staff		67	68
Stranger		5	17
Volunteer / Befriender		1	3

Outcomes

Conclusion of cases		2014/15	2013/14
Substantiated fully		139	165
Substantiated partially		68	48
Inconclusive		124	120
Not substantiated		201	170
Investigation ceased		64	12

Results of action taken		2014/15	2013/14
Risk Removed		189	143
Risk Reduced		251	117
Risk Remains		27	17
No further action (Null records)		129	238

Results of Action Taken (With Null records removed)



Deprivation of Liberty	Number of DOLS cases	2014/15	2013/14
		442	6

Concluded Cases	# Cases meeting LBH Criteria (Full Safeguarding Report Required)	2014/15	2013/14
		208	174
	No further action under SA process	388	341

Appendix C: Recommendations from Peer Review

Recommendation 1: The Board should formally adopt MSP and oversee roll out across the Borough.

Recommendation 2: The Board should receive a report on the National Competency Framework with the view of adopting the Framework as the underpinning of workforce development plans for all partners.

Recommendation 3: Building on the disbanding of the specialist team - Consideration to be given to how the advanced practitioner role in the operational teams can assist in supporting and developing safeguarding practice.

Recommendation 4: The Board commissions the Strategic Plan and agrees the associated work programme.

Recommendation 5: The Executive Operational Group to take responsibility for developing the annual Business Plan and co-ordinating delivery of the annual work programme. The plan will capture all developments in relation to the development and maintenance of priorities to become a high performing SAPB.

Recommendation 6: The Board should establish a revised Structure with seniority of members from each agency to demonstrate commitment and importance of the board and enhance its ability to operate effectively.

Recommendation 7: Resourcing of the work of the Board and infrastructure that effectively ensures delivery of core functions and the work programme should be agreed between the statutory partners and reviewed annually. This would include the setting up of the integrated safeguarding unit.

Recommendation 8: The Board with other key strategic partnerships develops protocols/memorandums of understanding to ensure wider understanding of respective roles, responsibilities and involvement in the protection of vulnerable adults.

Appendix D: Partner Updates

Adult Social Care

Name of agency	London Borough of Hillingdon (LBH)
Description of service	Adult Social Services/ Safeguarding /Quality Assurance
Safeguarding training undertaken in reporting period. % of staff trained at each level.	<p>The number of LBH staff who have accessed training in 2014 - 2015 are as follows:</p> <p>Mental Health & Homelessness: 10 Mental Capacity Act and Mental Health Act Interface: 12 Interview & Investigation Skills (2 day workshop): 53 Charing Safeguarding Meetings (SAMs): 13 Safeguarding Adults - eLearning: 46 Mental Capacity Act - eLearning: 38</p> <p>LBH currently has 3 trained Best Interests Assessors (BIAs); all 3 BIAS attended refresher training during 2014-15.</p> <p>The Safeguarding Adults & Quality Assurance Manager ran 2 workshops on <i>Safeguarding Thresholds</i> in this period.</p>
Regulator inspection in reporting period and outcomes	<p>During 2014-15 LBH carried out the following "inspection visits" to care provider services:</p> <p>Residential/Nursing Homes: 64 Supported Living: 34 Domiciliary Care: 15</p> <p>These figures do not include subsequent follow-up visits or spot visits.</p>
Challenges in the reporting period	<p>Development of performance dash boards to inform operational teams in the management of safeguarding.</p> <p>Workforce development, recruitment and retention.</p>
Progress on safeguarding priorities in the reporting period	<p>Responsibility for safeguarding was successfully repositioned as "everybody's business" within operational adult social care teams;</p> <p><i>Making Safeguarding Personal</i> is being piloted within operational teams for a 6 month period;</p> <p>A rolling safeguarding training programme has been re-established;</p> <p>Improved Safeguarding Performance reporting is being developed;</p> <p>A full time, permanent Safeguarding Adults & Quality Assurance Manager was appointed.</p> <p>Development of Care Governance Board and framework for Adult Social Care.</p>

Safeguarding priorities for 2015/6	<p>The Peer Review style audit of safeguarding, commissioned by the Safeguarding Adults Board in January 2015, produced a number of recommendations which have been incorporated into an action plan for 2015-16.</p> <p>The headline objectives - some of which are a continuation of priorities for 2014-15 - are:</p> <p>Introduce a regular audit programme of Safeguarding cases within operational teams; Increase management oversight of safeguarding practice; Build on the role of Advanced (i.e. senior) Practitioners in order to spread expertise throughout the organisation; Implement Making Safeguarding Personal; Ensure robust Advocacy Services are available; Establish a Provider Forum; Continue with a programme of staff training; Robust performance reporting; Adapt IT system to current practice; Development of quality assurance framework.</p>
Good news stories	<p>The monitoring of care service provision now sits within the remit of the <i>Safeguarding Adults & Quality Team</i> - facilitating closer and more robust links with LBH's Care Governance Framework.</p> <p>The implementation of <i>Making Safeguarding Personal</i> within ASC has been positively received, is progressing well and with pleasing results. The results of the 6 month pilot will continue to be fed back to the SAPB.</p>
Good practice examples	<p>The introduction of a Police Safeguarding Clinic has facilitated regular and timely discussion between the Police and ASC and has improved partnership working significantly as a consequence.</p>
Any other comments	<p>The Care Act 2014 places safeguarding adults and the role of the SAPB on a statutory footing which presents a golden opportunity going forward to influence good practice. This is reflected in the future plans/strategies of the SAPB which is positive.</p>

Central and North West London NHS Foundation Trust

Name of agency	Central and North West London NHS Trust
	<p>The Trust provides both mental health and community services across five Boroughs.</p> <p>Operationally, CNWL is managed in three divisions; each headed up by a Director of Operations and supported by a Nursing and Medical Director. They are responsible for all elements of care and delivery within their respective divisions.</p> <p>In relation to CNWL Hillingdon services, Maria O'Brien, as the Divisional Director of Operations, has responsibility for these services and is the senior director responsible for safeguarding in Hillingdon; supported by Michelle Johnson, the Divisional Director of Nursing.</p> <p>Michelle Johnson, the Divisional Nursing Director, chairs the Divisional Safeguarding Group of which the Named Nurse Safeguarding Children is a member.</p> <p>Each of the Boroughs is headed up by a Borough Director and a Clinical Director; they are a key link and member of the local adult safeguarding boards.</p>
Description of service	<p>Safeguarding Adults Team: CNWL have a dedicated adult safeguarding team, consisting of 6 x WTE and 2 x 0.6 WTE. These staff are split across the 3 divisions, CNWL Hillingdon falls into 'Goodall' Division. The team's primary role within Goodall Division is to provide expert advice, supervision, education and training. This team also has the capacity to gather and analyse data, carry out audits and meet the Prevent agenda. All front line staff have access to the safeguarding adults practitioners.</p>
Regulator inspection in reporting period and outcomes	<p>The CQC have identified 16 Essential Standards (also known as outcomes) that the Trust must meet at both a corporate and team level. Outcome 7 relates to safeguarding.</p> <p>Outcome 7: Safeguarding people who use services from abuse. People who use services - are protected from abuse, and their human rights are respected and upheld.</p> <p>CQC inspected CNWL in February 2015. Awaiting official report, due to be released in June 2015, some informal feedback has been given.</p>

<p>Challenges in the reporting period</p>	<p>Many of the challenges faced by front line staff can be mitigated by effective training, supervision and support systems. For example front line staff struggle to:</p> <ul style="list-style-type: none"> • balance the need to recognise that people with capacity have the right to make their own decisions with a duty to care • recognise that they don't need to make the decision about whether something falls within the safeguarding agenda but instead report concerns • negotiate confidentiality agreements so the safeguarding process is as transparent as possible <p>There have been many changes to the Safeguarding Adults agenda in the last year, including the release of the Care Act which is the biggest change in social and health care for over 60 years, it consolidates and strengthens existing legislation and further integrates health and social care service.</p> <p>The new criteria for DOLs following the Supreme Court judgement decision.</p> <p>Training helps staff to meet these challenges and is reinforced with regular reflection and learning from cases in supervision and opportunistic teaching.</p>
<p>Progress on safeguarding priorities in the reporting period</p>	<p>Priorities for 2014 – 15</p> <p>Prevent: Hillingdon's safeguarding adults team have given training to over 292 members of staff regarding Prevent. They have been to team meetings and service leads meetings to give training as well as the booked training for any staff to attend. This training will be mandatory from July 2015.</p> <p>MCA & DOLs: It was acknowledged that staff struggle to apply the theory of MCA and DoLs to clinical practice and therefore much greater emphasis was placed on 'case studies' to embed learning in practice.</p> <p>Identification and targeting of teams who do not ring safeguarding adults practitioner with queries: Teams needing more awareness were recognised by looking at safeguarding adults case records. Case studies were completed with all DN teams with more emphasis on certain teams. An audit regarding staff knowledge of the safeguarding process completed. Contact details of safeguarding adults team were distributed.</p>

Safeguarding priorities for 2015/6	<p>Learn from serious incidents and cases (including SARs and domestic homicides) locally and nationally: Lessons are applied to minimise the chances of similar incidents happening in Hillingdon.</p> <p>Respond to cases of self-neglect and/ or non-engagement with services: Such cases are properly understood and responded to (including issues of capacity and/ or underlying illnesses) to keep people safe whilst respecting choice and independence.</p> <p>Share the right information with the right people at the right time: Key information is shared at the right time to enable holistic and comprehensive risk assessment and safeguarding, whilst legal requirements (such as the Data Protection Act and patient confidentiality) are complied with.</p>
Good news stories	<p>First session of MCA awareness for children's services was rolled out in September 2014; this has been well received by 126 staff members.</p> <p>CNWL has undergone many changes in the past year, one of which is that the safeguarding adults team (previously HCH) now cover CNWL mental health services for the whole division, this has been positive for staff and managers.</p> <p>Mental health services in Hillingdon have received a good report from CQC regarding MCA awareness and training. A recent internal audit showed our older peoples services as outstanding in this area.</p>
Good practice examples	<p>Safeguarding Adults practitioner attends monthly meetings with service leads, enabling her to feedback and discuss issues for staff to cascade to frontline staff.</p> <p>Safeguarding Adults practitioner ran surgeries for mental health staff in conjunction with the mental health law deputy manager, for advice regarding safeguarding, MCA, consent, capacity and good documentation. These were well attended and CNWL is aiming to provide more in the future.</p>

The Hillingdon Hospital

Name of agency	The Hillingdon Hospital Foundation Trust
Description of service	<p>The Executive Director with responsibility for Safeguarding oversees the annual work and audit programmes for safeguarding adults and progress against these is reported to the Trust's Safeguarding Committee which reports to the Quality and Risk Committee (a board committee) on a quarterly basis. An annual report on safeguarding activity was presented to the Trust Board in October 2014.</p> <p>The Trust has a multi-agency Safeguarding Committee, which meets on a quarterly basis and covers both adults and children safeguarding work. The Committee is chaired by the Executive Director of the Patient Experience and Nursing. A safeguarding data report is received by the committee; this includes clinical incidents, SCR's, DoLS requests, pressure ulcers and FGM information.</p> <p>The Trust revised the Key Performance Indicator (KPI) for Learning Disability, which was also approved by the Safeguarding Committee. This KPI provides the Trust with substantial assurance in terms of safeguarding governance and is reviewed annually at the Safeguarding Committee.</p>
Safeguarding training undertaken in reporting period. % of staff trained at each level.	<p>The Trust training recording structure has been replaced by a system called WIRED, which will improve the accuracy of recording staff compliance, which also links into the Electronic Staff record (ESR).</p> <p>Safeguarding Adults awareness training is delivered monthly as part of the Statutory and Mandatory staff training programme and it is also part of the New Starters Induction programme to the Trust. The mandatory training session duration has been increased and includes information about meeting the needs of adults with learning disabilities and MCA & DoLS.</p> <p>Safeguarding Adult awareness training is now also available via e-learning, accessed via ESR. Bespoke sessions are provided within departments as requested. Training compliance for the reporting period is above 80% and is monitored on the WIRED dashboard. Training compliance has risen from 72.36% in December to 92.95% in March 2015.</p> <p>Enhanced awareness sessions for MCA and DoLS have</p>

	<p>been scheduled for 2015/16 key staff who should attend have been identified through a training needs analysis. These sessions are delivered by a Psychiatric Liaison Consultants based at Riverside and a Lawyer specialising in healthcare law and have been well evaluated.</p>
<p>Regulator inspection in reporting period and outcomes</p>	<p>Within the reporting period there was a re-audit of staff knowledge and awareness of the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS). The results highlighted an overall improvement compared to the audit in 2013/14, however there was a clear indication that more awareness sessions were required. Enhanced MCA and DoLS training sessions have been provided which is detailed above. We have updated the restraint policy and written a new MCA & DoLS policy. There is a new MCA and DoLS Trust policy and the restraint policy has also been updated.</p> <p>The Trust also audited staff, focussing on their understanding of meeting the needs of patients with a learning disability whilst in hospital, the results demonstrated that staff knew who to contact if there were concerns. There needs, however, to be continued awareness and use of the patient passport.</p>
<p>Progress on safeguarding priorities in the reporting period</p>	<p>In order to provide assurance that the Trust is listening and responding to the needs of patients with a Learning Disability, the Head of Safeguarding has attended forums where there are carers and service users present. These forums provide an opportunity to hear the views of people using our services first hand and support our aim of learning and continuously improving.</p> <p>The Trust is represented at the Learning Disability Partnership Board by the Head of Safeguarding, who is also a member of the multi- agency Serious Case Review (SCR) panel, where within the reporting period there has been one SCR.</p> <p>There is also regular attendance at the Hillingdon PREVENT Partnership Group.</p> <p>Safeguarding training compliance has significantly improved, which is reflected in item 3.</p>
<p>Safeguarding priorities for 2015/6</p>	<p>Challenges for 2015-16:</p> <ul style="list-style-type: none"> • Maintaining compliance of safeguarding training above the Trust target of 80%. • Further embedding of knowledge of MCA and

	<p>DoLS, especially in relation to recognising and understanding when restrictions might become restraint.</p> <ul style="list-style-type: none"> To re-evaluate Prevent within the Hospital based on recommendations with the Prevent Duty. <p>Priorities for 2015-16:</p> <ul style="list-style-type: none"> Implement robust arrangements to put DoLS into practice, modelled on the Social Care Institute for Excellence framework. Audit Programme: <ul style="list-style-type: none"> MCA & DoLS staff knowledge and awareness Meeting the needs of patients with learning disabilities knowledge and awareness Application of DoLS in practice. Continued engagement with user groups of patients with a Learning Disability and their carers and the Learning Disability team at The London Borough of Hillingdon. Revise the Trust PREVENT strategy following the publication of the Prevent Duty in 2015. Continued liaison with Adult Social Care and other agencies to discuss the implementation of the Care Act in April 2015.
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Metropolitan Police

Name of agency	Metropolitan Police (MPS)
Description of service	Law enforcement
Safeguarding training undertaken in reporting period. % of staff trained at each level.	There was no police training during this reporting period.
Regulator inspection in reporting period and outcomes	Mayor's Office for Policing and Crime (M.O.P.C.)
Challenges in the reporting period	<ul style="list-style-type: none"> Ensuring Safeguarding Adult managers remain engaged in the MASH process. Pulling together stakeholders in the MASH to deliver

	<p>resources previously promised.</p> <ul style="list-style-type: none"> • Driving the delivery group to a successful conclusion.
Progress on safeguarding priorities in the reporting period	1.Multi Agency Safeguarding Hub ,(M.A.S.H.). go-live date 27th of April 2015.(This is imperative for the integration/development of Adult Safeguarding in the Hillingdon MASH).
Safeguarding priorities for 2015/6	<p>1.To ensure Adult Safeguarding is an integral part of the Hillingdon MASH Process.</p> <p>2.To improve joint working with adult social services and police in Safeguarding.</p>
Good news stories	The MASH launched on 27th April was a well attended presentation informing managers & partners of the remit of the MASH. Individual presentations assisted guests with short presentations of how each contributed in the MASH process. This launch was well attended and received and viewed as a success. This is joint good news with the SCB .
Good practice examples	In January police and adult social services commenced a weekly clinic. Each Wednesday, police attend the Civic Centre and discuss with adult social workers (by appointment and pro forma) on individual cases and supply advice re criminal threshold and the necessity to report /not report and joint investigations. This joint working is believed to be unique to Hillingdon Borough.
Any other comments	A productive year with better joint working between police and partner agencies. This improvement has to increase and improve for the benefit of victims/subjects in Hillingdon Borough.

London Community Rehabilitation Company

Name of agency	London Community Rehabilitation Company
Description of service	The role of the CRC is to manage the majority of offenders under probation supervision. We work alongside the National Probation Service, which manages offenders who have been assessed as presenting high risk of harm to others. London CRC is one of 21 CRCs supervising offenders across England and Wales. London CRC employs around 1,200 staff and manages almost 30,000 offenders at any one time. Service delivery is currently based on geographical Borough 'clusters'. The Hillingdon and Hounslow cluster is one of 15 clusters in London.

<p>Safeguarding training undertaken in reporting period. % of staff trained at each level.</p>	<p>In 2013 London Probation Trust identified and trained up Safeguarding Adult Champions at each Borough. During that year each champion delivered briefing sessions to wider practitioners groups at Borough level.</p> <p>This 'train the trainer' workshop was rerun in May 2015 and the participants will be cascading the learning in similar cluster based events over the next 3 months across London to all Offender Managers. The participation levels at each cluster are being monitored and reported back to area Assistant Chief Officers. These briefings will ensure that London CRC practitioner staff knowledge remains current and new staff have undertaken training.</p> <p>There is a Pan London ACO Lead who coordinates and delivers meetings centrally with Safeguarding Adults Champions in each cluster to ensure best practice has been promoted, reinforced, facilitated and enhanced via a series of briefings and training events.</p> <p>New Safeguarding Adults procedures for London CRC were launched in March 2015. The London CRC has a safeguarding adults page on the intranet which includes all up to date policy and guidance information.</p>
<p>Regulator inspection in reporting period and outcomes</p>	<p>N/A</p>
<p>Challenges in the reporting period</p>	<p>2014 saw a significant change in the way probation services are being delivered. In response to Government's plans to reform probation, dissolve the Probation Trusts and transfer the work to two new organisations: the National Probation Service (London Directorate) and the London Community Rehabilitation Company came into being on 1 June 2014.</p> <p>In December 2014 the preferred bidder for London CRC was announced and since early 2015 the London CRC has been working closely with MTCnovo to transform the way in which probation services are delivered and together develop new ways of working.</p> <p>This has been a time of considerable change for staff and it will continue to be so as the cohort model of service delivery is rolled out and embedded, The new operating model will introduce 'cohorts' – women, 18-25 year olds, working age males, older males and those with a chronic illness, mental illness or intellectual</p>

	disabilities – whereby offenders are worked with based on their primary presenting need. This will allow front line staff to be better able to identify needs and issues and access the services to which they are entitled to make significant improvements to their quality of life which therefore reduces their chances of reintegration into society and increases the risk of reoffending.
Progress on safeguarding priorities in the reporting period	SA Champions training delivered. London CRC SA procedures launched. Safeguarding Adults page on service Intranet site developed - primary information source for front line practitioners and line managers.
Safeguarding priorities for 2015/6	Our priorities in 2015/16 are to ensure through an ongoing training programme, monitoring and evaluation that all front-line staff are knowledgeable in relation the Care Act 2014 and understand their responsibilities when working directly with service users who are 'adults at risk' to be aware of issues of abuse, neglect or exploitation, that they have a duty to act in a timely manner on any concern or suspicion and to ensure that the situation is assessed and investigated.

Age UK Hillingdon

Name of agency	Age UK Hillingdon
Description of service	Local Charity offering a wide range of services to support older people in Hillingdon
Regulator inspection in reporting period and outcomes	N/A
Challenges in the reporting period	386 staff and volunteers work for Age UK Hillingdon to support older people and all have training on safeguarding adults as part of their induction. We regularly review our policies and procedures to ensure compliance with Safeguarding and raise awareness with all staff & volunteers so that there is a clear process for reporting abuse.
Progress on safeguarding priorities in the reporting period	Age UK's Director of Services/Deputy CEO has been a member of the Safeguarding Adults Partnership Board. Review of database to include alerts and key steps taken in relation to safeguarding for individuals.
Safeguarding priorities for 2015/6	Keep up to date with new developments in Safeguarding and Disclosure and Barring. Implement the Care Bill's Safeguarding measures as

	<p>required.</p> <p>Review training requirements on Mental Capacity Awareness.</p> <p>Review our monitoring of safeguarding issues across our range of services.</p>
Good practice examples	<p>Safeguarding is a standard agenda item for staff and volunteer meetings and supervision and appraisal processes.</p> <p>Information relating to Safeguarding and relevant contact numbers are displayed on our website and on our services brochure.</p>

Disablement Association Hillingdon (DASH)

Name of agency	Disablement Association Hillingdon (DASH)
Description of service	Advice, information, advocacy and activities for people with disabilities
Safeguarding training undertaken in reporting period. % of staff trained at each level.	Staff trained in safeguarding level 1 and regular reminders in staff meetings and supervision.
Regulator inspection in reporting period and outcomes	N/a
Challenges in the reporting period	Ensuring that all PAs are DBS checked, as many people are loathe to ask friends or neighbours to undergo checks.
Progress on safeguarding priorities in the reporting period	Staff in personal budget support service encourage safer recruitment practices for clients employing PAs. Advocates available to people going through safeguarding process.
Safeguarding priorities for 2015/6	Safe Places scheme to commence in ward in Hayes and then be introduced in other parts of the Borough.
Good practice examples	People attending our sports and activities are given information about keeping safe and encouraged to talk to staff if they have any concerns.

PROPOSED CHANGES TO THE ADMISSIONS CRITERIA FOR COMMUNITY SCHOOLS

Cabinet Member	Councillor David Simmonds CBE
Cabinet Portfolio	Deputy Leader of the Council and Cabinet Member for Education and Children’s Services
Officer Contact	Dan Kennedy, Residents Services
Papers with report	Appendix 1 – Existing and Proposed School Admissions Criteria for Community Schools in Hillingdon

1. HEADLINE INFORMATION

Summary	<p>Hillingdon Council has a statutory responsibility to secure sufficient early years and school places for children resident in Hillingdon. Over the last five years the Council has worked closely with schools in Hillingdon to successfully deliver an ambitious programme of school expansion to ensure every child living in Hillingdon can be offered a school place as close to home as possible.</p> <p>A review of primary school admissions over the last four years indicates a residual risk in the future that a small number of children in Hillingdon may not be guaranteed a school place in the event that demand for primary school places continues to grow in the Borough and specific schools become oversubscribed. This situation could arise because there are certain locations in the Borough where there is limited priority access to more than one school. This is also because some parents are exercising a choice to apply for school places at some distance from their home and if higher priority sibling applications are received at a later date they could have the effect of displacing children from accessing their preferred local school.</p> <p>Cabinet is therefore asked to consider the proposed changes to the existing school admissions criteria for community schools to address the findings of the review to safeguard future access for residents to their local school.</p>
Putting our Residents First	<p>This report supports the Council objectives of: <i>Our People</i>.</p> <p>The recommended changes to the school admissions criteria contained in this report will support the aim that all children in Hillingdon can be offered a local school place as close to home as possible and ensure effective, and best use of the investment the Council has made to expand primary schools across the Borough.</p>

Financial Cost	There are no direct financial implications from the recommendations contained in this report.
Relevant Policy Overview Committee	Children, Young People and Learning Policy Overview Committee.
Ward(s) affected	All

2. RECOMMENDATION

That Cabinet:

- 1. Notes the findings from a review by officers of the school admissions criteria for community schools in Hillingdon.**
- 2. Considers the proposals for changes to be made to the school admissions criteria and authorises officers to undertake a full consultation exercise in relation to them.**
- 3. Agrees to receive a further report at its February 2016 meeting for the purpose of considering the consultation responses and determining a set of new admissions criteria for community schools in Hillingdon which are to take effect from 1 September 2017.**

Reasons for recommendation

As part of the strategic education function of the Local Authority, Hillingdon Council has a statutory responsibility to secure sufficient early years and school places to meet the needs of children resident in the Borough. Based on a review of admissions to reception school places at Hillingdon schools over the last four years, there is a residual risk that some children may not be prioritised for a school place by virtue of where they live in the Borough relative to local schools and therefore may miss out on a suitable local school place. The proposed changes to the school admissions criteria for community schools contained in this report will ensure priority is given to children to access places at schools as close to their home as possible.

Alternative options considered / risk management

The proposals presented in this report are intended to be reasonable, clear, objective, procedurally fair and comply with all relevant legislation to mitigate the potential future risk that a small number of children living in Hillingdon may not be guaranteed a school place as close to home as possible. Options have been considered to address this risk, some of which are specific to a location in the Borough. Where alternative options have been considered therefore, these are set out in the body of the report.

Policy Overview Committee comments

None at this stage.

3. INFORMATION

Supporting Information

The Statutory School Admissions Code

1. The purpose of the statutory School Admissions Code is to ensure that all school places for maintained schools (excluding maintained special schools) and academies are allocated in an open and fair way. The Code contains mandatory requirements. The admission arrangements to community schools are determined by the Local Authority as the 'admission authority.'
2. In drawing up the admission arrangements to schools, admission authorities must ensure that the practices and the criteria used to decide the allocation of school places are fair, clear and objective. Parents should be able to look at a set of arrangements and understand easily how places for that school will be allocated. All schools must have admission arrangements that clearly set out how children will be admitted. The admission authority for the school must also set out in the arrangements the oversubscription criteria against which places will be allocated at the school when there are more applications than places and the order in which the criteria will be applied.
3. To ensure that the criteria applied in prioritising access to community schools which are oversubscribed remains procedurally fair, objective and clear, a review of the criteria has been undertaken using four years of Hillingdon admissions data to primary school reception places. The focus of the review sought to identify any residual risk that the Council would not fulfil its statutory duty to ensure every child is offered a school place.
4. The review considered the following areas:
 - The existing use of sibling priority within the existing criteria.
 - The existing use of a boundary to determine priority for places for a specific school.
 - The use of 'nodal' points to ensure that schools serve not only pupils living close to a school but other children who live further away from a school where there is little or no priority access to alternative local schools.
 - The use and application of priority being awarded for children who attract Pupil Premium funding, including the 'Service Premium'. This is part of the Government's policy to support fair access to education and will provide all schools who wish to use it with a practical means to support the most disadvantaged children. Consideration was given to awarding higher priority for applications from children eligible for Pupil Premium funding to access schools graded as 'good' or 'outstanding' by Ofsted.
 - The existing medical criteria to inform the priority for offering school places.
 - Priority for children of staff where the member of staff is recruited to fill a vacant post for which there is a demonstrable skills shortage.

A. Sibling and Distance Priority

5. Within the existing admissions criteria for Hillingdon community schools, children who are a sibling of a child already attending a school will be awarded a higher priority than a child who does not have a sibling attending the school. The School Admissions Code, in paragraph 1.11, permits the naming of siblings as an oversubscription criterion but does not specify in detail how this should, or should not, be operated.

6. From an analysis of the 33 community primary sector schools (including the 25 community schools with a Reception year group) the review found that some parents are exercising their choice to apply for a school place outside the area in which they live. This does not have an impact on school admissions whilst places are available at schools across the borough. However, in the event that a school receives more applications than places available, children living locally to the school without a sibling priority may not be able to secure a school place at their local school because siblings of children already attending the school who live some distance from the school would be awarded a higher priority for the school place based on the current admissions criteria. Where there are more applications for a school than places available, this could lead to a situation in the future where the local authority is not able to offer a small number of children a local school place. This is potentially a higher risk for those families who, by virtue of their home address, have little or no priority access to an alternative school.
7. Admissions data for September 2015 shows that sibling priority was awarded to 804 children who applied for a community school place starting in the Reception year. However 16% of those offers were made to pupils where the school was not their local school.

Proposal

8. For those situations where there are more applications for a school place than there are places available, the Cabinet is therefore asked to consider the introduction of awarding a higher priority to applications for children who live within a specified priority distance from a local school. This change will help to safeguard access for residents to their local school.
9. The proposed change to the admissions criteria would take the form of a priority distance radius for children living a certain distance from a school and is proposed to be applied to all community schools (with the exception of Heathrow Primary School and Harmondsworth Primary School where boundary area arrangements already exist to prioritise applications). The current admissions criteria set out that higher priority is awarded to all siblings of children attending the preferred school based on distance from home before priority is considered based on distance for those children who do not have a sibling attending the school. Based on the proposal set out in this paper, priority would be given to applications from siblings and those children without siblings living within a set distance from the school before consideration was given to applications for children (siblings and those without siblings) beyond the priority radius from the school.
10. The following distance priority radii (from the home address of the applicant to the preferred school) are proposed for different sizes of schools. The distance radii have been determined from an analysis of applications for Reception places to schools in Hillingdon.
 - 500 metres from the school for a 1 form entry school
 - 750 metres for a 2 form entry school
 - 1000 metres for a 3 form entry school
 - 1250 metres for a 4 form entry school
 - 1500 metres for a 5 form entry school (currently no community schools have a full intake of 5 forms of entry, but this provision would be included in the proposed arrangements to future proof against rising demand for primary school places)
11. Had the proposed priority radius for each community school been applied to the admissions reception year 2015, this would have meant that 796 reception children would have secured a school place based on sibling priority within the priority distance from their local school - 8 children fewer than in the 2015 admissions round. Of these 8 children, those living in Hillingdon would have been offered a suitable, alternative school place by the Local

Authority. For the admissions round in 2015 therefore, the proposed change in distance priority would have had a small impact. The change proposed in distance priority will help to safeguard access to school places for children to their local schools which are oversubscribed or may become oversubscribed in the future.

12. Subject to agreement from the Cabinet and consideration of the consultation findings on the proposed changes to the admissions criteria, it is proposed to introduce the change in priority distance for new admissions with effect from 1st September 2017. To be fair and reasonable, for those children who were admitted to full time school prior to 31st August 2017, it is proposed that the sibling priority would still remain. In effect, this will mean that parents who already have a child(ren) at a school would continue to access sibling priority as set out in the current school admissions criteria.

B. Schools with Historical Boundary Areas

13. Within the current school admissions criteria for community schools, Heathrow Primary School and Harmondsworth Primary School have a priority boundary area for those residents living within the defined area. Within each boundary there is only one named school. The application of a defined admissions priority boundary helps to safeguard access for the residents living in the area to a place at their local school.

Proposal

14. Analysis of admissions to Heathrow Primary School and Harmondsworth Primary School indicates that the application and implementation of an alternative distance priority radius will make no change to the places that would have been offered. The use of a defined boundary area rather than awarding priority based on distance from the school provides a stronger safeguard for families living locally to these schools to secure a school place. This is because there are limited alternative school options for local families should a place at one of these two schools not be available due to oversubscription from people who live outside the defined area. The specific boundary areas for these two schools were originally created due to the 'barrier' of the M4 motorway which restricted reasonable access for residents living in these areas to other schools north of the motorway.
15. The continued use of a defined priority boundary area also means that the admissions arrangements for parents living in these two areas remain easy to understand. The proposal, therefore, is to continue with the use of the priority boundary area for admissions criteria for Heathrow Primary School and Harmondsworth Primary School. Priority will be given to applications from siblings and those children without siblings living within the boundary before consideration will be given to applications for children (siblings and those without siblings) beyond the defined priority boundary area.

C. Nodal Points

16. Within the current admissions criteria, priority is awarded to pupils based on distance from home to the school where over-subscription applies. In general, the closer the distance from home to school the higher the priority. The reference point at the school for calculating the distance from home to school is known as the 'measurement point'. 'Nodal' points can also be used as complementary reference points in addition to the 'measurement point' to create a form of catchment in the community to ensure a school not only serves pupils close to the school but others slightly further away with little or no priority access to other schools. The use of a complementary nodal point can be deployed to address any 'low spots' in the local community where there is a risk that by virtue of where some residents live, they may not have priority access to a place at their local school.

17. As part of the process of reviewing the school admissions criteria, particular attention has been paid to ensure any proposed nodal points are reasonable, fair and based on clear evidence of need to ensure compliance with paragraph 1.8 of the Statutory School Admissions Code.

Proposal

18. The need for nodal points has been considered for all community schools. From the analysis undertaken of school admissions the evidence suggests there is a need for the introduction of nodal points at only two schools to ensure that the schools serve not only pupils close to the school but others living (or forecast to live based on future demand) a further distance from the school with little or no priority access to other schools.
19. Deanesfield Primary School, South Ruislip - the Cabinet has the option to introduce a nodal point at South Ruislip Station for this school with 15 of the 90 school places allocated to pupils who live closest to this nodal point. This is because there is a new development of dwellings planned nearby on the former Arla Dairy site and in the event that local schools become significantly oversubscribed there is a residual risk that a small number of children may not be prioritised for a school place if they do not live within a priority radius for surrounding local schools. The introduction of the proposed nodal point will help to 'fine tune' school admission arrangements and therefore mitigate the risk of children not having access to a school place in this area.
20. In proposing the introduction of a nodal point consideration has also been made to ensure that local residents surrounding Deanesfield Primary School are still served appropriately by their local school. The proposal therefore is that only a proportion of the total available school places at Deanesfield Primary School are assigned to the proposed nodal point.
21. In considering what proportion of school places at Deanesfield Primary School should be assigned to the nodal point, consideration was made of similar sized developments in Hillingdon to the former Arla Dairy site to provide a guide. A comparable sized development is at the former Hayes Stadium site and at primary allocation in 2015, 19 applications were received from residents who had moved into this new residential development. Therefore an allocation of 15 places for reception places at Deanesfield Primary School using the proposed priority nodal point is considered to be reasonable, fair and easy to understand.
22. Frithwood Primary School - the Cabinet has the option to introduce a nodal point for Frithwood Primary School. From recent trends in the admissions round, there are a small number of residents in this area of Northwood who are at risk of not securing access to a local school place. This is because their home address is not within the current furthest distance offered radius for Frithwood Primary School and live further than two miles from their next nearest community school. There is another local school (Holy Trinity C of E) offering 1 form of entry which is a faith-based school, of which 2 places (of the 30 reception places available each year) are offered to children on distance criteria alone. Holy Trinity is a Voluntary Aided School and therefore they determine their own admissions arrangements.
23. Subject to agreement from the Cabinet, a nodal point could be introduced at the junction of Ducks Hill Road and Northgate (Ordnance Survey co-ordinates 508112 (X) / 191240 (Y)) and combined with a boundary area for the school to prioritise residents for school places at Frithwood Primary School. The proposed nodal point and boundary area includes or is near to recent and planned residential developments.

24. The proposal is to offer 5 school places as a priority to the applicants living closest to the nodal point within the boundary area. If there are less than 5 applicants within the proposed boundary the remaining places will be prioritised to pupils outside the boundary but living closest to the nodal point. The decision to allocate 5 school places within this boundary is based on the number of applications received in 2015 in this area which remained on the waiting list for Frithwood Primary School. These 5 pupils were offered a lower preference school or decided to pursue other forms of education. The figure of 5 school places assigned to the nodal point and boundary area is therefore considered reasonable, fair and easy to understand.

D. Measurement Point - Field End Schools

25. There is more than one entrance to the Field End schools. More residents attending the school use the 'back gate' entrance to the school and therefore it is considered reasonable to amend the measurement point for calculating the distance from the school to home address. This is because the back entrance leads on to an area with a higher number of dwellings than the front gate, whereas the front entrance leads on to a main road where the nearest residential property is over 150 metres away. There are over 120 residential properties within 150 metres of the back gate which provides clear evidence that moving the measurement point would serve the immediate local community more effectively.

Proposal

26. The proposal is to change the measurement point at the Field End Schools from the existing location at the school front gate to the back gate on Mount Pleasant. The measurement points will be moved from Ordnance Survey coordinates 511794 (X) / 186560 (Y) to 511680 (X) / 186447 (Y) which are 161.12 metres closer to local residents. Based on allocation 2015 data, if the new measurement point was applied, 3 residents living more locally to the school would have been prioritised for an offer of a school place.

E. Children of Staff Working at a Community School

27. There is recent evidence at some Hillingdon Schools of a higher number of staff vacancies than has been the case in recent years. This includes staff in a senior leadership position, such as a head teacher or a deputy head teacher. There is the option available to Cabinet to consider the introduction of awarding a degree of priority to an application for a school place at an oversubscribed school for children of parents who work at the school.

Proposal

28. Cabinet are asked to consider awarding children of staff working at a school a degree of priority where the member of staff is recruited to fill a vacant post for which there is a demonstrable skill shortage. This could assist with the current recruitment difficulties in some schools.

F. Medical Criteria

29. There have been a small number of appeals received from residents about the use of medical criteria to secure access to a school of parental choice where schools are oversubscribed.

Proposal

30. To provide greater clarity to local residents in understanding this aspect of the admissions criteria it is proposed to provide further information to clarify how and under what circumstances the criteria are applied. No changes in the priority given to medical criteria when considering an application for a place at an oversubscribed school are proposed.

G. Pupil Premium

31. Disadvantaged Pupils - there is the option to introduce higher priority for pupils from disadvantaged families to gain fair access to schools. Hillingdon have measured this by children having access to a school which is graded by Ofsted to be 'good' or 'outstanding'.

Proposal

32. Analysis of access to school places in the Borough shows that there is no benefit to introduce a higher priority for children in receipt of 'Pupil Premium' funding as all children living in the Borough are within a reasonable distance of a school graded as 'good' or 'outstanding' by Ofsted.
33. Children from Service Families – The 2012 School Admissions Code introduced provisions intended to ensure that children of UK service personnel are not disadvantaged when applying for schools as a result of their mobility. These were introduced as a contribution to the Government's commitment to the Military Covenant. The Schools Admissions Code gives support to the children of UK service personnel in finding a school place quickly where they are changing schools in-year. It allows the UK service personnel to apply for a school place in advance of posting (where they can provide a posting or billeting address) and their children can be considered as an exemption to the infant class size limit where a place needs to be found during the school year. Fast access to a school place for a child from a service family is also secured through the Hillingdon 'In-Year Fair Access Protocol' (as agreed by all Head Teachers in Hillingdon) to ensure that access to education is secured quickly for children outside of the normal school admissions round.

Proposal

34. There is an option to introduce higher priority for pupils in receipt of a service premium, i.e. families who are in the UK Forces. This would, however, only have the benefit that forces families would move towards the top of a school's waiting list when it is already full and it still may not guarantee an offer at a preferred school. Given that high priority is already awarded for children from service families to secure a school place without delay, no further changes are proposed for service families.

Next Steps

35. Subject to consideration by Cabinet and agreement to the changes proposed to the admissions criteria, consultation will commence on the proposed changes with effect from 30th October 2015 until 10th January 2016.

Financial Implications

36. There are no direct financial implications arising from this report.

4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES

What will be the effect of the recommendation?

37. The proposals set out in this report will help to mitigate the residual risk of Hillingdon children not securing access to a place at a local school close to where they live. This is in line with the Council's vision to put our residents first.

Consultation Carried Out or Required

38. The statutory School Admissions Code sets out that admission authorities must set ('determine') admission arrangements annually. Where changes are proposed to admission arrangements, the admission authority must first publicly consult on those arrangements. If no changes are made to admission arrangements, they must be consulted on at least once every 7 years. For admission arrangements for entry to school in September 2017, consultation must be for a minimum of 6 weeks and must take place between 1 October 2015 and 31 January 2016. The Code states that this consultation period will allow parents, other schools, religious authorities and the local community to raise any concerns about proposed admission arrangements.

39. To ensure compliance with the Code, the Local Authority will consult with:

- a) Parents of children between the ages of two and eighteen:
- b) Other persons in the relevant area who in the opinion of the admission authority have an interest in the proposed admissions:
- c) All other admission authorities within the relevant area (except that primary schools need not consult secondary schools):
- d) Any adjoining neighbouring local authorities where the admission authority is the local authority:

40. Subject to agreement from Cabinet, the proposals will be available through the established Local Authority communication channels for comment. It is proposed that the consultation will last from 30th October 2015 until 10th January 2016.

5. CORPORATE IMPLICATIONS

Corporate Finance

Corporate Finance has reviewed this report and confirms that there are no direct financial implications arising from the recommended amendments to the school admissions criteria. Broader financial implications associated with the Council's strategic education function are managed through the wider Medium Term Financial Forecast.

Legal

The School Admissions Code

The Schools Admissions Code ["the Code"] came into force on 19 December 2014, having been issued under Section 84 of the School Standards and Framework Act 1998. It applies to

all maintained schools in England. It is the responsibility of all admission authorities to ensure that admission arrangements are fully compliant with the Code.

The purpose of the Code, which has the force of law, is to ensure that all school places are allocated and offered in an open and fair way. In drawing up their admission arrangements, admission authorities must ensure that the practices and the criteria used to decide the allocation of school places are fair, clear and objective. The intention is that parents should be able to look at a set of arrangements and understand easily how places for that school will be allocated.

Admissions authorities must set out in their arrangements the criteria against which places will be allocated at the school where there are more applications than places and the order in which the criteria will be applied. Over subscription criteria, as it is known, must be reasonable, clear, objective, procedurally fair and comply with all relevant legislation, including human rights and equalities legislation.

Paragraph 1.9 of the Code provides that it is for admission authorities to formulate their own admission arrangements but they must not take into account the 15 criteria which are listed in this paragraph.

The proposals for changes to the Council's admissions criteria, which Cabinet has been invited to consider, do not fall within any of the "exempt" criteria referred to above and therefore, it is lawful for the Council to commence a consultation exercise in relation to these proposals.

Consultation

Where changes are proposed to admission arrangements, admissions authorities must first publicly consult on those arrangements. In this case, consultation must last for a minimum of 6 weeks and must take place between 1 October 2015 and 31 January 2016.

The Council is required, in accordance with paragraph 1.44 of the Code, to consult with:

1. parents of children between the ages of 2 and 18;
2. other persons in the relevant area who, in the opinion of the Council, have an interest in the proposed admissions;
3. all other admission authorities within the relevant area [except that primary schools need not consult secondary schools];
4. whichever of the governing body and the local authority who are not the admission authority;
5. any adjoining neighbouring local authorities where the admission authority is the local authority; and
6. in the case of schools designated with a religious character, the body or person representing the religion or religious denomination.

The Council will be required, for the duration of the consultation period, to publish a copy of its full proposed admission arrangements on its website together with details of the person within the Council to whom comments may be sent and the areas on which comments are not sought. The Council must also send, upon request, a copy of the proposed admission arrangements to any of the persons or bodies listed above, inviting comment.

It is important to note that consultation processes undertaken by public bodies have been subject to increasing judicial scrutiny. The case of *Moseley v London Borough of Haringey LBC* was considered by the highest Court in the land, the Supreme Court, in 2014. It was held that Haringey had conducted an unlawful consultation exercise. The Supreme Court unanimously

approved the case of R v Brent LBC ex parte Gunning which sets out the key features of a lawful consultation process. The Gunning principles, as they are known, require that consultation should:

- a. be undertaken at a time when the relevant proposal[s] is still at a formative stage;
- b. give sufficient reasons for particular proposals to permit of intelligent consideration and an intelligent response;
- c. give consultees adequate time for consideration and response;
- d. ensure that the product of consultation must be conscientiously taken into account by the decision maker.

It is of the utmost importance that these principles are fully adhered to by the Council in relation to the consultation process which is the subject of the report.

The Human Rights Act

This Act confers a right of access to education. This right, however, does not extend to securing a place at a particular school. The Council will nevertheless need to consider parents' reasons for expressing a preference for a school when it makes admission decisions although it does not follow that this will necessarily result in the allocation of a place. Further information and advice on the assessment of the impact of this Act will be provided in the February 2016 Cabinet report.

The Equality Act

Paragraph 1.8 of the Code specifically provides that admission authorities must ensure that their arrangements will not disadvantage unfairly, either directly or indirectly, a child from a particular social or racial group, or a child with a disability or special educational needs.

The Council is also subject to the Public Sector Equality Duty ["PSED"] and therefore it must have due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between those with protected characteristics and those without it. The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The PSED must be fulfilled before, and at the time of, the decision. Carrying out an Equality Impact Assessment is an invaluable tool in demonstrating that the Council has complied with the PSED. Officers have therefore prepared an initial Equality and Human Rights Impact Assessment which will help to inform the consultation process which the Council will be undertaking.

On the basis that the PSED is a continuing duty, the Equality and Human Rights Impact Assessment will be updated once the consultation period has expired. A copy of this assessment will be appended to the February 2016 Cabinet report so that Cabinet can take it into account when determining the new admissions criteria for September 2017.

6. BACKGROUND PAPERS

School Admissions Code 2014

Appendix 1

Existing and Proposed Admissions Criteria

The following is proposed to apply to all community schools except for Heathrow Primary School, Harmondsworth Primary School, Frithwood Primary School and Deanesfield Primary School – the proposed criteria for these schools is listed separately below.

Existing criteria	Proposed criteria
<p>1. A looked after child (as defined in the Children Act 1989) or a child who was previously looked after but immediately after being looked after became subject to an adoption, child arrangement order, or a special guardianship order. (Statutory requirement)</p>	<p>1. A looked after child (as defined in the Children Act 1989) or a child who was previously looked after but immediately after being looked after became subject to an adoption, child arrangement order, or a special guardianship order. (Statutory requirement)</p>
<p>2. Children attending the linked infant school are given priority for admission to the junior school (this applies to junior school applications only).</p>	<p>2. Children attending the linked infant school are given priority for admission to the junior school (this applies to junior school applications only).</p>
<p>3. Children who suffer from a long term medical or psychological condition, which makes it necessary for them to attend a particular school. Applications must be supported by medical evidence from a GP or Hospital Consultant.</p>	<p>3. Children who suffer from a long term medical or psychological condition, which makes it necessary for them to attend a particular school. Applications must be supported by medical evidence from a GP or Hospital Consultant.</p>
<p>4. Children who have a member of the immediate family who suffer from a long term medical or psychological condition which makes it necessary for them to attend a particular school. Applications must be supported by medical evidence from a GP or hospital consultant.</p> <p>The supporting evidence in 3 and 4 above should set out the particular reasons why the school in question is the most suitable and the difficulties that would be caused if the child had to attend another school. The admission authority cannot give higher priority to children under these criteria if the required documents have not been produced.</p>	<p>4. Children who have a member of the immediate family who suffer from a long term medical or psychological condition which makes it necessary for them to attend a particular school. Applications must be supported by medical evidence from a GP or hospital consultant.</p> <p>The supporting evidence in Criteria 3 and 4 above should set out the particular reasons why the school in question is the most suitable and the difficulties that would be caused if the child had to attend another school. The admission authority cannot give higher priority to children under these criteria if the required documents have not been produced.</p>

Existing criteria	Proposed criteria
<p>5. Children who have a sibling living in the same household who currently attend the full-time school (not the nursery) and will continue to do so on the date of admission. Linked infant and junior schools are considered to be the same school for this criterion. A sibling refers to a brother or sister, half brother or sister with one parent in common, adopted brother or sister.</p>	<p>5. Children who have a sibling living in the same household who currently attend the full-time school (not the nursery) and will continue to do so on the date of admission, living within the defined radius. Linked infant and junior schools are considered to be the same school for this criterion. Sibling definition will remain</p> <p>(For those children who were admitted to full time school prior to 31st August 2017, the existing sibling priority would still remain.)</p>
<p>6. Children living nearest the school. Distance will be measured in a straight line from the point set by Ordnance Survey at the child's home address and the preferred school using a computerised mapping system. (In the case of Harmondsworth or Heathrow Primary Schools, boundary criteria)</p>	<p>6. Children living nearest the school within the defined radius.</p>
	<p>7. Children of staff where the member of staff is recruited to fill a vacant post for which there is a demonstrable skill shortage.</p>
	<p>8. Children who have a sibling living in the same household who currently attend the full-time school (not the nursery) and will continue to do so on the date of admission, living outside of the defined radius. Linked infant and junior schools are considered to be the same school for this criterion. Sibling definition will remain</p>
	<p>9. Children living nearest the school not within the defined radius.</p>
<p>For all criteria, priority will be given according to distance which will be measured in a straight line from the point set by Ordnance Survey at the child's home address and the school using a computerised mapping system.</p>	

Heathrow Primary School and Harmondsworth Primary School

Existing criteria	Proposed criteria
<p>1. A looked after child (as defined in the Children Act 1989) or a child who was previously looked after but immediately after being looked after became subject to an adoption, child arrangement order, or a special guardianship order. (Statutory requirement)</p>	<p>1. A looked after child (as defined in the Children Act 1989) or a child who was previously looked after but immediately after being looked after became subject to an adoption, child arrangement order, or a special guardianship order. (Statutory requirement)</p>
<p>2. Children who suffer from a long term medical or psychological condition, which makes it necessary for them to attend a particular school. Applications must be supported by medical evidence from a GP or Hospital Consultant.</p>	<p>2. Children who suffer from a long term medical or psychological condition, which makes it necessary for them to attend a particular school. Applications must be supported by medical evidence from a GP or Hospital Consultant.</p>
<p>3. Children who have a member of the immediate family who suffer from a long term medical or psychological condition which makes it necessary for them to attend a particular school. Applications must be supported by medical evidence from a GP or hospital consultant. The supporting evidence in 3 and 4 above should set out the particular reasons why the school in question is the most suitable and the difficulties that would be caused if the child had to attend another school. The admission authority cannot give higher priority to children under these criteria if the required documents have not been produced.</p>	<p>3. Children who have a member of the immediate family who suffer from a long term medical or psychological condition which makes it necessary for them to attend a particular school. Applications must be supported by medical evidence from a GP or hospital consultant. The supporting evidence in Criteria 3 and 4 above should set out the particular reasons why the school in question is the most suitable and the difficulties that would be caused if the child had to attend another school. The admission authority cannot give higher priority to children under these criteria if the required documents have not been produced.</p>
<p>4. Children who have a sibling living in the same household who currently attend the full-time school (not the nursery) and will continue to do so on the date of admission. A sibling refers to a brother or sister, half brother or sister with one parent in common, adopted brother or sister.</p>	<p>4. Children who have a sibling living in the same household who currently attend the full-time school (not the nursery) and will continue to do so on the date of admission, living within the boundary streets and areas listed below (Sibling definition will remain): 4.a Harmondsworth Primary School Children who live with their parents in an</p>

Existing criteria	Proposed criteria
	<p>area bounded by</p> <ul style="list-style-type: none"> • The M4 to the north • The M25 to the west • The M4 Spur to the east • The Bath Road to the south, including any children living between the Bath Road and the Northern Perimeter Road <p>and who do not fall within the priority areas for Heathrow Primary School, will be allocated places in order of distance, measured in a straight line from the school to home.</p> <p>4.b Heathrow Primary School</p> <ul style="list-style-type: none"> • Ashby Way • Blunts Avenue • Bomer Close • Chitterfield Gate • Harmondsworth Lane 2 to 46 & 1 to 59 • Hollycroft Close • Hollycroft Gardens • Kenwood Close • Russell Gardens • Sipson Close • Sipson Lane (from Sipson Road to M4 Spur) • Sipson Road 1-10 Copeswood Court • Sipson Road 239 to 501 & 356 to 544 • Sipson Way • Vincent Close • Vineries Close • Wykeham Close <p>For those children who were admitted to full time school prior to 31st August 2017, the existing sibling priority would still remain.</p>

Existing criteria	Proposed criteria
<p>5. Children living nearest the school. Distance will be measured in a straight line from the point set by Ordnance Survey at the child's home address and the preferred school using a computerised mapping system. (In the case of Harmondsworth or Heathrow Primary Schools, boundary criteria)</p>	<p>5. Children living nearest the school living within the boundary streets and areas listed below:</p> <p>(a) Harmondsworth Primary School - Children who live with their parents in an area bounded by</p> <ul style="list-style-type: none"> • The M4 to the north • The M25 to the west • The M4 Spur to the east • The Bath Road to the south, including any children living between the Bath Road and the Northern Perimeter Road <p>and who do not fall within the priority areas for Heathrow Primary School, will be allocated places in order of distance, measured in a straight line from the school to home.</p> <p>(b) Heathrow Primary School</p> <ul style="list-style-type: none"> • Ashby Way • Blunts Avenue • Bomer Close • Chitterfield Gate • Harmondsworth Lane 2 to 46 & 1 to 59 • Hollycroft Close • Hollycroft Gardens • Kenwood Close • Russell Gardens • Sipson Close • Sipson Lane (from Sipson Road to M4 Spur) • Sipson Road 1-10 Copeswood Court • Sipson Road 239 to 501 & 356 to 544 • Sipson Way • Vincent Close • Vineries Close • Wykeham Close <p>Distance will be measured in a straight line from the point set by Ordnance Survey at the child's home address and the preferred school using a computerised mapping system.</p>

Existing criteria	Proposed criteria
	7. Children of staff where the member of staff is recruited to fill a vacant post for which there is a demonstrable skill shortage.
	8. Children who have a sibling living in the same household who currently attend the full-time school (not the nursery) and will continue to do so on the date of admission, living outside of the priority areas.
	9. Children living nearest the school not within the priority areas.
For all criteria, priority will be given according to distance which will be measured in a straight line from the point set by Ordnance Survey at the child's home address and the nodal point or school using a computerised mapping system.	

Frithwood Primary School

Existing criteria	Proposed criteria
1. A looked after child (as defined in the Children Act 1989) or a child who was previously looked after but immediately after being looked after became subject to an adoption, child arrangement order, or a special guardianship order. (Statutory requirement)	1. A looked after child (as defined in the Children Act 1989) or a child who was previously looked after but immediately after being looked after became subject to an adoption, child arrangement order, or a special guardianship order. (Statutory requirement)
2. Children attending the linked infant school are given priority for admission to the junior school (this applies to junior school applications only).	2. Children who suffer from a long term medical or psychological condition, which makes it necessary for them to attend a particular school. Applications must be supported by medical evidence from a GP or Hospital Consultant.
3. Children who suffer from a long term medical or psychological condition, which makes it necessary for them to attend a particular school. Applications must be supported by medical evidence from a GP or Hospital Consultant.	3. Children who have a member of the immediate family who suffer from a long term medical or psychological condition which makes it necessary for them to attend a particular school. Applications must be supported by medical evidence from a GP or hospital consultant.

Existing criteria	Proposed criteria
	<p>The supporting evidence in 3 and 4 above should set out the particular reasons why the school in question is the most suitable and the difficulties that would be caused if the child had to attend another school. The admission authority cannot give higher priority to children under these criteria if the required documents have not been produced.</p>
<p>4. Children who have a member of the immediate family who suffer from a long term medical or psychological condition which makes it necessary for them to attend a particular school. Applications must be supported by medical evidence from a GP or hospital consultant. The supporting evidence in 3 and 4 above should set out the particular reasons why the school in question is the most suitable and the difficulties that would be caused if the child had to attend another school. The admission authority cannot give higher priority to children under these criteria if the required documents have not been produced.</p>	<p>4. A nodal point will be used as an additional point of measurement using the coordinates 508112/ 191240 and a boundary area. 5 places will be available to pupils living closest to the nodal point within the boundary area. If fewer than 5 places are offered the remaining places will be offered to applicants meeting criterion 5 (Nodal point and boundary area will be defined)</p>
<p>5. Children who have a sibling living in the same household who currently attend the full-time school (not the nursery) and will continue to do so on the date of admission. Linked infant and junior schools are considered to be the same school for this criterion. A sibling refers to a brother or sister, half brother or sister with one parent in common, adopted brother or sister.</p>	<p>5. Children who have a sibling living in the same household who currently attend the full-time school (not the nursery) and will continue to do so on the date of admission, living within the defined radius. <i>For those children who were admitted to full time school prior to 31st August 2017, the existing sibling priority would still remain.</i> (sibling definition will remain).</p>

Existing criteria	Proposed criteria
6. Children living nearest the school. Distance will be measured in a straight line from the point set by Ordnance Survey at the child's home address and the preferred school using a computerised mapping system. (In the case of Harmondsworth or Heathrow Primary Schools, boundary criteria)	6. Children living nearest the school within the defined radius. Distance will be measured in a straight line from the point set by Ordnance Survey at the child's home address and the preferred school using a computerised mapping system.
	7. Children of staff where the member of staff is recruited to fill a vacant post for which there is a demonstrable skill shortage.
	8. Children who have a sibling living in the same household who currently attend the full-time school (not the nursery) and will continue to do so on the date of admission, living outside of the defined radius.
	9. Children living nearest the school not within the priority radius. Distance will be measured in a straight line from the point set by Ordnance Survey at the child's home address and the preferred school using a computerised mapping system.
For all criteria, priority will be given according to distance which will be measured in a straight line from the point set by Ordnance Survey at the child's home address and the nodal point or school using a computerised mapping system.	

Deanesfield Primary School

Existing criteria	Proposed criteria
1. A looked after child (as defined in the Children Act 1989) or a child who was previously looked after but immediately after being looked after became subject to an adoption, child arrangement order, or a special guardianship order. (Statutory requirement)	1. A looked after child (as defined in the Children Act 1989) or a child who was previously looked after but immediately after being looked after became subject to an adoption, child arrangement order, or a special guardianship order. (Statutory requirement)

Existing criteria	Proposed criteria
<p>2. Children attending the linked infant school are given priority for admission to the junior school (this applies to junior school applications only).</p>	<p>2. Children who suffer from a long term medical or psychological condition, which makes it necessary for them to attend a particular school. Applications must be supported by medical evidence from a GP or Hospital Consultant (will be expanded).</p>
<p>3. Children who suffer from a long term medical or psychological condition, which makes it necessary for them to attend a particular school. Applications must be supported by medical evidence from a GP or Hospital Consultant.</p>	<p>3. Children who have a member of the immediate family who suffer from a long term medical or psychological condition which makes it necessary for them to attend a particular school. Applications must be supported by medical evidence from a GP or hospital consultant. The supporting evidence in 3 and 4 above should set out the particular reasons why the school in question is the most suitable and the difficulties that would be caused if the child had to attend another school. The admission authority cannot give higher priority to children under these criteria if the required documents have not been produced.</p>
<p>4. Children who have a member of the immediate family who suffer from a long term medical or psychological condition which makes it necessary for them to attend a particular school. Applications must be supported by medical evidence from a GP or hospital consultant. The supporting evidence in 3 and 4 above should set out the particular reasons why the school in question is the most suitable and the difficulties that would be caused if the child had to attend another school. The admission authority cannot give higher priority to children under these criteria if the required documents have not been produced.</p>	<p>4. A nodal point will be used as an additional point of measurement using the coordinates 511114/ 185402. 15 places will be available to pupils living closest to the nodal point.</p>

Existing criteria	Proposed criteria
<p>5. Children who have a sibling living in the same household who currently attend the full-time school (not the nursery) and will continue to do so on the date of admission. Linked infant and junior schools are considered to be the same school for this criterion. A sibling refers to a brother or sister, half brother or sister with one parent in common, adopted brother or sister.</p>	<p>5. Children who have a sibling living in the same household who currently attend the full-time school (not the nursery) and will continue to do so on the date of admission, living within the proposed radius. For those children who were admitted to full time school prior to 31st August 2017, the existing sibling priority would still remain. (sibling definition will remain).</p>
<p>6. Children living nearest the school. Distance will be measured in a straight line from the point set by Ordnance Survey at the child's home address and the preferred school using a computerised mapping system. (In the case of Harmondsworth or Heathrow Primary Schools, boundary criteria)</p>	<p>6. Children living nearest the school within the distance radius. Distance will be measured in a straight line from the point set by Ordnance Survey at the child's home address and the preferred school using a computerised mapping system.</p>
	<p>7. Children of staff where the member of staff is recruited to fill a vacant post for which there is a demonstrable skill shortage.</p>
	<p>8. Children who have a sibling living in the same household who currently attend the full-time school (not the nursery) and will continue to do so on the date of admission, living outside of the priority radius.</p>
	<p>9. Children living nearest the school not within the priority radius. Distance will be measured in a straight line from the point set by Ordnance Survey at the child's home address and the preferred school using a computerised mapping system.</p>
<p>For all criteria, priority will be given according to distance which will be measured in a straight line from the point set by Ordnance Survey at the child's home address and the nodal point or school using a computerised mapping system.</p>	

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THE COUNCIL'S CORPORATE COMPLAINTS PROCEDURE

Cabinet Member	Councillor Ray Puddifoot MBE
Cabinet Portfolio	Leader of the Council
Officer Contact	Dan Kennedy - Head of Business Performance, Policy and Standards.
Papers with report	<ul style="list-style-type: none"> • Appendix A: Committee recommendations • Appendix B: Revised Corporate Complaints Procedure. • Appendix C: Remedies for complaints and the payment of financial compensation. • Appendix D: Unreasonable or Unreasonably Persistent complainants.

1. HEADLINE INFORMATION

Summary	<p>A review of the Corporate Complaints Procedure was undertaken by the Corporate Services and Partnership Overview Committee and their recommendations were considered by Cabinet on 21 May 2015. Cabinet agreed that the current three-stage Corporate Complaints Procedure should continue, with additional discretion to be applied by officers to escalate complaints direct from Stages 1 or 2 to the Ombudsman where the decision cannot be overturned through the complaint process. This report, therefore, seeks Cabinet consideration and approval of an updated three-stage Corporate Complaints Procedure.</p> <p>Two other linked complaint policies, introduced in June 2007, have been updated. Cabinet approval is sought to the updated policy on complaint remedies and compensation and the policy for dealing with complainants whose behaviour is unreasonable or unreasonably persistent. Only minor changes have been made to these documents.</p>
Putting our Residents First	<p>This report supports the following Council objective of: <i>Our People</i>. Having such policies in place will provide officers with guidance on dealing with complaints and complainants in a consistent and fair way. It also helps officers to understand clearly what is expected of them.</p>
Financial Cost	<p>Compensation payments to complainants will be met from existing service area budgets.</p>
Relevant Policy Overview Committee	<p>Corporate Services and Partnership Policy Overview Committee.</p>
Ward(s) affected	<p>All</p>

2. RECOMMENDATION

That Cabinet approves an updated Three-Stage Corporate Complaints Procedure, along with the accompanying policy documents as set out in the report.

Reasons for recommendation

The reason for the recommendation is to seek approval from Cabinet for changes to policies on handling complaints and complainants to:

1. Reflect the recommendations agreed by Cabinet on 21 May 2015 in relation to the review of the Corporate Complaints Procedure; and
2. Update existing complaint policies (Remedies for complaints and the payment of financial compensation and Unreasonable or Unreasonably Persistent complaints), that were introduced in June 2007.

Alternative options considered / risk management

1. *To continue to rely on existing policies* - published documents will not reflect the views of Cabinet to implement the recommendations of the Corporate Services and Partnership Policy Overview Committee.
2. *Not to have these policies in place* - there is a risk that some complainants will be dealt with inconsistently, it could lead to a higher number of complaints escalating to the Local Government Ombudsman who may criticise the Council about the effectiveness of our complaint handling processes and it will be unclear to residents and officers what the complaint process is.

Policy Overview Committee comments (Appendix A)

The Corporate Services and Partnership Overview Committee undertook a major review of the Corporate Complaints procedure and their recommendations (Appendix A) were endorsed by Cabinet on 21 May 2015, one of which has resulted in this report back to Cabinet.

3. INFORMATION

As part of their review, the Corporate Services and Partnership Overview Committee found strong evidence that officers are resolving concerns at the earliest stage possible when a matter is raised by a resident and this averts the need to escalate issues to become a formal complaint. This has led to a relatively low number of complaints being registered in comparison to the high number of residents who receive services in the Borough. In addition, it was noted that there are fewer complaints from Hillingdon escalating to the Local Government Ombudsman (LGO) compared to other London Boroughs. For example in 2013/14, the LGO received 93 enquiries for Hillingdon which is almost 40% less than average for London (at an average of 151 enquiries).

The changes outlined in this report seek to further strengthen the Council's position in handling complaints effectively.

Corporate Complaints Procedure (Appendix B)

Dealing with complaints is a key part of effective customer service delivery. This Council aims to make it as easy as possible for people to provide feedback and we aim to resolve all complaints at the earliest opportunity. The updated Corporate Complaints Procedure is aimed at ensuring that the process continues to put residents first through a fast and effective resolution to their complaint from the outset. Appendix B sets out the updated policy on dealing with complaints that are processed under the Corporate Complaints Procedure. The main changes are:

- Minor service requests should not be logged as complaints where the issue is simply corrected within 24 hours; and
- Officers have discretion to escalate a complaint direct from Stages 1 and/or 2 to the Housing or Local Government Ombudsman where it is felt that the decision cannot be overturned through the complaint process, e.g. on policy matters.

Remedies for complaints and the payment of financial compensation (Appendix C)

When dealing with complainants, the Council's main purpose is to remedy the situation as soon as possible and ensure the customer is satisfied with the response and feels that they have been treated fairly. The Council accepts that there will be occasions when mistakes will cause additional expense, financial loss or inconvenience for the customer. Where a complaint is assessed as justified, Appendix C sets out the guidance on how and when remedies and financial compensation are appropriate.

Only minor amendments have been made to this policy to bring it up-to-date since it was last approved in 2007, including clarification that sign-off of any compensation should be at Chief Executive/Director level only, with any payment over £1000 approved by the relevant Cabinet Member in-line with existing thresholds.

Subject to approval by Cabinet the remedies and compensation policy will ensure that complainants are dealt with fairly, effectively and in a consistent way.

Unreasonable or Unreasonably Persistent complaints (Appendix D)

Generally, dealing with a complaint is a straight-forward process but in a minority of cases people pursue their complaints in a way which can either impede the investigation of their complaint or which can have significant resource issues for the Council and therefore potentially disrupt service delivery to other residents. These actions can occur either while their complaint is being investigated or once the investigation has been concluded and can have a considerable impact on council resources. The guidance covers behaviour that is unreasonable, which may include one or two isolated incidents, as well as unreasonably persistent behaviour, which is usually an accumulation of incidents or behaviour over a longer period.

Only minor amendments have been made to this policy to bring it up-to-date since it was last approved in 2007, including clarification that any designation of people/complaints under this policy should only be taken at Deputy Director, Director or Chief Executive level.

Appendix D sets out how the Council should deal with unreasonable or unreasonably persistent complainants. Subject to the approval from Cabinet this policy will be made available to officers.

Financial Implications

There are no direct financial implications associated with the proposed amendments to the corporate complaints procedure.

4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES

What will be the effect of the recommendation?

The effect on residents, service users and communities will be:

- A transparent and consistently applied procedure; and
- The proposed changes to the policies will ensure service related complaints will be actively resolved at an early stage to put our residents first.

Consultation Carried Out or Required

Internal consultation has been carried out within the Council and discussion has taken place with the Local Government Ombudsman when the review of the Corporate Complaint Procedure was undertaken by the Corporate Services and Partnership Policy Overview Committee.

In relation to complaint remedies and compensation and in dealing with complainants whose behaviour is unreasonable or unreasonably persistent policies, minor changes were made (i.e. change of contact details, offices, titles, etc) to the existing documents.

5. CORPORATE IMPLICATIONS

Corporate Finance

Corporate Finance has reviewed this report and confirms there are no direct financial implications associated with the proposed changes to the complaints procedure.

Legal

The Borough Solicitor confirms that the proposed complaints procedure complies with Best Practice Guidance issued by the Local Government Ombudsman. There were no legal impediments to Cabinet agreeing the recommendations set out in the report.

Relevant Service Groups

The findings and recommendations of the Corporate Service and Partnership Overview Committee were considered by the Corporate Management Team. All groups have, therefore, been involved in discussions on the proposed changes to the Corporate Complaints Procedure.

6. BACKGROUND PAPERS

NIL

Corporate Services and Partnerships Policy Overview Committee recommendations agreed by Cabinet on 21 May 2015:

- (i) Notes the positive way in which complaints are handled by the Council and that officers are actively encouraged to prevent complaints from escalating by resolving service issues to prevent complaints and where complaints do arise, resolving these at the earliest opportunity.
- (ii) That to ensure consistency, minor service requests across all service areas should not be logged as complaints where the issue is simply corrected within 24 hours.
- (iii) Notes that officers will continue to target specific service areas to reduce complaints in order to put the Council's residents first.
- (iv) That the current arrangements for a three-stage complaints procedure continue, with additional discretion to be applied by officers to expedite complaints through Stages 2 and/or Stage 3 of the procedure in particular where the complaint is against Council policy and therefore, the outcome of the complaint investigation will be unchanged.
- (v) That to implement the above recommendations, an updated three-stage Corporate Complaints Procedure be presented to Cabinet in the Autumn of 2015 for consideration and subject to the approval of the Leader of the Council, take account of the suggested changes set out in the Committee's review report to streamline the three stage process.
- (vi) Looking ahead, that Cabinet notes from the evidence the Committee received during the review, some local authorities are operating a two-stage complaint procedure with success; and that a future report is presented in 2016/17 to both the Cabinet and the Committee on the operation and effectiveness of the Corporate Complaints Procedure, to ensure arrangements for preventing and resolving complaints continue to put the Council's residents first.

Revised Corporate Complaints Procedure

1. Our complaint policy

Scope of our policy

This policy and procedure applies to all Council employees and to employees and organisations who deliver services on behalf of this Local Authority.

Introduction

The Council is committed to putting people at the centre of everything we do and aims to provide the best possible service to residents. However, sometimes things can go wrong and if you are not happy with the service you have received from the Council then please tell us so that we can, where possible, sort out the problem.

We will carry out enquiries fairly, deal with your complaint as quickly and effectively as we can while maintaining confidentiality and keeping you informed of progress. We want to reassure you that the service you get will not be affected if you raise concerns or make a complaint.

The policy and procedure:

- allows managers to address issues of unsatisfactory service and seek improvements in service delivery;
- ensures that customers are treated fairly and consistently;
- ensures that a proper and adequate investigation takes place before any action is taken; and
- safeguards the integrity and good reputation of the Council.

Whenever you contact us, we will:

- be polite and treat you with respect;
- give you honest and clear advice;
- make it clear what we can and cannot do;
- listen to your views; and
- admit when things go wrong and do our best to put them right.

What we ask you to do:

- treat us politely and with respect; and
- tell us when things go wrong so that we can put them right.

What is a complaint?

In general terms a complaint can be considered as: *“an expression of dissatisfaction by telephone, personal visit or in writing, about the standard of service, actions or lack of action by the council or its staff affecting an individual or group of customers.”*

How can people complain?

Complaints can be made in person, by telephone, in writing, by fax, via our website or email. It is somewhat difficult to investigate a complaint submitted anonymously but where we have sufficient information to allow an investigation to begin, we will do so. Where possible, we will also respect a complainant's reasonable request for anonymity.

Who can complain?

Anyone who uses our services and is dissatisfied with the standard of service we have provided or our lack of action. However, any complaint should be made to the Council within 12 months of when a person feels that something has gone wrong.

What can people complain about?

People can complain about any **services** that the Council provides or contracts out. However, please note that:

- although a complaint can be submitted against Council **policy**, please be aware that Council policy cannot be overturned through the complaint process as this can only be done through the statutory decision making procedure; and
- issues relating to employment or application for employment with the Council cannot be addressed through the complaint procedure.

Remedies for redress

The purpose of redress is to remedy the injustice or hardship suffered and where possible to return a complainant to the position they would have been before the situation went wrong. Types of redress include:

- an apology;
- providing the service that should have been received at first;
- taking action or making a decision that should have been done before;
- reconsidering an incorrect decision;
- improving procedures so that similar problems do not occur again; and
- if after an investigation by Council staff or the Ombudsman, it is concluded that as a result of maladministration there is no practical action that would provide a full and appropriate remedy or if the complainant has sustained loss or suffering, financial compensation may be the most appropriate approach.

Unreasonable or Unreasonably Persistent complaints

If we consider that a complainant is unreasonable or unreasonably persistent, we will refer the matter to a senior manager, who will consider whether further investigation of the complaint will be carried out.

2. The Corporate Complaints Procedure

Our complaints procedure is designed to support the effective management of complaints and is set out below.

INFORMAL COMPLAINTS

We will always try to resolve enquiries/concerns by way of 'service requests' by talking through problems with you, without the need to go through our formal complaints procedure. We will aim to put things right and give you a timescale when we will respond to you, detailing the action we have taken.

If we are unable to resolve the complaint to your satisfaction then we will tell you how to proceed within the formal complaint procedure which is outlined below.

FORMAL STAGE 1

In all cases, the Council will attempt to resolve an issue informally in the first instance. A complaint will be registered under Stage 1 of our formal complaints procedure when:

- we can't resolve the problem informally
- you tell us that you want to make a formal complaint
- we believe it is necessary to use the formal procedure to resolve or respond to the complaint

Complaints at Stage 1 will be investigated by a Deputy Director, or appropriate manager, from the service you have complained about, who was not directly involved in the reason for your complaint.

Prior to that, we will acknowledge the complaint within 3 working days of receipt and tell you who is looking into it. We aim to give you a response to your complaint at Stage 1 within 10 working days. If this is not possible, we will write to you to let you know why there is a delay and the estimated time it will take to provide a full response. If you are not happy with the response you receive, the full response will tell you:

- how to escalate your complaint to Stage 2; or
- that you may escalate your complaint direct from Stage 1 to the Housing or Local Government Ombudsman if we feel that the decision cannot be overturned through the complaint process.

FORMAL STAGE 2 (Appeal)

You can ask us to review your complaint at Stage 2 if:

- you are unhappy with how your complaint was handled at Stage 1
- you are unhappy with the response you have received

In your appeal you will need to say why you are dissatisfied with the response and what further action you expect.

Complaints at Stage 2 will be investigated by a Director, who will review how your complaint was dealt with originally to decide if:

- the complaint was investigated thoroughly and objectively
- the conclusions reached are based on evidence

- the response was reasonable, appropriate and tried to achieve resolution

We will acknowledge your request for an investigation at Stage 2 of the Corporate complaints procedure within 3 working days of receipt and tell you who is looking into it. We aim to give you a full response to your complaint at Stage 2 within 10 working days and if we can't finish our investigation in time, we will let you know and tell you why. If you are unhappy with the response you receive, the full response will tell you:

- how to escalate your complaint to Stage 3; or
- that you may escalate your complaint direct from Stage 2 to the Housing or Local Government Ombudsman if we feel that the decision cannot be overturned through the complaint process.

FORMAL STAGE 3 (Review)

You can appeal to the Chief Executive of the Council if:

- you are unhappy with the outcome of your complaint at Stage 2
- you are unhappy with the response you have received

In your appeal you will need to say why you are dissatisfied with the response and what further action you expect.

The Chief Executive will acknowledge the complaint within 3 working days of receipt and will then review the previous decisions and decide if they were fair and reasonable. We aim to give you a full response to your complaint at Stage 3 within 15 working days. If we can't complete it on time, we will tell you why. The response will advise you how to escalate your complaint further if you are still unhappy.

TAKING YOUR COMPLAINT FURTHER

If your complaint is about Housing management matters, (but not Lettings/Housing allocations) please see section A below. For all other matters see section B.

A. Designated Person and Housing Ombudsman

If your complaint has been through Stages 1, 2 and 3 of the formal complaint procedure and the complaint is about a tenancy, leasehold, or other housing management issue, there are two further steps.

(i) Designated Person

As a result of the Localism Act 2011, this Council has a 'designated person' whose role is fulfilled by a locally elected member. The role of the designated person is to consider the request by a tenant for assistance in resolving his/her dispute with the Council. If the designated person does not feel that he can resolve the complaint, or after trying he has not resolved it to your satisfaction, he will advise you of his findings and that you may refer your complaint to the Housing Ombudsman Service.

Alternatively, if you do not want the designated person to consider your complaint, you could allow 8 weeks to elapse (from the date of the Stage 3 response) and then escalate your complaint direct to the Housing Ombudsman Service.

(ii) Housing Ombudsman Service

The Housing Ombudsman Service is set up by law to look at complaints about registered providers of social housing and their service is free, independent and impartial. The contact details of the Housing Ombudsman are:

Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

Telephone 0300 111 3000 (Mon-Fri 8.30am to 5pm)

Fax 020 7831 1942

Email info@housing-ombudsman.org.uk

<http://www.housing-ombudsman.org.uk/>

B. Local Government Ombudsman (LGO)

If your complaint is about any other Council service, and you feel we have treated you unfairly or you disagree with our decision, you can complain to the LGO. The Ombudsman is an independent watchdog which makes sure that all councils act fairly and follow their own policies and procedures. The contact details of the LGO are:

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Telephone: 0300 061 0614 (Mon-Fri 8.30am to 5pm)

Fax: 024 7682 0001

Online complaint form: www.lgo.org.uk/forms/ShowForm.asp

<http://www.lgo.org.uk/>

Remedies for complaints and the payment of financial compensation

1.0 Introduction

1.1 The Council, like any other large organisation will receive complaints about the services it provides. The Council will also receive complaints about the decisions made regarding access to services and enforcements. When dealing with complainants, our main purpose is to remedy the situation as soon as possible and ensure the customer is satisfied with the response and feel that they have been treated fairly.

1.2 The Council accepts that there will be occasions when mistakes will cause additional expense, financial loss or inconvenience for the customer. The payment of compensation will be considered on a case-by-case basis taking due account of the circumstances relating to each.

1.3 Under Section 92 of the Local Government Act 2000 it states that:

Where a local authority considers:

- that action taken by or on behalf of the authority in the exercise of their functions (or a failure to act) amounts to, or may amount to, maladministration; and
- that person has been, or may have been, adversely affected by that action, the authority may, if they think appropriate, make a payment to, or provide some other benefit for, that person.

1.4 It should be noted that the power to pay compensation under this Section can only be used if:

- the Council is satisfied that it has found evidence of maladministration; and
- the individual concerned has been adversely affected as a result.

1.5 Also, in order to avoid prejudicing the Council's position in any legal proceedings, any offer to pay compensation should be made expressly "without prejudice" and "in full and final settlement"

2.0 Purpose

2.1 The purpose of this guidance is to set out when the Council should consider providing a remedy to a complainant under its complaints procedure, including the payment of compensation. The guidance has been put together taking account of best practice issued by the Local Government Ombudsman. Where specific services have been mentioned, these are purely to give examples and do not mean the Council has received complaints in these areas.

2.2 The aim of this guidance is to:

- ensure that remedies are provided in accordance with Council policy;
- ensure that payments of compensation are properly monitored and controlled; and

- promote consistency in approach across the Council, whilst recognising that each case has to be considered on its own merits in the light of the particular circumstances.

2.3 These guidelines can only offer an overview of the issues that surround remedy and compensation. The decision of the type and level of compensation will be made by a Director or the Chief Executive and any payments over £1,000 require Cabinet Member approval in line with the Constitution.

3.0 Applicability

3.1 This guidance applies to:

- complaints dealt with at Stages 1, 2 and 3 of the Council's corporate complaint procedure and to complaints being considered by the Local Government Ombudsman.
- Adult Social Care and Children's complaints that falls within the Social Services Regulation produced by the Department of Health.
- Public Health complaints that falls within the NHS Bodies and Local Authorities (Partnership Arrangement Care Trusts, Public Health and Local Healthwatch) Regulations 2012.

4.0 Maladministration with injustice

4.1 If the Council is causing, or has caused, injustice to the complainant it should consider a remedy if, after the complaint has been investigated it appears that there has been maladministration. Maladministration includes, for example, neglect or unjustified delay, failure to follow the Council's agreed policies, rules or procedures, malice, bias or unfair discrimination, failure to tell people of their rights or entitlements and providing inaccurate or misleading advice.

4.2 Not all maladministration causes injustice:

- i) The complainant may not have suffered any disadvantage.
- ii) If the complainant has been disadvantaged, this may not be as a direct consequent of the Council's failure. The disadvantage may have been caused by a third party, or by the actions of the complainant themselves.

4.3 For a remedy to be considered it must be clear, on balance, that the injustice (wholly or partially) occurred as a consequence of the Council's maladministration.

5.0 General principles of remedy

5.1 A remedy should, as far as possible, put the complainant back into the position that s/he would have been in if the maladministration had not occurred. There will be circumstances where this cannot be achieved because of the passage of time or events that have occurred. In such cases, a financial remedy may be appropriate.

6.0 Views of complainants

6.1 It is good practice to seek the view of the complainant about the remedy he or she is seeking. Sometimes an apology is all that is required, so at the onset it should be established what outcome the complainant is looking for. This may or may not be achievable. However, while taking account of the complainant's views, the Council must come to its own decision on what is a reasonable remedy.

7.0 Elements in a remedy

7.1 A remedy could include:

- i) Taking some specific action: for example, issuing a statement of special educational needs; mending a leaking roof; offering a housing transfer; backdating a housing application; assessing and paying house benefit; providing screening to mitigate the effect of a development.
- ii) Apologising: this should normally be done as a matter of course if the Council has been at fault, but it may in some cases be all that is required by way of remedy.
- iii) Paying compensation: see section 8 below.

8.0 Paying compensation

8.1 Financial compensation may be appropriate, for example, if the complainant has suffered as a result of delay by the Council in taking some action; or if there is no practical action that would provide a full and appropriate remedy; or if the complainant has sustained loss or suffering. Compensation needs to take account of all the facts of the case. These include:

- i) The effects of the complainant's own actions: for example, delay on his or her part in returning a form.
- ii) Whether money due to the complainant has not been paid: the Council may need to consider compensation as well as paying the money due and also paying interest on the sum.
- iii) Quantifiable loss: costs that would not have been necessary but for the Council's maladministration. For example, paying for additional help for a child with special educational needs because the Council delayed in drawing up a statement. These will need to be assessed with care, on the basis that it was reasonable for the complainant to incur costs, and they were as a consequence of the maladministration.
- iv) Loss of non-monetary benefit: for example, loss of education because a child is out of school for a period and no suitable alternative provision has been made.
- v) Loss of value: for example, damage to possessions.
- vi) Lost opportunity: for example, the complainant may have been deprived of the right to appeal because he or she was not told of that right.

vii) Distress: this will include stress, anxiety, inconvenience, frustration, worry and uncertainty. The amount will need to take account of all the circumstances including the severity of the distress, the length of time involved and the number of people affected.

viii) Professional fees: it may sometimes be appropriate to recognise the nature of the complainant's difficulty with the Council was such that expenditure on professional fees in pursuing the dispute was justified. For example, legal fees or fees for a planning consultant. However, this will need to be assessed with care. The Council will need to be satisfied that it was reasonable for the complainant to incur these costs, and that it was a consequence of maladministration. It may sometimes be appropriate to reimburse only part of the expenditure, from the point when the professional advice became appropriate.

ix) Time and trouble in pursuing the complaint: this should only be paid when the time and trouble in pursuing the complaint are more than the minor costs that would routinely be expected. It is not the same as distress caused by the Council's actions. In assessing whether payment is appropriate, relevant factors to consider could include the passage of time in resolving the matter; the effort required from the complainant; the degree of inadequacy of the Council's responses, and whether there has been any element of wilful action of the Council as opposed to poor administration.

9.0 Offsetting compensation

9.1 Where a complainant owes money to the Council, for example for rent or Council tax arrears, it will normally be appropriate for the compensation to be offset against the debt. However, this will not be the case if there is a legitimate dispute about the debt for example, there is a benefit claim pending.

10.0 Complaints about contractors

10.1 Partners or contractors now provide many services on behalf of the Council. In these circumstances the Council still has responsibility for the service being provided so in partnership the Council and the organisation responsible for delivering the service should agree the remedy to be offered.

11.0 Insurance

11.1 It should always be established at an early stage whether any part of a claim for compensation is covered by the Council's insurance arrangements. If so, it may be necessary for the matter to be dealt with directly by the Council's insurers, or at least in close liaison with them, so as to avoid prejudicing any claim on the insurance policy. Advice on this can be obtained from the Council's insurance section, based at the Civic Centre, telephone ext. 6458 or 01895 556458.

11.2 This guidance applies only to complaints dealt with under the Council's corporate complaint procedure or by the Local Government Ombudsman. This guidance does not apply to:

- i) Matters that are the subject of current legal action or any settlement of court proceedings.
- ii) Disputes about matters covered by the Council's insurance or any settlement of insurance claims.
- iii) Disputes that are or can be taken to statutory appeal e.g. parking tickets, housing benefit.

11.3 No clear line can be drawn between what might be treated as a 'complaint' and what could be dealt with through the courts. For example, a failure to carry out a housing repair can be investigated through the complaint procedure but the tenant also has the option of taking action through the courts. Where it is apparent that legal action has been instigated while a complaint is being investigated, officers of the Council should refer the matter to the Legal Services Team. The likelihood of an overlap is higher where the complaint is more complex and a claim for compensation has been made. Care should be taken to preserve the Council's legal position.

12.0 Authorisation of compensation payments

12.1 The relevant senior managers (Chief Executive -Stage 3) and Director are authorised to agree compensation payments in line with the scheme of delegation up to defined limits. These officers will agree all compensation payments. Payments over £1,000 require Cabinet Member approval in line with the Constitution. Obtaining this will be the responsibility of the service department and compensation will be paid from the Service Department's budget.

13.0 Making an offer of compensation

13.1 A standard letter making an offer of compensation will be sent by the Complaints Officer on behalf of the Department responsible and will always include the words "**without prejudice**" at the top of the first page. Any offer will always be '**in full and final settlement**' of the complaint. This means that, if the offer is accepted, the matter is effectively closed. Confirmation of acceptance of the offer will be obtained in writing before payment is made.

14.0 Monitoring of payments

14.1 A record of any compensation paid must be made on the record of the complaint and all payments will be made using an appropriate service area cost code.

14.2 The Complaints Manager is responsible for maintaining the information across the department and reporting it quarterly. The complaint record will detail the reason why the compensation has been paid, evidence that it has been agreed by the appropriate senior manager and how the amount has been assessed.

15.0 Policy on the payment of financial compensation

15.1 When compensation should be considered

15.1.1 Compensation will be considered if, after a complaint has been investigated at stages 1, 2 or 3 of the Council's own complaints procedure or as part of an Ombudsman's investigation, it is concluded that the Ombudsman:

- would find that there has been maladministration by the Council causing injustice to the complainant; and
- would recommend that compensation should therefore be paid to the complainant.

15.2 The amount of compensation that should be paid

15.2.1 The compensation paid to the complainant will be the amount that it is estimated the Ombudsman would recommend in the circumstances.

15.3 Record keeping

15.3.1 The amount of each compensation payment, and the reasons for it, will be recorded with the records of the complaint. The Complaint Manager will maintain departmental information. The figures will be collated on at least a quarterly basis and reported to Senior Management Teams.

Unreasonable or Unreasonably persistent complainants

1.0 Introduction

1.1 Generally, dealing with a complaint is a straight-forward process, but in a minority of cases people pursue their complaints in a way which can either impede the investigation of their complaint or can have significant resource issues for officers within the Council. These actions can occur either while their complaint is being investigated, or once the investigation has been concluded.

1.2 This guidance is based on what the Local Government Ombudsman regards as good practice in dealing with complainants that are deemed unreasonable or persistent.

2.0 Definition

“Unreasonable and unreasonably persistent complainants are those complainants who, because of the frequency or nature of their contacts with the authority, hinder the authority’s consideration of their, or other people’s, complaints.”

2.1 It is important to differentiate between 'persistent' complainants and 'unreasonably persistent' complainants. Arguably, many people who submit complaints are 'persistent' on the entirely reasonable basis that they feel the Council has not dealt with them properly and are not prepared to leave the matter there and almost all complainants see themselves as pursuing justified complaints.

2.2 Unreasonable and unreasonably persistent complainants may have justified complaints or grievances but are pursuing them in inappropriate ways, or they may be intent on pursuing complaints which appear to have no substance or which have already been investigated and determined. Their contacts may be amicable but still place very heavy demands on staff time, or they may be very emotionally charged and distressing for all involved.

2.3 Sometimes the situation between the Council and a complainant can escalate and the behaviour moves from being unreasonable and unreasonably persistent to behaviour which is unacceptable, for example, abusive, offensive or threatening. Such complainants are in a very small minority, but sometimes the Council finds itself in the position of having to restrict access to its premises or even having to resort to legal action to address such behaviour, for example, in the form of anti-social behaviour orders or injunctions. These actions are extremely rare but are in place to protect staff and avoid disruption to front line services for residents. This guidance does not address these issues of health and safety, but sits alongside existing policies as a means of addressing the full spectrum of behaviours which may have to be addressed.

2.4 This guidance covers behaviour that is unreasonable, which may include one or two isolated incidents, as well as unreasonably persistent behaviour, which is usually an accumulation of incidents or behaviour over a longer period. Raising legitimate queries or criticisms of a complaints procedure as it progresses, for example if agreed timescales are not met, should not in itself lead to someone being regarded as an unreasonably persistent complainant. Similarly, the fact that a complainant is unhappy with the outcome of a complaint and seeks to challenge it once, or more than once, should not necessarily cause him or her to

be labelled unreasonably persistent. If complaint procedures are operating properly, then responding to expressions of dissatisfaction and requests for information should not cause the Council particular problems.

3.0 Why have a policy?

3.1 Having a policy on unreasonably persistent complainants and unreasonable complainant behaviour and corresponding guidance for staff on procedure should help deal with complainants in ways which are demonstrably consistent and fair. It also helps staff to understand clearly what is expected of them, what options for action are available, and who can authorise these actions. In the absence of such guidance staff are likely to have greater problems with unreasonable and unreasonably persistent complainants. In addition, it provides a yardstick against which performance can be assessed for monitoring purposes.

4.0 Actions and behaviours of unreasonable and unreasonably persistent complainants

4.1 These are some of the actions and behaviours of unreasonable and unreasonably persistent complainants that the Council may find problematic. It is by no means an exhaustive list and every situation will be considered taking into account issues such as the Disability Discrimination Act 1995, and the Mental Capacity Act 2005, and peoples' ability to communicate and understand.

- Refusing to specify the grounds of a complaint, despite offers of assistance with this from the authority's staff.
- Refusing to co-operate with the complaints investigation process while still wishing their complaint to be resolved.
- Refusing to accept that issues are not within the remit of a complaints procedure despite having been provided with information about the procedure's scope.
- Insisting on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice.
- Making what appear to be groundless complaints about staff dealing with the complaints, and repeatedly seeking to have officers replaced.
- Changing the basis of the complaint as the investigation proceeds and/or denying statements he or she made at an earlier stage.
- Introducing trivial or irrelevant new information which the complainant expects to be taken into account and commented on, or raising large numbers of detailed but unimportant questions and insisting they are all fully answered.
- Electronically recording meetings and conversations without the prior knowledge and consent of the other persons involved.
- Adopting a 'scattergun' approach: pursuing a complaint or complaints with the authority and, at the same time, with a Member of Parliament / a Councillor / the authority's independent auditor / the Standards Committee / local police / solicitors / the Ombudsman.
- Making unnecessarily excessive demands on the time and resources of staff whilst a complaint is being looked into, by for example excessive telephoning or sending emails to numerous council staff, writing lengthy complex letters every few days and expecting immediate responses.

- Submitting repeat complaints, after complaints processes have been completed, essentially about the same issues, with additions / variations which the complainant insists make these 'new' complaints which should be put through the full complaints procedure.
- Refusing to accept the decision – repeatedly arguing the point and complaining about the decision.
- Combinations of some or all of these.

5.0 Who decides whether someone should be treated as unreasonable or unreasonably persistent?

5.1 This decision must be made by a Deputy Director, Director or the Chief Executive.

6.0 Considerations prior to taking action under the policy

6.1 Different considerations will apply depending on whether the investigation of the complaint is ongoing or whether it has been concluded. To some extent the latter is easier to deal with. It is in effect the complainant simply refusing to take no for an answer, and the Local Authority has the option of ending all communication with the complainant, and where appropriate referring the complainant to the Ombudsman. However, where the complaint is ongoing there needs to be some continuing contact with the complainant.

6.2 The decision to designate someone as an unreasonable or unreasonably persistent complainant is onerous and could have consequences for the individual. Before deciding whether the policy should be applied the Council will need to satisfy itself that:

- the complaint is being or has been investigated properly;
- any decision reached on it is the right one;
- communications with the complainant have been adequate; and
- the complainant is not now providing any significant new information that might affect the authority's view on the complaint.

6.3 If the Council is satisfied on these points it should consider whether further action is necessary prior to taking the decision to designate the complainant as unreasonable or unreasonably persistent. Examples might be:

- If no meeting has taken place between the complainant and officer(s), and provided that the authority knows nothing about the complainant which would make this inadvisable, consider offering the complainant a meeting with an officer of appropriate seniority. Sometimes such meetings can dispel misunderstandings and move matters towards a resolution.
- If mediation may help remedy the complaint.
- If more than one department is being contacted by an unreasonably persistent complainant, consider:
 - setting up a strategy meeting to agree a cross-departmental approach; and
 - designating a key officer to co-ordinate the authority's response(s).
- If the complainant has additional needs, an advocate might be helpful to both parties, consider offering to help the complainant find an independent one.

- Before applying any restrictions give the complainant a warning that if his/her actions continue the authority may decide to treat him/her as an unreasonably persistent complainant, and explain why.

7.0 Options for action

7.1 The precise nature of the action to take in relation to an unreasonable or unreasonably persistent complainant should be appropriate and proportionate to the nature and frequency of the complainant's contacts with the Council at that time. The following list is a 'menu' of possible options for managing a complainant's involvement with the authority from which one or more might be chosen and applied, if warranted. It is not exhaustive and often, local factors will be relevant in deciding what might be appropriate action.

- Placing time limits on telephone conversations and personal contacts.
- Restricting the number of telephone calls that will be taken (for example, one call on one specified morning/afternoon of any week).
- Limiting the complainant to one medium of contact (telephone, letter, email etc) and/or requiring the complainant to communicate only with one named member of staff.
- Requiring any personal contacts to take place in the presence of a witness.
- Refusing to register and process further complaints about the same matter.
- Where a decision on the complaint has been made, providing the complainant with acknowledgements only of letters, faxes, or emails, or ultimately informing the complainant that future correspondence will be read and placed on the file but not acknowledged. A designated officer should be identified who will read future correspondence.

8.0 Operating the policy

8.1 If a decision is taken to apply the policy, the Council will write to inform the complainant that:

- the decision has been taken;
- what it means for his or her contacts with the authority;
- how long any restrictions will last; and
- what the complainant can do to have the decision reviewed.

8.2 The Council will enclose with the letter a copy of the policy and keep adequate records of all contacts with unreasonable and unreasonably persistent complainants, for example:

- when a decision is taken not to apply the policy when a member of staff asks for this to be done, or to make an exception to the policy once it has been applied; or
- when a decision is taken not to put a further complaint from such a complainant through its complaints procedure for any reason; or
- when a decision is taken not to respond to further correspondence, make sure any further letters, faxes or emails from the complainant are checked to pick up any significant new information.

8.3 When unreasonable and unreasonably persistent complainants make complaints about new issues these should be treated on their merits, and decisions will need to be taken on whether any restrictions which have been applied before are still appropriate and necessary.

8.4 Reviews of decisions to restrict a complainant's contacts or the Council's responses to them should be taken by an officer senior to the person who made the original decision. When reviews are carried out, the Council will write to advise the complainant of the outcome and, if restrictions are to continue to be applied, when these will next be reviewed.

8.5 The restrictions will be kept under review. Arrangements will be put in place for a check to be made in six months on whether there has been any further contact from the complainant. If a complainant to whom the Council has decided the policy will apply has no contact with the Council within that period, the position should be reviewed and a decision taken on whether any restrictions placed on the complainant's contacts should be cancelled. The outcome of this review should be noted on the client records. If the restrictions are cancelled, consideration should be given to re-introducing the restrictions if the behaviour which led to the original decision re-commences.

9.0 Referring unreasonable and unreasonably persistent complainants to the Local Government Ombudsmen

9.1 In some cases, relations between public authorities and unreasonable and unreasonably persistent complainants break down badly while complaints are under investigation and there is little prospect of achieving a satisfactory outcome. In such circumstances there is often little purpose in following through all stages of the Council's complaints procedure and where this occurs the Ombudsman may be prepared to consider complaints before complaints procedures have been exhausted. This is the case even in respect of statutory complaints procedures.

9.2 A complainant who has been designated an unreasonably persistent complainant may make a complaint to the Ombudsman about the way in which he or she has been treated. The Ombudsman is unlikely to be critical of the Council's action if it can show that its policy has been operated properly and fairly.

10.0 Unacceptable behaviour of complainants – Policy Statement

"Hillingdon Council is committed to dealing with all complaints fairly and impartially and to providing a high quality service to those who make them. As part of this service we do not normally limit the contact complainants have with officers. However, the Council does not expect their staff to tolerate behaviour by complainants that is unacceptable, for example, which is abusive, offensive or threatening, and will take action to protect staff from that behaviour.

When we consider that a complainant's behaviour is unacceptable we will tell them why we find their behaviour unreasonable and we will ask them to change it. If the unacceptable behaviour continues, we will take action to restrict the complainant's contact with our officers.

The decision to restrict access to our officers will be taken by a senior manager. Any restrictions imposed will be appropriate and proportionate. The options we are most likely to consider are:

- requesting contact in a particular form (for example, letters only);
- requiring contact to take place with a named officer and a nominated officer in their absence;

- restricting telephone calls to specified days and times; and/or
- asking the complainant to enter into an agreement about their conduct.

In all cases we will write to tell the complainant why we believe his or her behaviour is unacceptable, what action we are taking and the duration of that action. We will also tell them how they can challenge the decision if they disagree with it.

Where a complainant continues to behave in a way that is unacceptable, we may decide to terminate contact with that complainant and discontinue any investigation into their complaint. In this instance we may refer the complainant to the Ombudsman, even if the complaint has not been through all three stages of the complaints procedure.

Where the behaviour is so extreme that it threatens the immediate safety and welfare of the Council's staff, we will consider other options, for example reporting the matter to the police or taking legal action. In such cases, we may not give the complainant prior warning of that action."

Unreasonably persistent complainants – Policy Statement

"The Council is committed to dealing with all complaints fairly and impartially and to providing a high quality service to those who make them. As part of this service we do not normally limit the contact complainants have with officers.

However there are a small number of complainants who, because of the frequency of their contact with Council's officers, hinder our consideration of their, or other people's, complaints. We refer to such complainants as 'unreasonably persistent complainants' and, exceptionally, we will take action to limit their contact with our officers.

The decision to restrict access to our officers will be taken by a senior manager and will normally follow a prior warning to the complainant. Any restrictions imposed will be appropriate and proportionate. The options we are most likely to consider are:

- requesting contact in a particular form (for example, letters only);
- requiring contact to take place with a named officer;
- restricting telephone calls to specified days and times; and/or
- asking the complainant to enter into an agreement about their future contact with us.

In all cases where we decide to treat someone as an unreasonably persistent complainant, we will write to tell the complainant why we believe his or her behaviour falls into that category, what action we are taking and the duration of that action. We will also tell them how they can challenge the decision if they disagree with it. If we decide to treat someone as an unreasonably persistent complainant we will still investigate their complaint and respond in accordance with our local and statutory procedures.

Where a complainant whose case is closed persists in communicating with us about it, we may decide to terminate contact with that complainant. In such cases, we will read all correspondence from that complainant, but unless there is fresh evidence, which affects our decision on the complaint, we will simply acknowledge it or place it on the file with no acknowledgement. New complaints from people who have come under the unreasonably persistent complainant policy will be treated on their merits."

COUNCIL BUDGET -2015/16 MONTH 5 REVENUE AND CAPITAL BUDGET MONITORING

Cabinet Member	Councillor Jonathan Bianco
Cabinet Portfolio	Finance, Property and Business Services
Report Author	Paul Whaymand, Corporate Director of Finance
Papers with report	Appendices A - G

HEADLINE INFORMATION

Purpose of report	<p>This report provides the Council's forecast financial position and performance against the 2015/16 revenue budget and capital programme.</p> <p>A net in-year underspend of £530k is projected against 2015/16 General Fund revenue budgets as of August 2015 (Month 5), representing an improvement of £44k against the position previously reported to Cabinet.</p> <p>The latest positions on other funds and the capital programme are detailed within the body of this report.</p>
Putting our Residents First	<p>This report contributes to the Council's objective of: <i>Strong Financial Management</i></p> <p>Achieving value for money is an important element of the Council's Medium Term Financial Plan.</p>
Financial Cost	N/A
Relevant Policy Overview Committee	Corporate Services and Partnerships
Ward(s) affected	All

RECOMMENDATIONS

That Cabinet:

1. Note the forecast budget position for revenue and capital as at August 2015 (Month 5).
2. Note the Treasury Management update as at August 2015 at Appendix E.
3. Continue the delegated authority up until the 20 November 2015 Cabinet meeting to the Chief Executive to approve any consultancy and agency assignments over £50k, with final sign-off of any assignments made by the Leader of the Council. Cabinet are also asked to note those consultancy and agency assignments over £50k approved under delegated authority between the 24 September 2015 and 22 October 2015 Cabinet meetings, detailed at Appendix F.
4. Approves the following proposed amendments to the Council's local Council Tax Reduction Scheme effective from 1 April 2016, for public consultation:

- the maximum amount of reduction a working age household can receive is reduced to 75% of the council tax liability;
 - the maximum amount of reduction a vulnerable household can receive is reduced to 90% of the council tax liability;
 - to align the scheme with recent and impending welfare reforms, including changes to Housing Benefit.
5. Approve the release of £236k funding for the Carbon Reduction Commitment Energy Efficiency Scheme from Development and Risk Contingency to Residents Services Operating Budgets from 2015/16 onwards.
 6. Extend the appointment CBRE consultants to advise the Council on the Southall Gas Works site up to the value of £100k revenue.
 7. Approves the creation of a new capital budget of £200k for Landlord Property Renovation Grants to be funded by a combination of external funding and existing budgets.

INFORMATION

Reasons for Recommendations

1. The reason for the monitoring recommendation is to ensure that the Council achieves its budgetary objectives, providing Cabinet with an update on performance at outturn against budgets approved by Council on 20 February 2015.
2. Appendix E provides an update to Cabinet on Treasury Management performance during this financial year.
3. Recommendation 4 seeks authority to commence a public consultation on proposed changes to the Council's CTR scheme effective from April 2016. Details of the proposed amendments are included at appendix G to this report.
4. Recommendation 5 seeks authority to release the contingency funding held to fund the annual allowance of Carbon Reduction Scheme allowances into Residents Services Operating Budgets, reflecting the reduced volatility of the simplified scheme since reforms were undertaken in 2014/15. Given that the Council has been able to purchase the majority of allowances in advance for the period to 2016/17, it is recommended that this sum is released into base budgets.
5. Recommendation 6 seeks to approve and extension of the current appointment of CBRE to advise the Council on the Southall Gas Works site up to a fee of £100k from the £50k approved under delegated authority in December 2013. This appointment relates to the valuation of access rights across Council owned land and the negotiation of payments to the Council of capital sums for these rights. This will be funded from the ultimate receipt once secured.
6. Recommendation 7 seeks authority to establish a discrete budget of £200k to fund Landlord Property Renovation Grants (LPRG) as part of the Council's Private Sector Leasing scheme offer and renewal programme. This can be used to enhance the existing incentive offers and should increase the number of properties bought into the scheme and in turn support the mitigation of temporary accommodation costs. Where an LPRG is offered on the PSL scheme it allows negotiation of an effective rent clawback over the life of the tenancy (up to 5 years). The funding will come from a grant through the West London Housing Partnership (£100k) with the balance of £100k vired from the existing Private Sector Renewal Grant (PSRG) budget.

Alternative options considered

7. There are no other options proposed for consideration.

SUMMARY

REVENUE

8. An underspend on normal operating activities of £80k is projected at Month 5 for General Fund revenue budgets, with management action across all service areas expected to deliver underspends of £1,278k on Directorate Operating Budgets and £1,350k across Corporate Operating Budgets sufficient to contain £2,548k emergent pressures within contingency. This represents a net improvement of £44k on the position reported at Month 4, with emerging underspends due to vacancies and an improved outlook on capital financing off-setting further growth in demand for high cost Children's Social Care Placements. Outside normal operating activity, recovery of £450k Icelandic investments, reported in Month 4, brings the headline underspend to £530k for 2015/16.
9. The 2015/16 revenue budget contains savings of £10,034k, including £127k items brought forward from 2014/15. At Month 5, £4,423k of savings are banked in full, and a further £3,665k on track for delivery in full. The remaining £1,946k is currently reported as 'amber' primarily due to the expected phasing of delivery rather than more fundamental delivery issues.
10. General Fund balances are projected to total £35,970k at 31 March 2016, after allowing for the release of £5,000k to smooth the impact of front-loaded Government funding cuts. Current forecasts assume that £500k of as yet uncommitted General Contingency and £654k unallocated Priority Growth will be utilised in full during the current financial year.
11. With the exception of the Collection Fund, there are no material variances on other funds affecting the General Fund position. Within the Collection Fund, there is in a potential pressure of £1,125k on Business Rates being off-set by a £2,563k surplus on Council Tax activities. The net £1,438k surplus would be available to support the Council's 2016/17 budget.

CAPITAL

12. As at Month 5 an underspend of £32,269k is reported on the £110,323k General Fund Capital Programme, with £1,071k cost underspends and £30,119k slippage on project expenditure. The forecast outturn over the life of the 2015/16 to 2019/20 programme is a £2,070k underspend, principally related to underspends on completed school expansion projects.
13. General Fund capital receipts of £9,872k are forecast for 2015/16, with total receipts to 2019/20 expected to reach £62,465k, representing a favourable variance of £560k against budget. Slippage of £16,068k in capital receipts forecast for 2015/16 is reported, with this shortfall expected to be recovered from 2016/17 onwards.
14. Overall, Prudential Borrowing required to support the 2015/16 to 2019/20 capital programme is forecast to be less than the budget by £115k, with a £2,303k shortfall reported on 2015/16 Department for Education grant funding being off-set by project underspends and favourable movement on capital receipts. This position will remain under review and any future revenue implications from the capital programme will be captured through the Medium Term Financial Forecast.

FURTHER INFORMATION

General Fund Revenue Budget

15. An underspend of £80k is reported on normal operating activities at Month 5. This position incorporates a £1,278k net underspend across Directorate Operating Budgets and an underspend of £1,350k across Corporate Operating Budgets, off-set by contingency pressures of £2,548k, primarily relating to Children's Social Care placements and Asylum services. In addition, a £450k favourable exceptional item is reported in relation to recovery of the majority of outstanding Icelandic investments brings the reported underspend across the General Fund to £530k.
16. Within the reported net underspend across the Council there remains a number of risk areas in which management action is in place to contain potential and emergent pressures. These risks are discussed in detail within the service appendices to this report, alongside narrative on the measures being taken to contain cost pressures, including acceleration of savings initiatives where appropriate.
17. The Council's General Fund revenue budget contains £10,034k savings, with £8,088k already banked or on-track for delivery in full at this early stage of the year. The reported position on operating budgets reflects the status of these savings.

Table 1: General Fund Overview

Original Budget £'000	Budget Changes £'000	Service	Month 5		Variance (+ adv / - fav)		
			Revised Budget £'000	Forecast Outturn £'000	Variance (As at Month 5) £'000	Variance (As at Month 4) £'000	Movement from Month 4 £'000
186,213	1,180	Directorate Operating Budgets	187,393	186,114	(1,278)	(1,051)	(227)
8,795	(294)	Corporate Operating Budgets	8,501	7,151	(1,350)	(900)	(450)
12,340	(736)	Development & Risk Contingency	11,604	14,152	2,548	1,915	633
1,604	(150)	Priority Growth	1,454	1,454	0	0	0
208,952	0	Sub-total Normal Activities	208,952	208,871	(80)	(36)	(44)
		<u>Exceptional Items</u>					
		Recovered Icelandic Investment		(450)	(450)	(450)	0
208,952	0	Total Net Expenditure	208,952	208,421	(530)	(486)	(44)
(203,952)	0	Budget Requirement	(203,952)	(203,952)	0	0	0
5,000	0	Net Total	5,000	4,469	(530)	(486)	(44)
(40,439)	0	Balances b/fwd	(40,439)	(40,439)			
(40,439)	0	Balances c/fwd 31 March 2015	(35,439)	(35,970)			

18. The reported exceptional item relates to a further payment received in respect of outstanding Icelandic Investments, enabling release of £450k from the remaining impairment of these investments. 98% of the £15,000k invested with Heritable has now been recovered.

19. At 31 March 2015 General Fund Balances totalled £40,439k with the budgeted drawdown of £5,000k and the projected £530k surplus the forecast closing balance at 31 March 2016 is projected to total £35,970k. The Council's Medium Term Financial Forecast assumes that balances will remain between £20,000k and £30,000k to manage emergent risks, with sums above that level earmarked for use to smooth the impact of Government funding cuts.

Directorate Operating Budgets (£1,278k underspend, £227k improvement)

20. An overview of the forecast outturn on Directorate Operating Budgets is contained in Table 2, with further detail for each directorate contained within Appendix A to this report. Variances relating to those more volatile areas of activity being managed through Development and Risk Contingency are expanded upon below.

Table 2: Directorate Operating Budgets

Original Budget	Budget Changes	Service	Month 5		Variance (+ adv / - fav)			
			Revised Budget	Forecast Outturn	Variance (As at Month 5)	Variance (As at Month 4)	Movement from Month 4	
£'000	£'000		£'000	£'000	£'000	£'000	£'000	
11,133	14	Admin.	Expenditure	11,148	10,970	(178)	(176)	(2)
(1,331)	107		Income	(1,224)	(1,172)	52	52	0
9,803	122		Sub-Total	9,924	9,798	(126)	(124)	(2)
16,867	(14)	Finance	Expenditure	16,853	16,733	(120)	(62)	(58)
(2,583)	0		Income	(2,583)	(2,555)	28	0	28
14,284	(14)		Sub-Total	14,270	14,178	(92)	(62)	(30)
111,955	(908)	Residents Services	Expenditure	111,047	110,509	(538)	(646)	108
(53,324)	114		Income	(53,210)	(53,297)	(87)	74	(161)
58,631	(794)		Sub-Total	57,837	57,212	(625)	(572)	(53)
33,407	1,197	Children & Young People's Service	Expenditure	34,603	37,338	2,735	2,707	28
(8,327)	(946)		Income	(9,273)	(12,261)	(2,988)	(2,773)	(215)
25,079	251		Sub-Total	25,330	25,077	(253)	(65)	(188)
105,739	3,178	Adult Social Care	Expenditure	108,917	109,524	608	374	234
(27,322)	(1,563)		Income	(28,885)	(29,675)	(790)	(602)	(188)
78,417	1,615		Sub-Total	80,032	79,849	(182)	(228)	46
186,213	1,180	Total Directorate Operating Budgets		187,393	186,114	(1,278)	(1,051)	(227)

21. A marginal £2k improvement in the Administration budget monitoring position results in an underspend of £126k at Month 5, with the underlying variance principally due to elected members no longer being eligible for membership of the Local Government Pension Scheme. As previously reported, shortfalls in income within the group are being managed through underspends on expenditure.

22. Increased staffing underspends across Finance have off-set the cost of external legal advice within Procurement and resulted in a £30k improvement from Month 4. An underspend of £92k is reported across the group at Month 5, which is primarily driven by staffing variances.

23. An improvement of £53k is reported across Residents Services budgets, with increased staffing underspends being sufficient to mitigate adverse movement on Imported Food income. The overall net underspend of £625k across the group includes £842k of salaries

underspends, arising from higher levels of vacant posts during restructuring in a number of areas across the group.

24. An underspend of £253k is reported within Children & Young People's Services, with staffing underspends from a high number of vacancies within Early Intervention Services off-setting higher than budgeted allowance payments. Movement from the position reported at Month 4 relates to an increase in the projected underspend within the Early Intervention Service. Within this position £2,966k of compensatory variances on income and expenditure relate to the application of earmarked reserves to support investment in managed services and support for the transition to new staffing structures within the group.

25. Slippage in delivery of third party Supported Living units is the principal driver behind a £46k adverse movement from Month 4 in Adult Social Care forecasts. The headline £182k underspend at Month 5 contains cost pressures on externally contracted Homecare provision, an underfunded new burden following the government's abolition of the Independent Living Fund and delays in delivery of Supported Living properties being off-set by staffing underspends and a favourable outlook for income across the group.

Progress on Savings

26. The Council's 2015/16 General Fund revenue budget contains £10,034k savings, with £9,907k new items approved by Cabinet and Council in February 2015 and a further £127k brought forward from prior years.

27. At Month 5, £4,423k savings are already reported as banked, with a further £3,665k on track for delivery in full during the current financial year. At this early stage in the financial year £1,946k savings are being classed as Amber, primarily due to the expected phasing of delivery. No items are being reported as having serious risks of non-delivery at this stage.

Table 3: Savings Tracker

2015/16 General Fund Savings Programme	Admin. & Finance	Residents Services	Adult Social Care	Children & Young People's Services	Total Savings	
	£'000	£'000	£'000	£'000	£'000	%
B Banked	(327)	(3,055)	(1,006)	(35)	(4,423)	44.1%
G On track for delivery	(1,016)	(1,261)	(982)	(406)	(3,665)	36.5%
A Potential significant savings shortfall or a significant or risky project which is at an early stage;	(40)	(32)	(1,329)	(545)	(1,946)	19.4%
R Serious problems in the delivery of the saving	0	0	0	0	0	0.0%
Total 2015/16 Savings	(1,383)	(4,348)	(3,317)	(986)	(10,034)	100.0%

Corporate Operating Budgets (£1,350k underspend, £450k improvement)

28. Corporately managed expenditure includes revenue costs of the Council's Capital Programme, externally set levies and income arising from provision of support services to other funds and ring-fenced budgets. The £450k improvement on projected outturn relates to a £250k reduction in projected interest costs and a £200k favourable movement arising from a review of cost allocations between funds.

29. Favourable movement in interest costs increases the in-year underspend reported on the management of the Council's loan book and cash balances to £1,100k, which is attributable to on-going reviews of capital financing options and proactive management of treasury activity.

30. As previously reported, there remains a risk that the use of Real Time Information by the DWP may adversely impact upon funding levels for Housing Benefit however this situation is under review and at present scope exists to contain such a pressure in-year within the wider Subsidy position.

Table 4: Corporate Operating Budgets

Original Budget	Budget Change	Service	Month 5		Variance (+ adv / - fav)			
			Revised Budget	Forecast Outturn	Variance (As at Month 5)	Variance (As at Month 4)	Movement from Month 4	
			£'000	£'000	£'000	£'000	£'000	
0	0	Interest and Investment Income	Salaries	0	0	0	0	0
9,861	(46)		Non-Sal Exp	9,623	8,523	(1,100)	(850)	(250)
(691)	0		Income	(691)	(691)	0	0	0
9,170	(46)		Sub-Total	8,932	7,832	(1,100)	(850)	(250)
493	0	Levies and Other Corporate Budgets	Salaries	493	493	0	0	0
11,926	(248)		Non-Sal Exp	11,600	11,550	(50)	(50)	0
(12,235)	0		Income	(11,966)	(12,166)	(200)	0	(200)
185	(248)		Sub-Total	128	(122)	(250)	(50)	(200)
0	0	Housing Benefit Subsidy	Salaries	0	0	0	0	0
151,736	0		Non-Sal Exp	151,736	151,736	0	0	0
(152,296)	0		Income	(152,296)	(152,296)	0	0	0
(560)	0		Sub-Total	(560)	(560)	0	0	0
8,795	(294)	Total Corporate Operating Budgets		8,501	7,151	(1,350)	(900)	(450)

Development & Risk Contingency (£2,548k pressure, £633k adverse movement)

31. The Council has set aside £11,604k to manage volatile and uncertain elements of budgets within the Development & Risk Contingency, which included £10,604k in relation to specific risk items and £1,000k as General Contingency to manage unforeseen risk items. As expected with such volatile areas, a number of variances are reported, including significant growth in the cost of supporting Looked After Children.

Table 5: Development & Risk Contingency

Original Budget	Budget Changes	Service	Month 5		Variance (+ adv / - fav)			
			Revised Budget	Forecast Outturn	Variance (As at Month 5)	Variance (As at Month 4)	Movement from Month 4	
			£'000	£'000	£'000	£'000	£'000	
400	0	Fin.	Uninsured Claims	400	300	(100)	(100)	0
236	0	Residents Services	Carbon Reduction Commitment	236	236	0	0	0
1,836	0		Impact of welfare reform on homelessness	1,836	1,836	0	0	0
2,211	0		Waste Disposal Levy (Demand-led Tonnage Increases)	2,211	2,204	(7)	(40)	33
1,272	0	Children and Young People	Asylum Funding Shortfall	1,272	2,212	940	940	0
465	0		Social Care Pressures (Children's)	465	3,086	2,621	2,021	600
(117)	0		Early Support Cost Avoidance	(117)	(117)	0	0	0
1,298	0		Potential Shortfall in Social Care & Health Integration Funding	1,298	1,298	0	0	0
380	0	Adult Social Care	Increase in Transitional Children due to Demographic Changes	380	380	0	0	0
393	0		Winterborne View	393	187	(206)	(206)	0
520	0		SEN Transport	520	320	(200)	(200)	0
129	0		Social Care Pressures (Adult)	129	129	0	0	0
250	0	Corp. Items	Pump Priming for BID Savings	250	250	0	0	0
2,067	(736)		Care Act New Burdens	1,331	1,331	0	0	0
1,000	0		General Contingency	1,000	500	(500)	(500)	0
12,340	(736)	Total Development & Risk Contingency		11,604	14,152	2,548	1,915	633

32. A minor adverse movement of £33k is reported as the benefit of Business Rates refunds from WLWA are off-set by an £155k adverse movement on dry recycling costs due to a fall in the market for recyclates. Despite this adverse movement, costs associated with disposal of recycled waste remain significantly lower than use of landfill.

33. Children's Social Care Placements remain a volatile area of expenditure, with adverse movement of £600k from the previously reported £2,021k pressure on contingency due to increased need for residential placements to meet safeguarding requirements over the past month. This position remains under close review, with management action in place to contain costs while meeting exceptional growing demand in this area.

34. The 2015/16 budget included £1,000k of General Contingency to manage unforeseen cost pressures over and above those specific items included in Development and Risk Contingency. In line with Month 4 assumptions, it is projected that only £500k of this sum will be required, reflecting the outturn position in recent years. There is a potential income

pressure arising from partial closure of Uxbridge Town Centre car parks for major refurbishment, which will remain under review and may represent a call on contingency.

Priority Growth

35. The 2015/16 General Fund revenue budget approved by Cabinet and Council in February 2015 set aside £804k of unallocated Priority Growth, in addition to £800k of specific growth monies to support HIP Initiatives. To date £150k has been allocated from Unallocated Priority Growth, to support an increase in support for the First Time Buyer's Initiative. It is expected that Unallocated Growth monies will be applied in full during 2015/16 and not be released into General Balances.

36. The original HIP Initiatives Budget has been supplemented by £430k of uncommitted funds brought forward from 2014/15, providing a balance of £1,230k for investment in the current year. To date approved projects total £56k, leaving £1,174k available for new initiatives.

Table 6: Priority Growth

Original Budget £'000	Budget Changes £'000	Priority Growth	Month 5		
			Revised Budget £'000	Approved Allocations £'000	Unallocated Balance £'000
800	430	HIP Initiatives Budgets	1,230	56	(1,174)
0	(430)	B/fwd Funds	(430)	(430)	0
804	(150)	Unallocated Priority Growth	654	0	(654)
1,604	(150)	Total Priority Growth	1,454	(374)	(1,828)

Schools Budget, Parking Revenue Account and Collection Fund

37. The latest forecasts on other funds indicate favourable positions at year end and therefore will not adversely impact upon the General Fund.

38. A headline pressure of £2,091k is reported on the Schools Budget at Month 5, an improvement of £326k on Month 4 due to reduced SEN funding being required for the new year as higher than anticipated numbers of school leavers. The residual variance relates to the release of an element of accumulated balances to schools in-year. On the basis of current forecasts, balances of £1,992k will be available at year end to finance further investment in education.

39. A surplus of £166k is forecast on the Parking Revenue Account at Month 5, an £8k improvement on the position at Month 4. This reflects increased income seen since late 2014/15 and significant reductions in expenditure. Given the volatile nature of enforcement and on-street parking income streams, this position will continue to be closely monitored.

40. No change is reported on the Collection Fund, with an estimated surplus of £1,438k projected at Month 5. This position consists of a £2,563k surplus on Council Tax activities as a result of strong collection performance and a £1,125k deficit on Business Rates principally driven by delays in the Valuation Office Agency bringing properties into rating. Any surplus or deficit will be released to the General Fund from 2016/17 and reflected in the Council's MTF.

Housing Revenue Account

41. As at Month 5 an in-year surplus of £459k is projected on the Housing Revenue Account, which represents an increase of £327k on the position at Month 4 due to slippage of Planned Maintenance works from 2015/16. Within the overall position, the pressure on income arising from increased Right to Buy sales is being off-set by underspends across HRA operations.

Unallocated General Balances within the HRA are therefore projected to increase to £32,699k as a result of the projected £459k surplus and £1,663k planned contribution to balances. The current forecast reflects work underway to secure the £2,448k of savings included in the 2015/16 budget, which are reported on track for delivery in full.

42. Within the HRA capital programme, slippage of £16,659k is reported at Month 5 which includes £4,677k on works to stock activity and £11,982k on new build activity. Slippage on new build projects arises from works unlikely to commence during 2015/16.

43. As at Month 5, 63 properties have been sold under Right to Buy arrangements with a total of 200 sales forecast for 2015/16. At 30 August 2015, £29,584k income has been generated through sales since January 2014, with the initial tranche of receipts repayable to DCLG in March 2016 if not utilised.

Future Revenue Implications of Capital Programme

44. Appendix D to this report outlines the forecast outturn on the 2015/16 to 2019/20 capital programme, which highlights deferral of capital receipts and loss of grant income expected to allow a £9,655k reduction in forecast borrowing in 2015/16. On current projections, allowing for the reduction in grant funding for school provision in 2015/16, a minor underspend of £115k on Prudential Borrowing is expected by 2019/20. The scope to manage the on-going financing costs of this level of additional borrowing within existing capital financing provision through proactive treasury management will remain under review and be reflected in the Council's MTFF as appropriate.

Appendix A – Detailed Group Forecasts (General Fund)

ADMINISTRATION (£126k underspend, £2k improvement)

45. The Administration Group is showing an underspend of £126k at Month 5, an improvement of £2k on the reported position at Month 4. The improvement to the in-year monitoring position is due to an underspend on the Hillingdon Academy budget as a result of only one cohort for the 2015-17 Academy intake. There are minor adverse movements across the group which reduce this underspend to £2k. The majority of the overall underspend is largely due to reduced expenditure on Members Allowances as Members are no longer part of the Local Government Pension Scheme, this additional budget will be removed from 2016/17 budgets.

Table 7: Administration Operating Budgets

Original Budget	Budget Changes	Service	Month 5		Variance (+ adv / - fav)			
			Revised Budget	Forecast Outturn	Variance (As at Month 5)	Variance (As at Month 4)	Movement from Month 4	
£'000	£'000		£'000	£'000	£'000	£'000	£'000	
1,461	0	Democratic Services	Salaries	1,461	1,461	0	0	0
1,841	(69)		Non-Sal Exp	1,772	1,638	(134)	(140)	6
(658)	69		Income	(589)	(546)	42	42	0
2,645	0		Sub-Total	2,645	2,552	(92)	(98)	6
2,319	80	Human Resources	Salaries	2,399	2,372	(26)	(28)	2
626	(30)		Non-Sal Exp	596	579	(17)	(2)	(15)
(286)	38		Income	(248)	(233)	15	15	0
2,659	88		Sub-Total	2,747	2,718	(28)	(15)	(13)
1,955	34	Legal Services	Salaries	1,989	1,997	8	0	8
111	0		Non-Sal Exp	111	101	(9)	(6)	(3)
(341)	0		Income	(341)	(341)	0	0	0
1,725	34		Sub-Total	1,759	1,757	(1)	(6)	5
592	0	Partnership and Policy	Salaries	592	604	12	12	0
2,228	0		Non-Sal Exp	2,228	2,216	(12)	(12)	(0)
(46)	0		Income	(46)	(51)	(5)	(5)	0
2,774	0		Sub-Total	2,774	2,769	(5)	(5)	(0)
6,327	114		Salaries	6,441	6,435	(6)	(16)	10
4,806	(99)		Non-Sal Exp	4,707	4,534	(172)	(160)	(12)
(1,331)	107		Income	(1,224)	(1,171)	52	52	0
9,803	122		Total	9,924	9,797	(126)	(124)	(2)

FINANCE (£92k underspend, £30k improvement)

46. The Finance Group is showing an underspend of £92k at Month 5, an improvement of £30k on the Month 4 position. Pressures within Procurement as a result of using specialist external Legal advice and salaries pressures within Internal Audit have been mitigated through vacant posts within Strategic Finance and Revenues and Benefits leading to an underspend position across the Group.

47. Operational Finance is still showing an underspend position as a result of vacant posts following the restructure of the Assistant Finance Business Partner tier. Recruitment is underway to fill these vacant posts and offers have been made to successful candidates, with a view to being in post by December/January.

Table 8: Finance Operating Budgets

Original Budget	Budget Changes	Service		Month 5		Variance (+ adv / - fav)		
				Revised Budget	Forecast Outturn	Variance (As at Month 5)	Variance (As at Month 4)	Movement from Month 4
£'000	£'000			£'000	£'000	£'000	£'000	£'000
487	0	Internal Audit	Salaries	487	508	22	0	22
56	0		Non-Sal Exp	56	70	14	0	14
0	0		Income	0	(10)	(10)	0	(10)
543	0		Sub-Total	543	569	25	0	25
2,185	(150)	Procurement	Salaries	2,035	2,035	0	0	0
121	0		Non-Sal Exp	121	171	50	0	50
(2)	0		Income	(2)	(2)	0	0	0
2,304	(150)		Sub-Total	2,153	2,204	50	0	50
3,360	(30)	Operational Finance	Salaries	3,330	3,268	(62)	(62)	0
679	0		Non-Sal Exp	679	679	0	0	0
(159)	0		Income	(159)	(159)	0	0	0
3,880	(30)		Sub-Total	3,850	3,788	(62)	(62)	0
3,868	12	Revenues and Benefits	Salaries	3,880	3,782	(97)	0	(97)
2,285	0		Non-Sal Exp	2,285	2,279	(6)	0	(6)
(2,166)	0		Income	(2,166)	(2,128)	38	0	38
3,986	12		Sub-Total	3,998	3,933	(65)	0	(65)
1,300	154	Strategic Finance	Salaries	1,454	1,414	(40)	0	(40)
2,526	0		Non-Sal Exp	2,526	2,526	0	0	0
(256)	0		Income	(256)	(256)	0	0	0
3,571	154		Sub-Total	3,725	3,685	(40)	0	(40)
11,199	(14)		Salaries	11,185	11,007	(178)	(62)	(116)
5,668	0		Non-Sal Exp	5,668	5,726	58	0	58
(2,583)	0		Income	(2,583)	(2,555)	28	0	28
14,284	(14)		Total	14,270	14,178	(92)	(62)	(30)

48. A year end drawdown from the Insurance contingency of £300k is projected at Month 5, a nil movement from Month 4. The contingency of £400k provided for Insurance was fully utilised in 2014/15, as costs exceeded the available base budget of £359k. Payments of £850k were made in 2014/15 significantly lower than in previous years of which the £91k over budget was funded by a release from the Insurance provision. The payments this year are projected to further drop and at this time claims payments are projected to be in the region of £612k.
49. In addition to the improvement in the claim payments position, there has also been a slight reduction in the projected Insurance provision required to be held to cover the Council's liability for open Insurance claims, which further supports the reduction in the draw upon contingency. The provision held at the end of 2014/15, was significantly lower than in previous years as a result of robust challenging of claims by the Insurance team and successful mitigation of a variety of high value claims, which has continued into this year.
50. As such, it is expected that the full contingency will not be required this year. This will continue to be monitored throughout the year, however, any seasonal or exceptional claims could be funded through the General Insurance reserve if necessary.

Table 9: Development & Risk Contingency

Original Budget £'000	Budget Changes £'000	Development & Risk Contingency	Month 5		Variance (+ adv / - fav)		
			Revised Budget £'000	Forecast Outturn £'000	Variance (As at Month 5) £'000	Variance (As at Month 4) £'000	Movement from Month 4 £'000
400	0	Uninsured Claims	400	300	(100)	(100)	0
400	0	Current Commitments	400	300	(100)	0	(100)

RESIDENTS SERVICES GENERAL FUND (£625k underspend, £53k improvement)

51. Residents Services Directorate is showing a projected outturn underspend of £625k at Month 5, excluding pressure areas that have identified contingency provisions.

Table 10: Group Operating Budgets

Original Budget £'000	Budget Changes £'000	Service	Month 5		Variance (+ adv / - fav)			
			Revised Budget £'000	Forecast Outturn £'000	Variance (As at Month 5) £'000	Variance (As at Month 4) £'000	Movement from Month 4 £'000	
13,368	0	Deputy Director Residents Services	Salaries	13,368	13,368	0	0	0
21,204	(26)		Non-Sal Exp	21,178	21,142	(36)	(36)	0
(10,051)	0		Income	(10,051)	(9,901)	150	113	37
24,521	(26)		Sub-Total	24,495	24,609	114	77	37
1,844	(90)	Development and Assets	Salaries	1,754	1,754	(0)	(0)	0
7,575	0		Non-Sal Exp	7,575	8,170	595	536	60
(2,397)	5		Income	(2,393)	(2,393)	(0)	(0)	0
7,021	(85)		Sub-Total	6,936	7,531	595	535	60
803	0	Estates and Tenancy Management	Salaries	803	803	0	0	0
1,254	9		Non-Sal Exp	1,264	1,264	0	0	0
(3,414)	0		Income	(3,414)	(3,321)	93	159	(66)
(1,357)	9		Sub-Total	(1,348)	(1,255)	93	159	(66)
5,050	0	Policy, Highways and Community Engagement	Salaries	5,050	5,000	(50)	(76)	26
6,004	(1)		Non-Sal Exp	6,002	5,977	(25)	(25)	0
(12,572)	0		Income	(12,572)	(12,779)	(207)	(207)	0
(1,519)	(1)		Sub-Total	(1,520)	(1,802)	(282)	(308)	26
4,135	0	Planning and Enforcement	Salaries	4,135	3,978	(157)	(108)	(49)
1,626	320		Non-Sal Exp	1,946	1,926	(20)	(20)	0
(2,972)	(320)		Income	(3,292)	(3,578)	(286)	(280)	(6)
2,789	0		Sub-Total	2,789	2,326	(463)	(408)	(55)
12,777	(76)	Green Spaces & Culture	Salaries	12,701	12,708	7	29	(22)
9,229	(445)		Non-Sal Exp	8,784	8,485	(299)	(278)	(21)
(9,819)	86		Income	(9,733)	(9,766)	(33)	(1)	(32)
12,186	(434)		Sub-Total	11,752	11,427	(325)	(251)	(74)
7,916	24	Communication, ICT and Customer Development	Salaries	7,940	7,821	(119)	(156)	37
4,241	177		Non-Sal Exp	4,418	4,421	3	3	(0)
(2,767)	23		Income	(2,744)	(2,744)	0	0	0
9,390	224		Sub-Total	9,614	9,498	(116)	(153)	37
5,279	52	Business and Technical Support	Salaries	5,331	4,958	(373)	(378)	5
879	(2)		Non-Sal Exp	878	840	(38)	(38)	0
(3,772)	0		Income	(3,772)	(3,502)	270	290	(20)
2,386	50		Sub-Total	2,436	2,296	(140)	(125)	(15)
3,537	(1,248)	Policy and Standards - Education, Housing and Public Health	Salaries	2,289	2,139	(150)	(98)	(52)
5,236	4		Non-Sal Exp	5,240	5,364	124	0	124
(5,559)	321		Income	(5,238)	(5,312)	(74)	0	(74)
3,214	(923)		Sub-Total	2,291	2,191	(100)	(98)	(2)
54,707	(1,337)	Residents Services	Salaries	53,370	52,528	(842)	(787)	(55)
57,248	37		Non-Sal Exp	57,285	57,589	304	140	164
(53,324)	114		Income	(53,210)	(53,297)	(87)	74	(161)
58,631	(1,186)		Sub-Total	57,445	56,820	(625)	(572)	(53)

52. The overall variance is a result of staffing underspends across the group and favourable income projections in highways and planning, offset mainly by pressure on maintenance

budgets in development & assets as well as parking income shortfalls at Cedars and Grainges car parks and in Imported Food sampling.

53. The Council's 2014/15 contingency budget contains provision for areas of expenditure or income within Residents Services for which there is a greater degree of uncertainty. The position against these contingency items is shown in Table 2 below.

54. At month 5 projected calls on contingency are £7k below provision. The table below shows the breakdown for each contingency item.

Table 11: Development and Risk Contingency

Original Budget	Budget Changes	Development & Risk Contingency	Month 5		Variance (+ adv / - fav)		
			Revised Budget	Forecast Outturn	Variance (As at Month 5)	Variance (As at Month 4)	Movement from Month 4
£'000	£'000		£'000	£'000	£'000	£'000	£'000
236	0	Carbon Reduction Commitment	236	236	0	0	0
1,836	0	Impact of welfare reform on homelessness (Current)	1,836	1,836	0	0	0
2,211	0	Waste Disposal Levy (Demand-led Tonnage Increases)	2,211	2,204	(7)	(40)	33
4,283	0	Current Commitments	4,283	4,276	(7)	(40)	33

55. The last quarter of 2014-15 and the first five months of 2015/16 have seen an increase in the numbers of temporary accommodation requirements above the original MTFP forecast. Within this increase, a higher proportion are in high cost Bed & Breakfast placements. Temporary Accommodation and housing advice data for the period July to September are shown below. B&B numbers have steadily risen since mid - July, with the September figure at 200.

Table 12: Housing Needs performance data

	2015		
	July	August	September
Homeless Threat, Priority Need & Eligible	122	92	83
Presenting As Homeless	69	69	48
Duty Accepted	22	28	25
Households in Temporary Accommodation	585	604	594
Households in B&B	199	224	200

56. Increases in homelessness caseloads present a rising level of risk within the service, with the most recent data showing 114 cases awaiting a decision and a total of 328 prevention cases ongoing. Despite these continuing challenges to the service, the risk is expected to be contained within the current provision of £1,836k. It is anticipated this can be achieved through a combination of activities.

57. These will include lower than projected spend on Finders' Fee, Find Your Own and other schemes, vacancy management, better than expected performance on voids & arrears and release of earmarked reserves.

58. Key variables in terms of keeping high cost Bed & Breakfast type accommodation to a minimum are the prevention rate and the supply of properties.

59. The increasing pressure on supply and private sector rents means that the level of incentives payable to secure both prevention and Temporary Accommodation properties continues to increase, and is significantly higher than the cost of previous schemes. However, they remain significantly lower in cost than current Bed and Breakfast provision. The chief constraint continues to be the supply and availability of properties given the increasing difference between HB subsidy and market rents.
60. A contingency of £2,211k has been set aside to fund estimated increases in waste tonnages via the levy and the move to a new compliant rubble and hardcore contract. In June 2015, the Council commenced a new dry recycling contract, which is returning a variable net cost per tonne of recyclate collected, as opposed to producing a small income stream in 2014/15, following a change in market conditions.
61. Early indications are showing a decline in the market for commodities within the recyclate collected and a higher than projected level of residual waste in the recycling loads. Projections currently show costs could be up to £155k per annum higher than the £560k initially modelled due to these factors.
62. The Council has received a rebate of £122k as a one-off payment from West London Waste Authority following a revaluation of NNDR liabilities and this is offsetting the projected overspend on Dry Recycling.
63. The contingency for the Carbon Reduction Commitment is for the estimated costs to purchase carbon allowances.

Deputy Director Residents Services (£114k overspend, £37k adverse)

64. There is a reduced projection in Imported Food sampling income based on receipts to end of August of £150k (£37k adverse). This income stream is experiencing continuing volatility following the cessation of green bean testing from 1st July 2015. The service is currently experiencing a sustained reduction in income of between £6k and £10k per week. There is, however, the potential of new income sampling income streams (green chillies) coming online later in the year, subject to the required European Directive.
65. Following the cessation of the short-term grant funding from the DCLG in support of weekly recycling and food waste collections, it is forecast that the Council will be required to start to draw from reserves during 2015/16 for this activity. The Council has built up an earmarked reserve from the initial funding tranches which it is anticipated will be sufficient to fund the cost of continuing to run the service over the next two financial years.

Development and Assets (£595k overspend, £60k adverse)

66. There is a forecast pressure of £395k due to a high level of reactive maintenance works based on previous years' expenditure, relating to works at the Civic Centre and Borough-wide. There is ongoing work on existing contracts, to enable this pressure to be managed down and ensure only essential works are undertaken.
67. A number of one-off rectification works at the Civic Centre have been identified following compliance testing. After allowing for capital items this is currently forecast at £200k (£60k adverse).

Estates and Tenancy Management (£93k overspend, £66k favourable)

68. At Month 5 there is a projected income pressure of £93k on garages income (£66k favourable). The favourable movement relates to a revised income projection based on the most up to date income schedules received from the service.

Policy, Highways & Community Engagement (£282k underspend, £26k adverse)

69. At month 5, the service is reporting a staffing underspend of £50k (£26k adverse), and an underspend of £25k (no change) from various non-staffing budgets across the service area.

70. Income projections across the service continue to exceed budget by £207k (no change) from crossovers and various other income streams.

Planning and Enforcement (£463k underspend, £55k favourable)

71. There are staffing underspends across the service of £155k (£49k favourable), primarily in planning enforcement.

72. There is a projected net overachievement of Development Control income of £286k (£6k favourable), which assumes a continuation of exceeding the budgeted income experienced in 2014/15.

Green Spaces, Sport & Culture (£325k underspend, £74k favourable)

73. The revised salary overspend for month 5 is £7k (£21k favourable) relating to restructures not yet implemented. A revised projection on non-staffing costs within Green Spaces such as equipment maintenance and materials purchases has resulted in a favourable movement of £21k.

74. There is a favourable income projection for Cremations of £32k following a higher than normal level of activity for the service compared to the same period in the last financial year.

75. There are further underspends across non-staffing budgets and the key items relate to low early indications of spend in Adult Learning on utilities and other supplies plus underspends identified within Green Spaces.

Communications, ICT and Customer Development (£116k underspend, £37k adverse)

76. The service is reporting a salary underspend of £119k at month 5 (£37k adverse) following additional agency staff recruited at the contact centre for 6 months (£28k) and a revised projection for ICT staffing (£9k).

Business and Technical Support (£140k underspend, £15k favourable)

77. The off-street parking income at the Cedars and Grainges multi-storey car parks continues to experience pressure relating to the loss of season ticket income at both car parks. The most recent income projection forecasts a pressure of £270k, (£20k favourable). This does not include the projected loss of income of £78k through the reduction of spaces available whilst the refurbishment of the Cedars/Grainges car parks is undertaken, given that there is scope to manage this through unallocated general contingency, subject to the usual approvals.

78. There is a projected underspend of £373k (£5k adverse) relating to vacant posts across the service that are not expected to be filled this year. The projection will be revised once restructures are completed. There is also a projected underspend on non-staffing costs of

£38k (no change) that are not expected to be required further to the vacant posts discussed above.

Policy and Standards - Education, Housing and Public Health (£100k underspend, £2k favourable)

79. A number of budget virements have been approved to realign the budgets in the School Improvement Service and the Governor Support service, where the delivery model has changed, which accounts for the large movements between months across the individual expenditure headings. The service is reporting an improvement of £2k on the month 4 projections.

CHILDREN & YOUNG PEOPLE'S SERVICES (£253k underspend, £188k improvement)

Overview of Directorate position

80. The Children and Young People's Service is projecting an underspend of £253k as at Month 5, an improvement of £188k on the Month 4 projections, due to increased underspends on staffing costs within Early Intervention Services.
81. The Month 5 position includes the transfer of the Targeted Programmes Service from Residents Services. With regards to salaries, the Month 5 position shows an underspend of £288k, an adverse movement of £70k from Month 4, due to ongoing recruitment activity across CYPS. The underspend relates to a high level of vacancies in the Early Intervention service, where recruitment is underway in both the Key Worker Service and the Targeted Programmes Service, netted down by the additional cost of agency staff across the remainder of Children's Services, whilst the service undertakes a major recruitment campaign to the new structures.
82. The projected variances at Month 5 are summarised in the following table, with more detail provided in the paragraphs below:

Table 13: Group Operating Budgets

Original Budget £'000	Budget Changes £'000	Service	Month 5		Variance (+ adv / - fav)			
			Revised Budget £'000	Forecast Outturn £'000	Variance (As at Month 5) £'000	Variance (As at Month 4) £'000	Change from Month 4 £'000	
1,038	130	Safeguarding Children	Salaries	1,167	1,257	90	9	82
1,579	20		Non-Sal Exp	1,599	1,699	101	159	(58)
(150)	(13)		Income	(163)	(162)	1	1	0
2,467	137		Sub-Total	2,603	2,795	192	168	24
3,545	1,209	Early Intervention Services	Salaries	4,754	4,124	(630)	(446)	(184)
3,631	601		Non-Sal Exp	4,232	4,126	(106)	(152)	46
(707)	(278)		Income	(985)	(1,091)	(106)	(100)	(6)
6,469	1,532		Sub-Total	8,001	7,159	(842)	(698)	(144)
2,091	801	Looked After Children	Salaries	2,891	2,860	(31)	33	(65)
744	(48)		Non-Sal Exp	696	3,147	2,452	2,497	(46)
(294)	170		Income	(123)	(2,595)	(2,472)	(2,472)	0
2,541	923		Sub-Total	3,463	3,412	(52)	59	(111)
8,352	(847)	Children's Resources	Salaries	7,505	7,788	283	46	237
12,428	1,114		Non-Sal Exp	13,542	14,118	576	562	14
(7,177)	(842)		Income	(8,019)	(8,429)	(410)	(202)	(208)
13,603	(575)		Sub-Total	13,028	13,477	449	406	43
15,025	1,292	Directorate Total	Salaries	16,317	16,029	(288)	(358)	70
18,382	1,687		Non-Sal Exp	20,068	23,091	3,023	3,066	(44)
(8,327)	(962)		Income	(9,290)	(12,277)	(2,988)	(2,773)	(214)
25,079	2,017		Total	27,096	26,843	(253)	(65)	(188)

Safeguarding Children (£192k overspend, £24k adverse)

83. The service is reporting an overspend of £192k, an adverse movement of £24k on the Month 4 position due to an increase in the projected cost of agency staff. The service pressure relates to an overspend of £90k on staff due to a number of agency staff covering vacant posts and an overspend of £101k on non-staffing which relates to an increase in Child Protection, LSCB and Family Conference delivery costs.

Early Intervention Services (£842k underspend, £144k improvement)

84. This service, which now includes the Targeted Programmes service, is reporting an underspend of £842k, an improvement of £144k on the Month 4 position, due to an increase in the projected underspend on staffing costs, where the service continues to experience a high level of staff vacancies, whilst permanent recruitment of staff is being progressed. This relates to an underspend of £630k on salaries, which is due to a relatively high number of vacant posts that exist in the new structure, which need to be recruited to, reflecting the impact of implementing the new structures, an underspend of £106k on non-staffing costs, which relates to the cessation of the CfBT (young people's support, information, advice and guidance (YSIAG) services) contract and a surplus of £106k on income, which primarily relates to the receipt of additional grant funding being provided for the programme management of the next phase of the Troubled Families Grant.

Looked After Children (£52k underspend, £111k improvement)

85. The service is reporting an underspend of £52k, an improvement of £111k on the Month 4 projections, due to a slight reduction in projected staffing costs and planned training programmes. The underspend reported relates to a £65k underspend on staffing costs due to reduced cost of agency staff, an overspend of £2,452k on non-staffing costs, which primarily relates to the cost of the Skylakes managed service and a surplus of £2,472k on income to reflect a proposed use of earmarked reserves to fund the Skylakes managed service.

Children's Resources (£449k overspend, £43k adverse)

86. The service is reporting an overspend of £449k, an adverse movement of £43k on the Month 4 projections, due to an increase in the projected cost of agency staff. The overspend reported relates to an overspend of £283k on staffing due to a high level of agency staff being employed prior to instigating a major staff recruitment campaign, which will be launched at the beginning of October 2015 and an overspend of £576k on non-staffing costs, due primarily to the cost of allowances, including Section 17 payments, netted down by additional income of £410k, which primarily relates to a proposed use of earmarked reserves to fund the Coram and HCL managed service contract and the cost of agency staff whilst the service continues to seek to recruit permanent staff to the new structure.

Development & Risk Contingency Items

Table 14: Development & Risk Contingency

Original Budget	Budget Changes	Development & Risk Contingency	Month 5		Variance (+ adv / - fav)		
			Revised Budget	Forecast Outturn	Variance (As at Month 5)	Variance (As at Month 4)	Movement from Month 4
£'000	£'000		£'000	£'000	£'000	£'000	£'000
1,272	0	Asylum Funding Shortfall	1,272	2,212	940	940	0
465	0	Social Care Pressures (Children's)	465	3,086	2,621	2,021	600
(117)	0	Early Support Cost Avoidance	(117)	(117)	0	0	0
1,298	0	Potential Shortfall in Social Care & Health Integration Funding	1,298	1,298	0	0	0
2,918	0	Current Commitments	2,918	6,479	3,561	2,961	600

Asylum Service (£940k overspend, no change)

87. This service is projecting a draw down of £2,212k from the Development and Risk Contingency, £940k above the budget, no change on the Month 4 position. The overspend reported, relates to a reduction in the Home Office Grant, which was notified in March 2015 and a reduction in the grant funding received, which relates to the change in the age profile of Asylum Seeking children as the growth in the over 18 population is projected to increase at a higher rate than the number of new Asylum Seekers below 18, where the grant is significantly higher (£114 per day for eligible under 16's and £91 per day for eligible 16 to 17 year olds, compared to £150 per week for eligible 18+).
88. A recent notification from other councils indicates that they are experiencing growth in this provision, especially those with sea ports. This has resulted in a number of significant conversations with the Home Office, who are being asked to consider fully funding the cost of support for Asylum Seeking Children.
89. At present, Hillingdon is not experiencing a significant increase in the number of Asylum Seeking Children, however, Hillingdon is experiencing a growing over 18 population compared to the under 18 population.

Social Care Pressures - Children's Demographics (£2,621k overspend, £600k adverse)

90. The service is projecting a drawdown of £3,086k from the Development and Risk Contingency, £2,621k above the budget and an adverse movement of £600k on the Month 4 position, due to an increase in the number of high cost placements, including residential placements that have been made to support children with complex needs and those where there is an identified safeguarding risk.
91. Senior Management have implemented a vigorous monitoring and review process to ensure that the correct decisions are being made on the most appropriate placement for an individual child. Decisions are scrutinised and then agreed at a weekly panel meeting, chaired by the Assistant Director of Children's Services, the placement data is then reviewed each month where the main focus is on the higher cost placements. Going forward the placement budget will be reviewed on a weekly basis to ensure that the most up to date financial position is available.
92. Over the last year, there have been a number of changes across this part of the service, including the extension of the Staying Put legislation, which increases the age range for children up from 18 to 21 to stay in their current foster care placement, a significant move towards the issuing of Special Guardianship Orders and a court ruling requiring connected persons to be paid an allowance equivalent to an In-House Foster Carer. All of these changes have increased the cost of placements. They also remove a potential In House Foster Carer from the system as in most cases the new arrangements restricts them from looking after new children.

Early Support Cost Avoidance (Nil variance, no change)

93. The service is projecting that it will be able to deliver a saving of £117k identified within the Development and Risk Contingency, through a review of the resources required to deliver the new Early Support and Intervention services.

Social Care and Health Integration Fund (Nil variance, no change)

94. The service is projecting a drawdown of £1,298k from the Development and Risk Contingency, in line with the budget, no change on the Month 4 position. This relates to the additional cost of appointing agency staff, whilst the service implements a major recruitment campaign.

ADULT SOCIAL CARE (£183k underspend, £46k adverse movement)

95. As at Month 5, the Adult Social Care Service is forecasting an underspend of £183k, an adverse movement of £46k from Month 4. Whilst there are forecasts of underspends on salaries and over recovery of income, there remain a number of pressures on non-salary expenditure which the service continues to mitigate through robust management of the overall expenditure and income within the base budgets. Within All Age Disabilities, the in year savings anticipated from the delivery of the Supported Living Programme have slipped as there have been delays in the opening dates of schemes. Within Social Work, pressures remain within the home care market as the block contract providers continue to experience difficulties in delivering additional hours leading to greater use of higher cost spot purchases. Within Early Intervention and Prevention, there are pressures from the slippage in the timetable for the delivery of new models for Learning Disabilities and cost pressures arising from the new agency staff contract.

Table 15: Adult Social Care Operating Budgets

Original Budget £'000	Budget Changes £'000	Service	Month 5		Variance (+ adv / - fav)		Movement from Month 4	
			Revised Budget £'000	Forecast Outturn £'000	Variance (As at Month 5) £'000	Variance (As at Month 4) £'000		
5,402	2,499	All Age Disabilities	Salaries	7,900	7,357	(543)	(484)	(59)
44,007	339		Non-Sal Exp	44,347	46,036	1,689	1,422	267
(6,852)	(1,563)		Income	(8,415)	(9,280)	(866)	(686)	(180)
42,557	1,275		Sub-Total	43,832	44,112	280	253	27
4,294	7	Social Work	Salaries	4,301	4,012	(289)	(254)	(35)
29,110	(15)		Non-Sal Exp	29,095	29,234	138	93	45
(8,267)	8		Income	(8,259)	(8,366)	(108)	(110)	3
25,138	(0)		Sub-Total	25,138	24,879	(258)	(272)	13
9,018	(45)	Early Intervention & Prevention	Salaries	8,973	9,099	126	110	16
3,370	(130)		Non-Sal Exp	3,240	3,116	(124)	(103)	(21)
(11,826)	0		Income	(11,826)	(11,750)	76	73	3
562	(174)		Total	388	465	78	80	(2)
2,185	206	Safeguarding Quality & Partnerships	Salaries	2,391	2,369	(22)	(27)	5
7,165	28		Non-Sal Exp	7,193	6,922	(271)	(265)	(6)
(378)	0		Income	(378)	(270)	108	121	(13)
8,972	234		Sub-Total	9,206	9,021	(185)	(171)	(14)
294	120	Directorate & Support	Salaries	414	364	(50)	(50)	0
894	161		Non-Sal Exp	1,054	1,007	(47)	(69)	22
0	0		Income	0	0	0	0	0
1,188	281		Sub-Total	1,468	1,371	(97)	(119)	22
21,193	2,787	Directorate Total	Salaries	23,979	23,201	(779)	(706)	(73)
84,546	383		Non-Sal Exp	84,930	86,314	1,385	1,079	306
(27,322)	(1,555)		Income	(28,877)	(29,666)	(789)	(601)	(188)
78,417	1,615		Total	80,032	79,849	(183)	(228)	46

96. The Council's 2015/16 Development and Risk Contingency contains provision for areas of expenditure within Adult Social Care for which there is a greater degree of uncertainty. In part this is caused by in year demographic changes in the number of adults requiring care and support for a range of care needs, and Children with Disabilities who transition into Adult

Social Care on reaching adulthood as well as increased demand from Children with Special Educational Needs Children who require transport.

97. There is also a contingency arising from the Winterbourne View Review to cover a small number of adults who are currently in long term secured accommodation run by the NHS and are planned to be moved into community settings and become the responsibility of the Council.
98. Table 16 sets out the forecast spend against the development and risk contingency.

Table 16: Development & Risk Contingency

Original Budget £'000	Budget Changes £'000	Development & Risk Contingency	Month 5		Variance (+ adv / - fav)		
			Revised Budget £'000	Forecast Outturn £'000	Variance (As at Month 5) £'000	Variance (As at Month 4) £'000	Movement from Month 4 £'000
380	0	Increase in Transitional Children due to Demographic Changes	380	380	0	0	0
129	0	Social Care Pressures (Adult)	129	129	0	0	0
393	0	Winterbourne Pressures	393	187	(206)	(206)	0
520	0	SEN Transport	520	320	(200)	(200)	0
1,422	0	Current Commitments	1,422	1,016	(406)	(406)	0

99. At Month 5 it is anticipated that the contingency for Transitional Children and Adult Pressures are currently forecast to be used in full. These areas are kept under close review and any changes anticipated will be reported as the year progresses.
100. Further work on the transport budget and contingency is being undertaken as part of a review of the provision of transport for Children with Special Educational Need's and disabled adults, is currently forecast to lead to a reduction of £200k against the full contingency. The timing of the implementation of the review of client eligibility has slipped from September to January 2016, which may lead to a reduction in the forecast underspend.
101. A review of the Winterbourne View cases has identified that 6 people are likely to transfer in 2015-16 with a part year cost of £187k. The balance of the remaining £206k will be needed in 2016-17 to fund the full year cost of these placements.

All Age Disabilities (AAD) (£280k overspend, £27k adverse movement)

102. The AAD Service approved restructure plan is now being implemented and a recruitment drive is underway to fill vacant posts in the new service with some appointments being made during Month 5. The staff budget is forecast to underspend by £543k, an increase in underspend of £59k since Month 4. This increase is a result of internal appointments being made and posts the internal candidates were in now being vacant. This position will continue to be closely monitored.
103. Within the placements budget a pressure of £1,700k is forecast, this has increased by £267k since Month 4. Part of this pressure arises from the slippage in the Supported Living Programme. The movement this month is in part offset by additional income recharge income of £180k, leaving an increase in pressure of £87k. Honeycroft which is providing 16 supported living units is currently estimated to be available for placing clients from November

2015. Work with providers to deliver other Supported Living schemes such as deregistration of care homes is also taking longer than originally planned.

104. In addition to existing pressures on the placements budgets, the devolution of the Independent Living Fund (ILF) from the DWP to the Council was transferred from 1 July 2015. The fund provided additional resources to 34 clients. All of these clients have now been reassessed in line with the Care Act eligibility requirements and the total additional cost for this year is £612k. The funding delegated to the Council totals £428k for the period July 2015 to March 2016 leaving a pressure of £184k. The funding delegated was net of £90k estimated income from client contributions, actual client contributions is £19k. There are a number of these clients receiving support which may be classified as continuing health care (CHC) and CHC referrals have been made to the CCG and the outcome of the assessments is awaited. If assessed as CHC then funding received from the CCG will help to mitigate this pressure. Any future funding for these clients from April 2016 and beyond has yet to be announced.

Social Work (£258k underspend, £13k adverse movement)

105. There are a number of vacant posts within the Social Work Service which are currently subject to recruitment. In addition, there are vacancies with the Telecareline staff establishment. The forecast underspend is £289k, a favourable movement of £35k since Month 4.

106. The non-staffing budget is forecast to overspend by £138k, an adverse movement of £45k since Month 4. The adverse movement relates to a small increase in placements in Residential & Nursing Homes. Whilst the cost pressures from the new homecare contracts that commenced in November 2014 are continuing, these are being offset by robust demand management within the service. Income, mainly from client contributions, is currently forecast to overachieve by £108k.

Early Intervention & Prevention (£78k overspend, £2k favourable movement)

107. A pressure of £126k, an adverse movement of £16k from Month 4, is forecast against the staffing budget. This pressure is due to an increase in hourly rates being charged for the use of temporary care staff being provided in council run establishments, by the new provider of agency staff for the Council. A wide ranging review of this contract with the provider is continuing including the need to mitigate the additional costs arising from the increase in hourly rates. The provider is also struggling to provide the required number of agency staff to meet the needs of the service. Proactive management action particularly in reducing sickness absence amongst staff continues to reduce this pressure.

108. There is slippage in the project to develop new models of delivery for in-house Learning Disability services. It is now anticipated that this project will not be completed until 2016-17 and therefore compensatory in year savings have been identified to make up the shortfall in savings. The identification of the savings has resulted in a forecast underspend of £124k against non-staffing budgets, a favourable movement of £21k since Month 4.

109. There is a pressure on the Income budget of £76k; this is due to a forecast reduction in client contributions.

Safeguarding Quality & Partnerships (£185k underspend, £14k favourable movement)

110. There is a small underspend forecast on staff costs of £22k, an adverse movement £5k since Month 4, the underspend is mainly on the Supported Living Team.

111. The placement budgets forecast is for an underspend of £271k, a movement of £6k compared with Month 4. The underspend is in part offset by pressure on the income budget £108k and from reduced costs of placements for residents with no recourse to public funds.

Directorate & Support (£97k underspend, £22k adverse movement)

112. The forecast underspend arises from the estimated spend on the responsibilities for the Care Act being less than originally anticipated, in part with slippage in spend against the Safeguarding Board. This will continue to be closely monitored during the year.

113. The adverse movement relates to higher costs for external legal advice than previously anticipated.

Appendix B – Other Funds

Schools Budget

Dedicated Schools Grant (£2,091k overspend, £326k improvement)

114. The Dedicated Schools Grant (DSG) is projecting an in year overspend of £2,091k, an improvement of £326k on the month 4 projections, due to a higher than expected number of school leavers over the summer, where schools were expecting more children to stay on. The DSG budget is regularly reviewed and amended by the Department for Education (DfE) due to academy conversions and recalculations of two year old and early years funding. A number of variances reported in previous month's will be dealt with as the budget keeps up to date with the latest approved DSG budget provided to Council's by the DfE.
115. The overspend on the DSG, in the main, reflects the planned use of the surplus balance that was carried forward from 2014/15, where additional resources totalling £1,709k were delegated to schools above the actual amount of DSG and £337k has been earmarked to fund the continuation of the two year capacity building initiative. The remaining pressure relates to a projected increase in the cost of special educational need/Education Health and Care Plan placements as the new banded funding rates are starting to be applied. The following Table summarises the Total DSG income and expenditure for 2015/16.

Table 17: DSG Operating Budgets

Original Budget	Budget Changes	Funding Block	Month 5		Variance (+ adv / - fav)		
			Revised Budget	Forecast Outturn	Variance (As at Month 5)	Variance (As at Month 4)	Change from Month 4
£'000	£'000		£'000	£'000	£'000	£'000	£'000
(145,373)	8,406	Dedicated Schools Grant Income	(136,967)	(136,967)	0	0	0
113,606	(10,817)	Delegated to Schools	102,789	104,337	1,548	1,548	(0)
4,581	(137)	Early Years	4,444	4,735	291	294	(3)
3,604	(148)	Centrally Retained	3,457	3,674	218	223	(6)
23,582	2,696	Special Needs	26,278	26,312	34	351	(317)
0	0	Total Schools Budget	0	2,091	2,091	2,417	(326)
0	0	Balance Brought Forward 1 April 2014	(4,083)	(4,083)			

Dedicated Schools Grant Income: nil variance, no change

116. The Department for Education (DfE) have confirmed that the DSG has been adjusted and increased by £456k following a reconciliation by the DfE of the funding provided for 3 and 4 year olds, where the pupil numbers have increased compared to the estimates used. As a consequence of this, the budgets have been realigned across the Funding Blocks. Further adjustments will be required to account for the conversion of the Hillingdon Tuition Centre (Pupil Referral Unit), which converted to academy status on 1 September 2015.

Delegated to Schools: £1,548k overspend, no change

117. The overspend of £1,548k is due to Schools Forum agreeing to utilise part of the surplus balance carried forward from 2014/15 by delegating more resources to schools than were provided in the DSG budget provided.

Early Years: £291k overspend, £3k improvement

118. The Early Years funding block is projecting an overspend of £291k, an improvement of £3k on the month 4 position. The overspend is primarily due to Schools Forum allocating £337k of DSG funds above the base budget to fund the continuation of the 2 year old capacity building initiative.

Centrally Retained: £218k overspend, £6k improvement

119. The centrally retained budgets are projecting an overspend of £218k, an improvement of £6k on the month 4 position. The main reason for the overspend is due to the cost of the three new Basic Need Academy school set up costs and diseconomies of scale funding, including Lake Farm and John Locke, which opened in September 2014 and St Martin's, which opened in September 2015 and the increased costs of support services in line with the 2014/15 outturn figures, which will be charged to the DSG.

Special Needs: £34k overspend, £317k improvement

120. The Special Needs budgets are projecting an overspend of £34k, an improvement of £317k on the month 4 position, which is due primarily to a higher number of school leavers than were predicted. This position could change once the review of the banding of children in special schools has been completed. Early indications suggest that the top-up funding provided will increase. It is worth noting that there is a significant movement in the cost of Independent School placements, which is projected to be £484k lower than that incurred in 2014/15.

School Academy Conversions

121. The Academies Act 2010, allows schools to convert to academy status and by doing so will receive funding directly from the Education Funding Agency (EFA). Schools can convert at any point in the year, once they have converted, a number of adjustments will be required to realign the DSG Income budget and the amount delegated to schools. The DfE maintain a register online, indicating which schools are proposing to convert. For Hillingdon, Chantry Special School (renamed the Young Peoples Academy) converted on 1 April 2015 and the Hillingdon Tuition Centre converted on 1 September 2015 (this was delayed by one month).

Year End Balances

122. The DSG is allowed to carry forward any in year over or underspends. At the end of the 2014/15 financial year, the DSG had a surplus balance of £4,083k. It should be noted that where the DSG is expected to underspend, it is anticipated that this will be factored into the total DSG available for delegation in the following year. At its meeting on 15 January 2015, Schools Forum agreed to include £1,709k of this surplus within the Schools Delegated Budget for 2015/16, additionally they agreed to set aside £337k for two year old capacity funding as an earmarked reserve for the two year old free entitlement offer in 2015/16. Based on the projected outturn position reported in the table above, the projected year end balance will reduce to £1,992k.

Parking Revenue Account: (£166k in year surplus, £8k improvement)

123. The Parking Revenue Account is established to govern the use of income from Penalty Charges Notices (PCNs), together with other on-street parking income streams, in accordance with Section 55 of the Road Traffic Regulation Act 1984.

Table 18: Parking Revenue Account Budget

Original Budget £'000	Budget Changes £'000	Service	Month 5		Variance (+ adv / - fav)		
			Revised Budget £'000	Forecast Outturn £'000	Month 5 £'000	Month 4 £'000	Movement £'000
(4,076)	0	Income	(4,076)	(4,025)	51	59	(8)
4,076	0	Expenditure	4,076	3,857	(217)	(217)	0
0	0	In-year (Surplus) / Deficit	0	(166)	(166)	(158)	(8)

124. An in-year surplus of £166k is forecast for the 2015/16 financial year. There is a total shortfall of income of £51k. The favourable movement of £8k from Month 4 relates to a revised projection for Pay & Display income. The income pressure is offset by compensating underspends totalling £219k. The favourable position is a result of a review of recharges to the PRA and a decrease in the cost of levies.

Collection Fund (£1,438k surplus, nil movement)

125. The collection of local taxes is managed through the Council's Collection Fund in order to avoid short-term volatility in income impacting on provision of services. Sums quoted related to the Council's own share of income and disregard monies collected on behalf of the Greater London Authority and Central Government.

126. The overall outlook for the fund is positive, with a surplus of £1,438k anticipated at this early stage of the year arising from a £2,563k surplus on Council Tax and £1,125k deficit on Business Rates. Any surplus or deficit will be released to the General Fund from 2016/17 and reflected in the Council's Medium Term Financial Forecast. There has been no movement from the position reported at Month 4.

Table 19: Collection Fund

Original Budget	Budget Changes	Service	Month 5		Variance (+ adv / - fav)			
			Revised Budget	Forecast Outturn	Variance (As at Month 5)	Variance (As at Month 4)	Movement from Month 4	
£'000	£'000		£'000	£'000	£'000	£'000	£'000	
(115,652)	0	Council Tax	Gross Income	(115,652)	(116,809)	(1,157)	(1,157)	0
14,153	0		Council Tax Support	14,153	13,729	(424)	(424)	0
(2,697)	0		B/fwd Surplus	(2,697)	(3,679)	(982)	(982)	0
(104,196)	0		Sub-Total	(104,196)	(106,759)	(2,563)	(2,563)	0
(111,480)	0	Business Rates	Gross Income	(111,480)	(109,432)	2,048	2,048	0
(860)	0		Section 31 Grants	(860)	(836)	24	24	0
60,287	0		Less: Tariff	60,287	60,287	0	0	0
4,598	0		Less: Levy	4,598	3,561	(1,037)	(1,037)	0
500	0		B/fws Deficit	500	590	90	90	0
(46,955)	0	Sub-Total	(46,955)	(45,830)	1,125	1,125	0	
(151,151)	0	Total Collection Fund	(151,151)	(152,589)	(1,438)	(1,438)	0	

127. As a result of strong performance on collection to date and resulting reduction in provision for doubtful debts, a £1,157k overachievement of income is projected on Council Tax income at Month 5. In addition, a reduction in eligibility for the Council Tax Reduction Scheme has been seen since approval of the taxbase in January 2015, accounting for a further favourable variance of £424k in 2015/16. Taking account of the £982k surplus brought forward from 2014/15, £2,563k is therefore expected to be available for release to the General Fund in future years.
128. Primarily as a result of continuing delays in bringing Heathrow Terminal 2 back into the rating list since its opening in June 2014, a deficit of £2,048k is reported on the Council's 30% share of Business Rates income. The corresponding reduction in the levy on growth, alongside minor variances on Section 31 grant income and the brought forward deficit, reduces the ultimate impact on the General Fund to £1,125k. It is expected that this position will improve as the full value of new hereditaments are reflected in the rating list, although there has been no change in the situation over the previous month.

Appendix C – Housing Revenue Account

The Housing Revenue Account (HRA) forecast is a surplus of £459k, a movement of £327k from Month 4. The table below presents key variances by service area:

Table 20: Housing Revenue Account

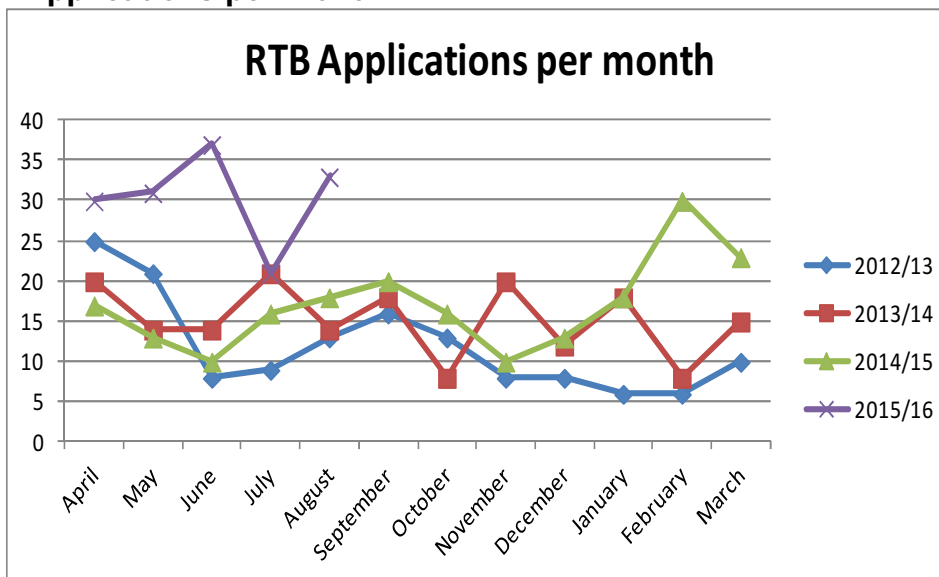
Original Budget	Service	Month 5		Variance (+ adv / - fav)	Variance (+ adv / - fav)	Variance Month 5 - Month 4
		Revised Budget	Forecast Outturn	Variance (As at Month 5)	Variance (As at Month 4)	
£'000		£'000	£'000	£'000	£'000	£'000
(57,573)	Rent Income	(57,573)	(57,180)	393	392	0
(5,347)	Other Income	(5,347)	(5,387)	(40)	(40)	(0)
(62,919)	Net Income	(62,919)	(62,567)	352	352	0
10,805	Housing Management	10,805	10,922	117	113	4
5,320	Tenant Services	5,320	4,984	(336)	(327)	(9)
5,078	Repairs	5,078	4,792	(286)	(188)	(98)
3,477	Planned Maintenance	3,477	3,171	(306)	(82)	(224)
19,810	Contribution to Works to Stock	19,810	19,810	0	0	0
15,212	Interest & Investment Income	15,212	15,212	0	0	0
1,553	Development & Risk Contingency	1,553	1,553	0	0	0
61,256	Operating Costs	61,256	60,445	(811)	(484)	(327)
(1,663)	(Surplus) / Deficit	(1,663)	(2,122)	(459)	(132)	(327)
(30,577)	General Balance 01/04/2015	(30,577)	(30,577)	0	0	0
(32,240)	General Balance 31/03/2016	(32,240)	(32,699)	(459)	(132)	(327)

Rental Income

129. Rental income is unadjusted from the Month 4 position.

130. The number of RTB applications has averaged 14 per month for the period from April 2012 to December 2014. However, for the period January-July 2015 the number of RTB applications has averaged 28 per month, a significant increase in activity. The graph below shows the applications per month since April 2012:

Graph 1: RTB Applications per month



131. There are currently 263 live applications within the RTB process. Using this data it is estimated that a further 137 sales would complete in addition to the 63 sales completed from April-August to give a total of 200 sales for the year.
132. The delivery team which manages the planned and capital works programme for the HRA is projecting a £325k underachievement of capital recharge income in Month 5, which is no change from Month 4.
133. There has been an analysis of the housing management budgets and budgets unlikely to be spent during the year have been identified. This exercise has resulted in the £650k of required savings being successfully achieved. These savings include £150k from the cash incentive scheme and £111k for external training/courses which historically has never been spent.
134. For tenancy services, the projected underspend of £327k relates to salary underspends partly offset by increased agency costs in a number of teams.
135. The repairs budget is currently showing £188k underspend. However, this excludes the cost of the Mears repairs management team of £358k (full year projection) which is covered by the development & risk contingency. There are continuing costs from remedial works at Triscott House (currently estimated at an additional £380k this financial year) and it is anticipated that a proportion of these costs will also be met by the repairs contingency (£322k). The repairs contingency is available to cover one-off costs within the year and totals £680k.
136. Planned maintenance is currently showing an underspend of £306k, which relates primarily to slippage of the cyclical decorations programme into next financial year. This slippage is due to the time required for tendering and leasehold consultation of the cyclical decorations programme, prior to works being able to commence.

Savings

137. The original budget assumes savings of £2,448k as shown within the table below:

Table 21: HRA Savings 2015/16

2015/16 HRA Savings Programme	Housing Management	Repairs	Planned Maintenance	Planned & Repairs	Total Savings	
	£'000	£'000	£'000	£'000	£'000	%
B Banked	0	0	0	0	0	0.00%
G On track for delivery	(650)	(123)	(675)	(1,000)	(2,448)	100.00%
A Potential significant savings shortfall or a significant or risky project which is at an early stage	0	0	0	0	0	0.00%
R Serious problems in the delivery of the saving	0	0	0	0	0	0.00%
Total 2015/16 Savings	(650)	(123)	(675)	(1,000)	(2,448)	100.00%

138. The restructure of the housing service is still being completed but the required 2015/16 savings have been identified and will be realised. The asset management and tenancy services teams are currently reorganising with further significant savings expected to materialise through this process.
139. The responsive maintenance saving of £123k is still on target to be achieved.
140. The £675k of planned maintenance savings have been allocated to budget headings and are expected to be realised.
141. The additional £1,000k expected to be realised from the planned maintenance budget has also been allocated to budget headings and built into the forecasts, with a large proportion of the savings being funded from the cyclical decorations budget, as well as from the insulation budget.

HRA Capital

142. The forecast outturn on the HRA capital programme is set out in the table below:

Table 22 - HRA Capital Expenditure

	Revised Budget 2015/16 £000	Forecast 2015/16 £000	Cost Variance Forecast vs Budget £000	Project Rephasing £000	Total Project Budget 2015-2020 £000	Total Project Forecast 2015-2020 £000	Total Project Variance £000	Movement from Month 4 £000
Dwelling Components	7,750	4,286	(396)	(3,068)	34,355	34,253	(102)	-
Estates / Blocks	2,643	1,977	(166)	(500)	10,117	9,951	(166)	-
Welfare	2,600	1,618		(982)	9,500	9,500		
Other Projects	524	397		(127)	524	524		
Contingency	2,000	2,000		-	10,000	10,000	-	-
Total Works to Stock	15,517	10,278	(562)	(4,677)	64,496	64,228	(268)	
Purchase & Repair	4,267	4,267			11,566	11,566		
New Build - General Needs	2,750	2,750			31,252	30,201	(1,051)	(689)
New Build - RSL					5,400	5,400		
Supported Housing	9,104	1,640		(7,464)	39,737	40,788	1,051	689
Land Appropriations	8,026	3,508		(4,518)	8,026	8,026		
Total Major Projects	24,147	12,165		(11,982)	95,981	95,981		
Former New Build Schemes	97	995	898		97	995	898	
Total	39,761	23,438	336	(16,659)	160,574	161,204	630	
Movement from Month 4		(3,072)	(294)	(2,778)				

Works to Stock

143. The Works to Stock programme is forecasting a phasing underspend of £4,677k as a number of schemes will not be implemented this financial year.

- Dwelling Components - the forecast underspend of £3,464k is partly due to the kitchens and bathrooms programme being under review (£1,200k slippage). There is also projected underspends on roofing projects, double glazing installation, boilers and structural projects.
- Estates and Block Renewal - the forecast underspend of £666k is due mainly to the time required to tender and carry out leaseholder consultation on lift works (£500k slippage into 2015/16), but also includes £166k of revenue costs related to roads and highways.
- Welfare - the sheltered remodelling works programme of £1,000k will slip into 2016/17 to allow time for a detailed programme to be prepared.

- Other Projects - an amount of £127k is forecast as rephasing representing the uncommitted budget for further housing fleet vehicle purchases which may be required in the future but are not anticipated this financial year.
144. Land Appropriations - the current year forecast reflects rephasing of £4,518k as not all sites are likely to be appropriated for supported housing this year. Appropriation of the Acol site has now been slipped into 2016/17, as it is unlikely that any development of the site for supported housing will commence this financial year. Planning discussions regarding the site are still taking place.

Major Projects

145. Purchase and Repair Programme - There have been eight purchases in 2015/16 at a total cost of £1,713k (including stamp duty but not including repairs costs). There are eight other potential buy back properties that have been valued and are at different stages of the acquisition process.
146. Council New Build General Needs Housing - external consultants are reviewing the feasibility of potential developments. Options are being considered on numerous sites following a feasibility review by external consultants.
147. Supported Housing Programme - Approval of two sites has been given, with external cost and design consultants appointed. Design changes required on one of the sites in order to successfully obtain planning (including the removal of the top floor of the design and creation of a basement floor instead), are expected to cost approximately £300k. These increased costs are included within the forecast for Supported Housing however it is anticipated these can be managed from within the overall Major Projects budget. The other sites are under consideration. These timescales require a forecast rephasing of £7,464k.
148. The forecast overspend of £898k on former New Build schemes relates to contractual issues around the Triscott House development which have yet to be resolved. The dispute is going through arbitration which is a lengthy process and the outcome remains uncertain.

HRA Capital Receipts

149. There have been 63 Right to Buy sales of Council dwellings as at end of August 2015 for a total sales value of £5,980k and a total of a further 148 sales are forecast to bring the yearly total to 200, totalling approximately £23,200k in 2015/16.
150. The Council has signed an agreement with Department for Communities & Local Government to re-invest the proceeds in housing stock regeneration. This enables the Council to retain a higher level of receipts because of reduced pooling, however the terms of the agreement stipulate that receipts must be spent within three years or otherwise are returned to government with the addition of punitive interest. The revised General Needs housing programme for 2015-2020 approved by Cabinet in February has been phased to utilise these receipts within the allowed timescales.
151. If the forecast for 2015/16 is 200 RTB sales then the apportionment of receipts is projected overleaf:

Table 23: Projected Apportionment of Receipts 2015/16

		RTB Receipts £	RTB Admin £	Allowable Debt £	LA Assumed Income £	New Provision Receipts £	Pooling Payment £
2015.16	Quarter 1	4,869,300	119,700	1,265,867	117,460	3,068,611	297,661
	Quarter 2	6,127,543	151,050	1,530,949	117,460	4,030,422	297,661
	Quarter 3	6,028,657	148,200	1,592,324	117,460	3,873,011	297,661
	Quarter 4	6,144,593	151,050	1,624,970	117,460	3,953,451	297,661
	Total	23,170,093	570,000	6,014,111	469,840	14,925,496	1,190,646

152. Total receipts would amount to £23,200k, an increase of 19% when compared to 2014/15. New provision receipts would total £14,900k, an increase of 27% when compared to 2014/15.

153. The table below sets out the total level of retained receipts since the inception of the agreement:

Table 24: Retained RTB Receipts

Period	Number of Sales	Retained Right to Buy Receipts Total (£'000)	Allowable Debt Provisional (£'000)	One for One Replacement Provisional (£'000)	Deadline for Utilisation of 1 for 1 Receipts
2012/13 Q4 Actual	33	3,541	946	2,595	March 2016
2013/14 Q1 Actual	13	910	291	619	June 2016
2013/14 Q2 Actual	35	3,046	1,005	2,040	Sept 2016
2013/14 Q3 Actual	24	1,918	598	1,320	Dec 2016
2013/14 Q4 Actual	34	2,678	945	1,733	March 2017
2014/15 Q1 Actual	56	4,817	1,659	3,158	June 2017
2014/15 Q2 Actual	49	4,679	1,480	3,199	Sept 2017
2014/15 Q3 Actual	50	4,583	1,529	3,054	Dec 2017
2014/15 Q4 Actual	36	3,412	1,090	2,322	March 2018
Total Retained Receipts	330	29,584	9,543	20,040	

154. Up to the end of 2014/15 there have been £29,584k retained Right to Buy receipts to be used for allowable debt purposes and one for one housing replacement of which £57k has been applied as capital financing. The first deadline is at the end of this financial year and provisionally requires £2,595k to be spent by March 2016.

155. The use of retained Right to Buy receipts are limited by the regulations to the agreement to a maximum 30% of the cost of replacement housing although regulations also allow 50% of the cost of purchase and repairs expenditure to be financed from retained receipts however this is capped at 6.5% of the total level of receipts in that quarter. Therefore, in order to utilise the £2,595k retained receipts a minimum of £8,560k is required to be spent on one for one replacement by the end of this financial year. There is a risk that the level of required spend will not be achieved by March 2016 due to slippage in the supported housing and other programmes and this is anticipated in the 2016/17 MTFF.

Appendix D – GENERAL FUND CAPITAL PROGRAMME

156. As at Month 5 an underspend of £32,269k is reported on the £110,323k General Fund Capital Programme, with £2,070k favourable cost variances and £30,199k slippage on project expenditure. The forecast outturn variance over the life of the 2015/16 to 2019/20 programme is £2,070k underspend relating partly to completed Primary Schools expansions projects and also on various other schemes.
157. General Fund Capital Receipts of £9,872k are forecast for 2015/16, with total receipts to 2019/20 expected to reach £62,465k, representing a favourable variance of £560k against budget. Slippage of £16,068k in capital receipts originally forecast for 2015/16 is reported with this shortfall expected to be recovered from 2016/17.
158. Overall, Prudential Borrowing required to support the 2015/16 to 2019/20 capital programme is forecast to be within budget by £115k, due to the adverse position of £2,303k reported on 2015/16 Department for Education grant funding offset by Council resourced scheme cost underspends of £1,858k and favourable capital receipts forecast of £560k.

Capital Programme Overview

159. Table 25 below sets out the latest forecast outturn on General Fund capital projects, with project level detail contained in annexes A - C to this report. Forecasts for future years include capital projects and programmes of work approved by Cabinet and Council in February 2015.

Table 25 – General Fund Capital Programme Summary

	Revised Budget 2015/16	Forecast 2015/16	Cost Variance Forecast vs Budget	Project Re-phasing	Total Project Budget 2015-2020	Total Project Forecast 2015-2020	Total Project Variance	Movement from Month 4
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Schools Programme	41,993	38,211	(1,136)	(2,646)	152,677	151,541	(1,136)	-
Main Programme	24,990	13,074	(662)	(11,254)	39,574	38,912	(662)	(727)
Programme of Works	24,105	19,724	(362)	(4,019)	73,892	73,530	(362)	(362)
Future Projects	17,785	5,595	90	(12,280)	67,642	67,732	90	90
Total Main Programme	108,873	76,604	(2,070)	(30,199)	333,785	331,715	(2,070)	(999)
General Contingency	1,450	1,450	-	-	7,450	7,450	-	-
Provision for Additional Schools Funding	-	-	-	-	7,022	7,022	-	-
Total Capital Programme	110,323	78,054	(2,070)	(30,199)	348,257	346,187	(2,070)	(999)
Movement from Month 4	72	(8,675)	(999)	(7,748)	72	(957)	(999)	

160. The total capital programme budget has increased by £72k due to the allocation of Section 106 monies towards two projects including the Chrysalis Programme.
161. The Schools Programme reports a cost underspend of £1,136k mainly relating to completed schemes within the Primary Schools expansions (phase 2) and new build

programmes (phase 3). The main programme contains sufficient overall budget provision for this year for various schemes in the programme to be delivered with a forecast £662k underspend, inclusive of minor cost pressures of £37k on completion of the Central Library Refurbishment and other residual costs totalling £28k on several prior year schemes.

162. The underspend of £362k on Programme of Works is around Private Sector Renewal Grants where elements of the budget remain unallocated and previously assumed future grant funding will not be received.
163. Within Future Projects the forecast overspend is on the Ruislip Lido Boat House replacement scheme where initial cost estimates are around £90k greater than the approved budget as it is now planned to replace the building to a similar size as the original site, rather than on a smaller footprint on which the original budget was based.
164. Slippage of £30,199k is reported across the capital programme as set out in Annex 1d to this report. Major schemes include the Theatre and Museum developments within Future Projects and the Yiewsley Health Centre development within the main programme. Re-phasing has increased by £7,748k on various schemes including the Highways Programme and new Primary and Secondary school expansions which remain at feasibility stage.
165. There remain £7,450k General Contingency unallocated funds within the 2015/16 - 2019/20 programme. It is anticipated that the remaining £7,022k provision for additional school expansions will be required in full to manage growing demand for school places within the borough.
166. Further details on the financial performance of the Schools Programme and the Urgent School Building Condition programme of works are provided in the Schools Cabinet Update Report.

Capital Financing - General Fund

167. Table 26 below outlines the latest financing projections for the capital programme, with a favourable medium term variance of £115k reported on Prudential Borrowing, due to scheme cost underspends and increase in capital receipts forecast largely offset by a shortfall in assumed grant income for the Schools Programme.

Table 26 - General Fund Capital Programme Summary

	Revised Budget 2015/16 £'000	Forecast 2015/16 £'000	Variance £'000	Total Financing Budget 2015-2020 £'000	Total Financing Forecast 2015-2020 £'000	Total Variance £'000	Movement from Month 4 £'000
Council Resource Requirement	81,157	54,934	(26,223)	211,802	212,247	445	(787)
Financed by							
Capital Receipts	25,940	9,872	(16,068)	61,905	62,465	560	56
CIL	2,500	2,000	(500)	20,000	20,000	-	-
Prudential Borrowing	52,717	43,062	(9,655)	129,897	129,782	(115)	(843)
Total Council Resources	81,157	54,934	(26,223)	211,802	212,247	445	(787)
Grants & Contributions	29,166	23,120	(6,046)	136,455	133,940	(2,515)	(212)
Total Programme	110,323	78,054	(32,269)	348,257	346,187	(2,070)	(999)

168. Actual General Fund capital receipts achieved this year as at the end of August total £3,969k and the forecast is £9,872k for 2015/16. There is increased risk in the timing of receipts which is reflected in a downward movement of £1,939k on the forecast for 2015/16. Over the life of the programme there is a favourable variance of £560k due mainly to an increase in the General Fund share of forecast Right to Buy receipts over the original budget. However there is growing risk around the value of a major sale which is likely to go to Land Tribunal and the outcome is highly uncertain. The estimated shortfall on this is £10,000k however it is assumed in the forecast this will be offset by future disposal sites that can potentially be added to the programme over the next five years. This presents a sizeable risk in the delivery of the capital receipts programme in future years.
169. A total of £81k Community Infrastructure Levy (CIL) receipts have been received by the Council to the end of August 2015, which represents no further movement since Month 4. Receipts are projected to reach £2,000k in the current financial year, representing a shortfall of £500k against the budgeted income target, although current forecasts indicate this sum will be recovered over the life of the five year programme. The current year forecast of £2,000k is underpinned by a major retail development which is anticipated to commence later this calendar year.
170. Spend to date on eligible activity exceeds the £81k invoiced to date, with spend on Highways investment and community assets through the Chrysalis Programme meeting the criteria for application of CIL monies. Budgeted expenditure across these projects totals £7,932k for 2015/16, with scope to apply funds in support of schools, libraries and other major community investment in the event of substantial slippage in these areas.
171. On grants there is an adverse variance of £2,515k which is mainly due to the shortfall of £2,303k in actual Basic Needs and Capital Maintenance grant allocations for 2015/16 announced by the Department for Education since the budget was approved in February. This grant funding was allocated to the Schools Expansions programme and consequently results in a potential increase in prudential borrowing this year to meet the shortfall. There are risks around grant funding for future years of the Schools programme however the needs in terms of school places requirements remain in continual review. A £212k grant expenditure and financing variance is also reported under Private Sector Renewal Grants where assumed grant funding from the GLA based on previous years' initiatives is no longer anticipated to be received.

Annex 1a - Schools Programme

Prior Year Cost	Project	2015/16 Revised Budget	2015/16 Forecast	2015/16 Cost Variance	Project Re-phasing to future years	Total Project Budget 2015-2020	Total Project Forecast 2015-2020	Total Project Variance 2015-2020	Project Forecast Financed by:		
									Council Resources	Government Grants	Other Cont'ns
£'000		£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
	Schools Expansion Programme										
127,228	Primary Schools Expansions	14,960	13,242	(1,136)	(582)	15,095	13,959	(1,136)	11,812	715	1,432
0	New Primary Schools Expansions	1,710	300	0	(1,410)	13,500	13,500	0	5,246	8,254	0
84	Secondary Schools Expansions	2,604	300	0	(2,304)	76,816	76,816	0	18,399	56,854	1,563
1,207	Secondary Schools New Build	22,500	24,161	0	1,661	47,047	47,047	0	37,698	9,349	0
0	Hearing Impaired Resource Base (Vyners)	219	208	0	(11)	219	219	0	219	0	0
128,519	Total Schools Programme	41,993	38,211	(1,136)	(2,646)	152,677	151,541	(1,136)	73,374	75,172	2,995

Annex 1b - Main Programme

Prior Year Cost	Project	2015/16 Revised Budget	2015/16 Forecast	2015/16 Cost Variance	Project Re-phasing to future years	Total Project Budget 2015-2020	Total Project Forecast 2015-2020	Total Project Variance 2015-2020	Project Forecast Financed by:		
									Council Resources	Government Grants	Other Cont'ns
£'000		£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
	Main Programme										
3,899	Environmental Assets	556	409	(147)	0	556	409	(147)	409	0	0
5,196	Purchase of Vehicles	2,545	615	0	(1,930)	2,545	2,545	0	2,545	0	0
0	Natural England Fencing & Gating	30	0	0	(30)	30	30	0	0	30	0
32,198	Hillingdon Sports & Leisure Centre	862	100	0	(762)	862	862	0	862	0	0
285	Sport & Cultural Projects	629	629	0	0	629	629	0	353	0	276
237	Yiewsley Health Centre	4,302	0	0	(4,302)	8,233	8,233	0	8,233	0	0
813	Eascote House	434	434	0	0	434	434	0	0	0	434
158	ICT Infrastructure	1,042	822	0	(220)	1,042	1,042	0	1,042	0	0
1,089	Harlington Road Depot	263	263	0	0	263	263	0	263	0	0
0	Uxbridge Cemetery Gatehouse	1,000	300	0	(700)	1,000	1,000	0	1,000	0	0
0	Social Care Investment	580	0	(580)	0	2,900	2,320	(580)	0	2,320	0
255	Hayes Town Centre Improvements	2,209	2,055	0	(154)	4,777	4,777	0	334	4,213	230
25	Inspiring Shopfronts	560	196	0	(364)	1,553	1,553	0	1,553	0	0
0	Gateway Hillingdon	606	303	0	(303)	3,378	3,378	0	3,378	0	0
45	Whiteheath Farm Refurbishment	265	100	0	(165)	265	265	0	265	0	0
326	Grounds Maintenance	677	677	0	0	677	677	0	677	0	0
128	West Drayton Cemetery	503	503	0	0	503	503	0	503	0	0
192	Kings College Pavilion	38	38	0	0	38	38	0	0	0	38
0	Telecare Equipment	600	300	0	(300)	600	600	0	300	300	0
152	CCTV Programme	335	335	0	0	335	335	0	282	0	53
1	Youth Centres Kitchen Upgrades	142	142	0	0	142	142	0	112	0	30
9,488	Libraries Refurb - Central Library	0	37	37	0	0	37	37	37	0	0
609	Infant Free School Meals	1,193	1,193	0	0	1,193	1,193	0	477	715	1
0	Youth Centre Project	1,400	400	0	(1,000)	2,400	2,400	0	2,353	47	0
0	Cedars & Granges Car Park	3,075	2,998	0	(77)	3,075	3,075	0	2,875	0	200
0	Dementia Centre	1,000	53	0	(947)	2,000	2,000	0	1,947	53	0
25,117	Major Projects Completing in 2015/16	144	172	28	0	144	172	28	109	63	0
80,214	Total Main Programme	24,990	13,074	(662)	(11,254)	39,574	38,912	(662)	29,909	7,741	1,262

Annex 1c - Programme of Works

Prior Year Cost	Project	2015/16 Revised Budget	2015/16 Forecast	2015/16 Cost Variance	Project Re-phasing to future years	Total Project Budget 2015-2020	Total Project Forecast 2015-2020	Total Project Variance 2015-2020	Project Forecast Financed by:		
									Council Resources	Government Grants	Other Cont'ns
£'000		£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
	Programme of Works										
N/A	Leaders Initiative	536	404	0	(132)	1,336	1,336	0	1,336	0	0
N/A	Chrysallis Programme	1,896	1,496	0	(400)	5,896	5,896	0	5,648	0	248
N/A	Civic Centre Works Programme	1,300	1,000	0	(300)	2,300	2,300	0	2,300	0	0
N/A	Formula Devolved Capital to Schools	1,039	1,039	0	0	2,751	2,751	0	0	2,597	154
N/A	Highways Localities Programme	236	236	0	0	1,060	1,060	0	1,060	0	0
N/A	Highways Structural Works	3,276	2,276	0	(1,000)	6,316	6,316	0	6,316	0	0
N/A	Pavement Priority Growth	2,000	1,500	0	(500)	2,000	2,000	0	2,000	0	0
N/A	ICT Single Development Plan	682	427	0	(255)	2,282	2,282	0	2,282	0	0
N/A	Property Works Programme	480	480	0	0	2,400	2,400	0	2,283	117	0
N/A	Road Safety	380	310	0	(70)	1,180	1,180	0	1,180	0	0
N/A	Street Lighting	144	144	0	0	720	720	0	720	0	0
N/A	Transport for London	4,983	3,783	0	(1,200)	19,618	19,618	0	0	18,745	873
N/A	Urgent Building Condition Works	3,486	3,324	0	(162)	9,318	9,318	0	1,826	6,290	1,202
N/A	Disabled Facilities Grant	2,300	2,300	0	0	11,500	11,500	0	2,655	8,845	0
N/A	Adaptations for Adopted Children	200	200	0	0	1,000	1,000	0	1,000	0	0
N/A	Private Sector Renewal Grant / HCA	762	400	(362)	0	3,810	3,448	(362)	2,100	1,348	0
N/A	Section 106 Projects	405	405	0	0	405	405	0	0	0	405
0	Total Programme of Works	24,105	19,724	(362)	(4,019)	73,892	73,530	(362)	32,706	37,942	2,882

Annex 1d - Future Projects

Prior Year Cost	Project	2015/16 Revised Budget	2015/16 Forecast	2015/16 Cost Variance	Project Re-phasing to future years	Total Project Budget 2015-2020	Total Project Forecast 2015-2020	Total Project Variance 2015-2020	Project Forecast Financed by:		
									Council Resources	Government Grants	Other Cont'ns
£'000		£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
	Future Projects										
N/A	Youth Centre Projects x 2	0	0	0	0	2,700	2,700	0	2,700	0	0
N/A	Environmental and Recreational Initiatives	1,000	750	0	(250)	1,000	1,000	0	1,000	0	0
N/A	Capital Priority Growth	965	965	0	0	965	965	0	965	0	0
N/A	RAGC Car Park	250	250	0	0	250	250	0	250	0	0
N/A	Car Park Resurfacing	250	180	0	(70)	250	250	0	250	0	0
N/A	Ruislip Lido Boat House	210	300	90	0	210	300	90	300	0	0
N/A	Bowls Club Refurbishments	750	500	0	(250)	750	750	0	50	0	700
N/A	Harlington Bowls Club & Football Pavillion	200	200	0	0	200	200	0	0	0	200
N/A	Haste Hill Golf Club	530	400	0	(130)	530	530	0	530	0	0
N/A	New Years Green Lane EA Works	0	0	0	0	6,490	6,490	0	3,244	3,246	0
N/A	New Theatre	6,728	250	0	(6,478)	44,000	44,000	0	42,950	0	1,050
N/A	New Museum	1,605	300	0	(1,305)	5,000	5,000	0	4,250	0	750
N/A	Battle of Britain Bunker Heritage Pride Project	4,850	1,500	0	(3,350)	4,850	4,850	0	4,850	0	0
N/A	Local Plan Requirement	197	0	0	(197)	197	197	0	197	0	0
N/A	Community Safety Assets	250	0	0	(250)	250	250	0	250	0	0
0	Total Future Projects	17,785	5,595	90	(12,280)	67,642	67,732	90	61,786	3,246	2,700
	Development & Risk Contingency										
0	General Contingency	1,450	1,450	0	0	7,450	7,450	0	7,450	0	0
0	Provision for Additional Secondary Schools Funding	0	0	0	0	7,022	7,022	0	7,022	0	0
	Total Development & Risk Contingency	1,450	1,450	0	0	14,472	14,472	0	14,472	0	0
208,733	Total GF Capital Programme	110,323	78,054	(2,070)	(30,199)	348,257	346,187	(2,070)	212,247	124,101	9,839

Appendix E – Treasury Management Report as at 28 Aug 2015

Outstanding Deposits - Average Rate of Return on Deposits: 0.54%

	Actual (£m)	Actual (%)	Bench-mark (%)
Up to 1 Month	56.4	36.74%	35.00%
1-2 Months	31.5	20.52%	0.00%
2-3 Months	33.0	21.50%	10.00%
3-6 Months	20.0	13.03%	10.00%
6-9 Months	7.4	4.82%	10.00%
9-12 Months	5.0	3.26%	15.00%
12-18 Months	0.0	0.00%	15.00%
18-24 Months	0.0	0.00%	5.00%
Subtotal	153.3	99.87%	100.00%
Unpaid Maturities	0.2	0.13%	0.00%
Grand Total	153.5	100.00%	100.00%

172. With the exception of the unpaid Heritable investments, deposits are held with UK or overseas institutions, all of which hold at a minimum a Fitch or lowest equivalent of A- long-term credit rating. UK deposits are currently held with the following institutions; Aberdeen MMF, BlackRock MMF, Goldman Sachs MMF, Goldman Sachs, Insight MMF Insight Pooled fund, Standard Life MMF, Standard Life Pooled fund, Legal & General MMF, Lloyds, PSDF MMF, SSgA MMF, HSBC, Nationwide Building Society, Coventry Building Society, Birmingham CC, Blaenau Gwent CBC, Broxtowe BC, Cornwall CC, Highland Council, Lancashire CC, Moray Council, Wolverhampton CC and UK Treasury Bills. The Council also holds two Certificates of Deposit, one with each Standard Chartered and Barclays. Overseas deposits are held with Svenska Handelsbanken, Development Bank of Singapore and Oversea China Banking Corporation (OCBC).

173. During the month fixed-term deposits continued to mature in line with cashflow requirements. To maintain liquidity surplus cash was placed in instant access accounts and shorter term deposits.

Outstanding Debt - Average Interest Rate on Debt: 2.99%

	Actual (£m)	Actual (%)
General Fund		
PWLB	66.74	20.80
Long-Term Market	15.00	4.68
HRA		
PWLB	206.07	64.23
Long-Term Market	33.00	10.29
Total	320.81	100.00

174. There were no scheduled debt repayments or early debt repayment opportunities during August, neither were there any breaches of the prudential indicators or non-compliance with the treasury management policy and practices.

Ongoing Strategy

175. In order to maintain liquidity for day-to-day business operations, short-term balances will either be placed in instant access accounts or short term deposits of up to 6 months. Opportunities to place longer term deposits will be monitored.

Appendix F – Consultancy and agency assignments over £50k approved under delegated authority

176. The following Agency staff costing over £50k have been approved under delegated powers by the Chief Executive in consultation with the Leader and are reported here for information.

Table 30 - Consultancy and agency assignments

Post Title	Original Start Date	Approved From	Proposed End Date	Previous Approval £'000	Approved £'000	Total £'000
Finance						
Assistant Business Partner	22/09/2014	28/09/2015	27/12/2015	77	17	94
Benefit Assessment Officer	01/12/2014	05/10/2015	25/03/2015	42	24	66
Residents Services						
Senior Project Engineer	10/06/2013	07/09/2015	11/12/2015	137	18	155
Plasterer / Multi-trade	10/07/2013	17/10/2015	15/01/2016	64	9	73
DFG Clerk of Works / Inspector	16/11/2014	28/09/2015	29/12/2015	48	14	62
DFG Adaptations Officer	14/12/2014	19/10/2015	15/04/2016	106	28	134
Planning Enforcement Officer	06/10/2014	03/09/2015	03/12/2015	73	30	103
Right to Buy Officer	25/03/2013	01/11/2015	01/05/2015	96	18	114
Architect	01/07/2013	21/09/2015	11/12/2015	108	12	120
Development Surveyor	01/07/2011	05/10/2015	03/01/2016	270	18	288
Casual Smoking Cessation Advisors	01/04/2013	12/10/2015	31/12/2015	75	8	83
Development Surveyor	01/07/2011	04/10/2015	03/01/2016	270	18	288
Quantity Surveyor	10/04/2011	11/10/2015	10/04/2016	387	75	462
Development Surveyor (Garages)	09/03/2014	08/11/2015	07/02/2016	53	13	66
Mobile Caretaker	07/12/2012	01/10/2015	31/12/2015	47	4	51
Mobile Caretaker	24/08/2012	01/10/2015	31/12/2015	52	4	56
Mobile Caretaker	29/08/2012	01/10/2015	31/12/2015	51	4	55
Mobile Caretaker	16/12/2012	01/10/2015	31/12/2015	46	4	50
Mobile Caretaker	06/09/2012	01/10/2015	31/12/2015	51	4	55
Mobile Caretaker	22/09/2013	01/10/2015	31/12/2015	49	6	55
Project Manager	01/05/2012	27/09/2015	27/03/2015	240	48	288
Internal Communications Officer	21/09/2014	04/10/2015	03/01/2016	53	14	67
Public Health Consultant	19/08/2013	07/10/2015	05/01/2016	332	37	369

Post Title	Original Start Date	Approved From	Proposed End Date	Previous Approval £'000	Approved £'000	Total £'000
Casual Smoking Cessation Advisors	01/04/2013	12/10/2015	31/12/2015	75	8	83
Children & Young People's Services						
Social Worker	02/02/2015	05/10/2015	01/11/2015	46	5	51
Key Worker Prevention (was Family Key Worker)	03/11/2014	05/10/2015	01/11/2015	48	3	51
Key Worker - NEET (Young Offenders)	12/05/2014	05/10/2015	01/11/2015	49	3	51
Child Protection Chair	13/04/2015	05/10/2015	01/11/2015	45	7	52
Social Worker	27/10/2014	05/10/2015	01/11/2015	47	6	53
Team Manager	02/03/2015	05/10/2015	01/11/2015	48	7	54
Social Worker	06/01/2015	05/10/2015	01/11/2015	49	6	55
Quality Assurance Auditor (Social Work Cases)	08/05/2014	05/10/2015	01/11/2015	50	7	57
Social Worker	11/10/2014	05/10/2015	01/11/2015	53	5	58
Social Worker	01/10/2013	05/10/2015	01/11/2015	59	5	64
Social Worker	05/03/2014	05/10/2015	01/11/2015	61	6	66
Social Worker	27/10/2014	05/10/2015	01/11/2015	64	6	70
Senior Social Worker	25/09/2013	05/10/2015	01/11/2015	65	6	71
Social Worker	07/11/2014	05/10/2015	01/11/2015	65	6	71
SW Learning & Development Mentor	17/11/2014	05/10/2015	01/11/2015	67	6	74
Social Worker	17/09/2014	05/10/2015	01/11/2015	69	6	75
Social Worker	13/05/2014	05/10/2015	01/11/2015	71	6	76
Education Key Worker	14/10/2013	05/10/2015	01/11/2015	75	3	78
Social Worker	30/09/2014	05/10/2015	01/11/2015	75	6	81
Team Manager	31/07/2014	05/10/2015	01/11/2015	74	7	81
Social Worker	19/06/2014	05/10/2015	01/11/2015	75	6	81
Social Worker	06/06/2014	05/10/2015	01/11/2015	78	6	84
Social Worker	05/09/2014	05/10/2015	01/11/2015	78	6	84
Child Sexual Exploitation (CSE) Co-ordinator	03/11/2014	05/10/2015	01/11/2015	79	6	85
Social Worker	19/08/2014	05/10/2015	01/11/2015	81	5	86
Corporate Parenting Manager	01/09/2014	05/10/2015	01/11/2015	81	6	87
Team Manager	30/09/2014	05/10/2015	01/11/2015	83	7	90
Social Worker	04/08/2014	05/10/2015	01/11/2015	86	6	92
Social Worker	19/06/2014	05/10/2015	01/11/2015	88	6	94
Team Manager -	28/09/2014	05/10/2015	01/11/2015	88	7	95

Post Title	Original Start Date	Approved From	Proposed End Date	Previous Approval £'000	Approved £'000	Total £'000
MASH						
Social Worker	03/03/2014	05/10/2015	01/11/2015	91	4	95
Social Worker	11/08/2014	05/10/2015	01/11/2015	89	7	96
Social Worker	23/12/2013	05/10/2015	01/11/2015	91	6	96
Team Manager	01/07/2014	05/10/2015	01/11/2015	92	6	97
Social Worker	08/05/2014	05/10/2015	01/11/2015	93	6	99
Team Manager	02/06/2014	05/10/2015	01/11/2015	95	7	102
Independent Reviewing Officer	27/05/2014	05/10/2015	01/11/2015	99	7	105
Social Worker	02/12/2013	05/10/2015	01/11/2015	102	6	108
Independent Reviewing Officer	12/05/2014	05/10/2015	01/11/2015	103	7	109
Social Worker	30/04/2012	05/10/2015	01/11/2015	106	6	112
Service Manager Fostering and Adoption	10/12/2014	05/10/2015	01/11/2015	104	11	116
Social Worker	05/03/2014	05/10/2015	01/11/2015	120	6	126
Team Manager	09/09/2013	05/10/2015	01/11/2015	124	7	131
Social Worker	01/04/2013	05/10/2015	01/11/2015	128	6	133
Case Progression Manager	07/04/2014	05/10/2015	01/11/2015	133	7	140
Social Worker	01/04/2013	05/10/2015	01/11/2015	136	6	141
Social Worker	01/01/2013	05/10/2015	01/11/2015	141	5	146
Social Worker	01/04/2013	05/10/2015	01/11/2015	142	6	148
MASH Manager	13/01/2014	05/10/2015	01/11/2015	139	11	150
Social Worker	01/01/2013	05/10/2015	01/11/2015	152	6	158
Team Manager	28/06/2011	07/09/2015	04/10/2015	153	7	160
Service Manager Children in Care	07/07/2014	05/10/2015	01/11/2015	151	12	163
Social Worker	19/12/2011	05/10/2015	01/11/2015	164	6	170
Social Worker	19/12/2011	05/10/2015	01/11/2015	170	6	176
Team Manager	01/01/2013	05/10/2015	01/11/2015	183	7	190
Social Worker	19/12/2011	05/10/2015	01/11/2015	193	6	199
Social Worker	05/03/2012	05/10/2015	01/11/2015	201	6	207
Social Worker	06/01/2012	05/10/2015	01/11/2015	213	6	219
Social Worker	19/12/2011	05/10/2015	01/11/2015	215	6	221
Social Worker	05/03/2012	05/10/2015	01/11/2015	220	6	226
Adult Social Care						
Residential Care Worker	01/04/2012	01/11/2015	31/12/2015	93	2	95
Team Manager	03/11/2014	01/11/2015	31/12/2015	78	6	84
Lead Approved Mental Health Practitioner	01/06/2012	01/11/2015	31/12/2015	137	5	142
Occupational Therapist	07/10/2013	01/11/2015	31/12/2015	119	5	124

Post Title	Original Start Date	Approved From	Proposed End Date	Previous Approval £'000	Approved £'000	Total £'000
Approved Mental Health Worker	08/05/2014	01/11/2015	31/12/2015	73	7	80
Care Act Programme Implementation Manager	02/10/2014	01/11/2015	31/12/2015	146	14	160
Lead Nurse	07/12/2014	01/11/2015	31/12/2015	58	5	63
Assistant Ed Psychologist	12/11/2014	01/11/2015	31/12/2015	52	5	57
Approved Mental Health Worker	01/03/2014	01/11/2015	31/12/2015	61	7	68
Safeguarding and DOLS Co-ordinator	19/10/2014	01/11/2015	30/11/2015	63	6	69
Residential Care Worker	01/04/2012	01/11/2015	31/12/2015	93	2	95

REVIEW OF LOCAL COUNCIL TAX REDUCTION SCHEME

SUMMARY

177. The purpose of this report is to enable Cabinet to approve the revisions to the local Council Tax Reduction (CTR) Scheme, effective from 1 April 2016, for public consultation. The local CTR scheme was first implemented on 1 April 2013 for an initial period of two years and then extended for a further year, during which time a review of the scheme's funding and operation has been undertaken. This report outlines the findings from the review and recommends several changes to the scheme.

RECOMMEDATIONS

That Cabinet:

Approves the following proposed amendments to the Council's local Council Tax Reduction Scheme effective from 1 April 2016, for public consultation:

- **the maximum amount of reduction a working age household can receive is reduced to 75% of the council tax liability;**
- **the maximum amount of reduction a vulnerable household can receive is reduced to 90% of the council tax liability;**
- **to align the scheme with recent and impending welfare reforms, including changes to Housing Benefit.**

BACKGROUND

178. The localisation of Council Tax support was implemented in April 2013, giving the Council responsibility for setting up a local Council Tax Reduction (CTR) Scheme to provide financial support to pensioners and working age residents including vulnerable people in paying their council tax liability. The Council agreed that the CTR scheme should be self funding, that is central government funding should cover the cost of the scheme, as essentially it was a new burden following the abolition of Council Tax Benefit (CTB).

179. The introduction of CTR schemes was part of the government's long-term economic plan, where with the welfare reform programme the government intention was to change the welfare system so it was fair and affordable, to ensure:

- it pays to work;
- the most vulnerable – disabled people and pensioners – are protected, and are supported to lead independent lives;
- separating or separated parents are encouraged and supported to work together in the best interests of their children; and
- public spending is put on a more sustainable footing.

180. Their intention is to create a welfare system based on fairness; providing value for money and placing greater emphasis on personal responsibility. The reforms hope to ensure that the welfare system is fair to the British taxpayer and people in genuine need of support.

181. The Council's initial approach was to mirror the assessment process of the CTB scheme except for a 20% minimum payment for eligible working age residents. Eligible vulnerable people and pensioners were unaffected by the change. The criteria to be

classified as vulnerable included those residents entitled to receive War Widows pension, war disablement pension or armed forces compensation payment any entitlement to any of the various disability premiums.

182. Over the last year, central government's approach to disability benefits has changed with a move to encourage more disabled people to move into work and to increase their independence.

INFORMATION

Current Scheme Design

183. The rules for operation the Council's current CTR scheme are:

- The maximum amount of reduction that any household can receive is 80% of the council tax liability;
- Second Adult rebate is no longer payable;
- Back-dating is limited to 3 months; and
- The overall capital/savings of £16,000 limit will continue, although under £10,000 will be disregarded, and a weekly-assumed income of £1 will be taken for every £500 between £10,000 and £16,000.

184. Where the person liable for council tax (or their partner, if applicable) is entitled to the Disability Premium, or they receive a War Widows Pension, War Disablement Pension or Armed Forces Compensation Payment they are not subject to the local restriction of 80% council tax liability. War Widows Pensions, War Disablement Pensions and Armed Forces Compensation Payments are also fully disregarded as income. The Government prescribed the rules for assessing Council Tax Reduction for pensioners to ensure pensioners entitled to a Council Tax Reduction would be no worse off than through CTB.

Current Scheme Expenditure

185. The table below shows both the number of CTR claimants and the annual spend over the first three years of operation of the scheme.

Financial Year	No. of Claimants	Expenditure
		£000's
2013/2014	21,100	14,422
2014/2015	19,300	13,830
2015/2016	19,100	13,631

186. These figures indicate a year on year reduction in expenditure of 4% in 2014/15 and 1.5% in 2015/16. Similarly the number of claimants has fallen by 8% in 2014/15 and by 1% in 2015/16.

CTR Scheme Funding

187. Funding to support the local CTR scheme has been contained within the Council's Settlement Funding Assessment which consists of Revenue Support Grant and baseline Business Rates income. Upon the introduction of local schemes in 2013/14, the Council received funding at 90% of the current level of Council Tax Benefit

expenditure, with Hillingdon's scheme being designed to operate within this initial £15,603k resource envelope.

188. From 2014/15 onwards the level of support for the scheme is no longer explicitly identified within the Local Government Finance Settlement and is therefore assumed to be falling in line with the overall grant award. The trend of declining government support is expected to continue until 2019/20, with further cuts in the region of 33% expected over this period to leave only £8,414k available to fund the local CTR scheme.

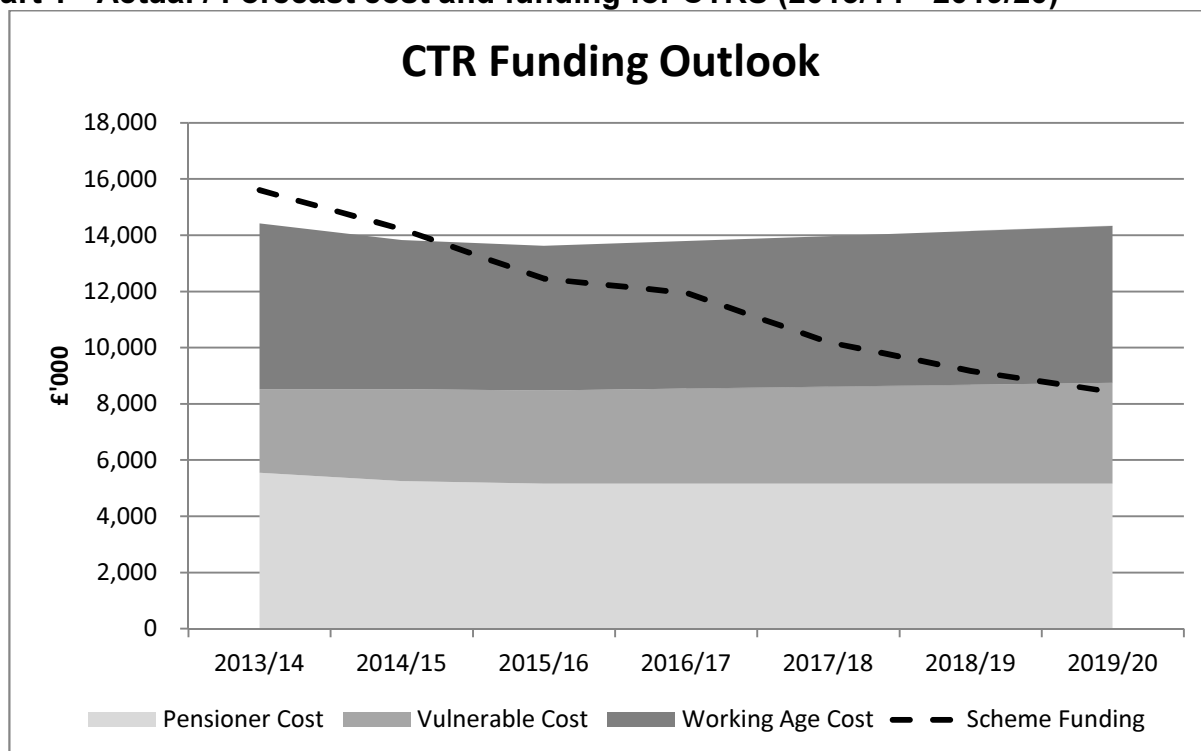
189. While the declining levels of eligibility noted above have been sufficient to contain the cost of the scheme within available resources until 2015/16, it is expected that from 2016/17 a local subsidy would be required to maintain the current scheme on the basis of current projections. Assuming eligibility remains constant and allowing for 2% per annum Council Tax increases from 2016/17, the deficit on providing a local scheme is forecast to reach £5,914k by 2019/20. Assumed Council Tax changes contribute approximately £700k towards this gap, with the remainder arising from funding reductions.

Table 3 - Actual / Forecast cost and funding for CTRS (2013/14 - 2019/20)

	Pensioner Cost	Vulnerable Cost	Working Age Cost	Total Cost	Scheme Funding	In Year Funding Gap
	£'000	£'000	£'000	£'000	£'000	£'000
2013/14	5,554	2,975	5,893	14,422	(15,603)	(1,181)
2014/15	5,253	3,270	5,307	13,830	(14,213)	(383)
2015/16	5,168	3,314	5,149	13,631	(12,446)	1,185
2016/17	5,168	3,380	5,252	13,800	(11,952)	1,848
2017/18	5,168	3,448	5,357	13,973	(10,197)	3,776
2018/19	5,168	3,517	5,464	14,149	(9,173)	4,976
2019/20	5,168	3,587	5,573	14,328	(8,414)	5,914

190. The extent of the mismatch between external resources available to support CTR and the cost of the current scheme is set out graphically below, with expected funding reductions equivalent to the entire current cost of the scheme for non-vulnerable working age clients. To contain expenditure for the localised CTR scheme within available funding would therefore require substantial revision to the scheme offer.

Chart 1 - Actual / Forecast cost and funding for CTRS (2013/14 - 2019/20)



191. The above projections take no account of consequential impacts on demand for the local scheme arising from further government reforms to the welfare system, with upcoming changes to Tax Credits expected to increase eligibility.

192. In light of these on-going reductions in Government funding for the local CTR scheme, the Council has reviewed options available in managing this gap:

- Raising Council Tax
- Reducing Other Service Provision
- Reducing CTRS Provision
- Use of Capital Reserves

193. The options of increasing general Council Tax and cutting other services have been disregarded as these would simply transfer the cost of financing the CTR scheme from national taxation to local taxation, with the Government policy of capping Council Tax increases providing an additional disincentive to raising Council Tax. The Use of Capital Reserves to support recurrent expenditure would only represent a time limited option as such reserves represent a finite resource, and would therefore appear contrary to the Council's statutory obligation to set a balance budget.

194. In contrast, reducing CTR scheme provision to reflect declining government support for the scheme would reflect national Government's stated intention of reducing welfare payments and contribute towards the broader deficit reduction agenda without adversely impact upon either the cost or quality of other Council Taxpayer funded services.

REVIEW OF HILLINGDON'S CTR SCHEME

195. The Hillingdon scheme, as explained in paragraph 5 above, was first designed to mirror the old CTB scheme as far as possible to reduce the cost of administration. However, with significant changes to Housing Benefit, particularly from recently

announced tax credit changes, and with the introduction of Universal Credit, more fundamental scheme design is required to offset the impact of these changes on Council funding.

196. There are several amendments to the scheme proposed to align the scheme with recent and impending welfare and HB changes to keep consistency and to ease administration of the processes. These include introducing a non-dependent charge for those over 25 for those in receipt of Income Support, JSA (IB), and main phase ESA (IR); increasing non-dependent charges for all categories where a charge is currently made; a reduction to the capital / saving disregard from £10k to £6k; aligning backdating with HB reducing the period from 3 months to 4 weeks; adjusting for future Family Premium and Tax Credit changes. Information on who will be impacted by these changes is not yet available and so the cost of such changes are difficult to model. However, it is hoped that the net overall impact will be negligible.

197. In terms of reviewing the design of the scheme there were several options:

- Increase the minimum payment percentage; and / or
- Change eligibility criteria.

198. Some modelling was been undertaken on these options both individually and in combination and the results compared against the projected funding shortfall. These are discussed in detail below. (Note - the calculations are based on the 2015/16 Council tax data and include the impact for the estimated ongoing reduction in case load and an assumed increase in Council tax of 2% in 2016/17.)

OPTION A: Increase the minimum council tax payment

199. The current scheme sets the minimum payment that all CTR claimants, who do not qualify as a pensioner or meet the current vulnerability criteria, have to contribute as 20% towards their Council tax liability each year. One of the options is to increase the minimum payment from 20% to a higher percentage to reduce the cost of the scheme.

200. The table below models the impact of changing this 20% minimum to 25% or 30% based on 2015/16 CTAX base data.

Table 4 Impact of increasing minimum payment for Working Age Claimants 2016/17

Minimum Payment	No of Clients	Cost	Cost reduction
		£000's	£000's
20%	8,600	5,149	0
25%	8,600	4,595	554
30%	8,600	4,052	1097

201. Whilst an increase in the minimum payment to 25% may be achievable, increasing to 30% could cause additional collection problems. But when comparing these projections against the funding forecast outlined at paragraph 10, of a projected shortfall of £1,848k in 2016/17, both of these options only partially offset the shortfall in funding.

202. **It is recommended that the minimum payment be increased to 25%.**

OPTION B: Change eligibility criteria

203. The localisation of Council Tax Support regulations identified Pensioners as a prescribed group who are unaffected by this change as their CTS is calculated on the same basis as their previous CTB.
204. The council also decided to include residents who are identified as vulnerable as unaffected by the changes in the same way as pensioners. The current criteria to be classified as vulnerable included those residents entitled to receive War Widows pension, war disablement pension or armed forces compensation payment or are entitled to any of the various disability premiums.
205. Going forward, those residents entitled to receive War Widows pension, war disablement pension or armed forces compensation payment could be merged with the Pensioner group and their protection fully maintained. The vulnerable group would then be those residents entitled to any of the various disability premiums. One option to help reduce the gap could be to introduce a requirement for this vulnerable group to make a minimum payment from 2016/17.
206. Table 2 below shows the breakdown of the cost of the current CTR scheme between this revised classification of claimants:

Table 2 Breakdown of claimant numbers and cost of CTR scheme in 2015/16

Type of Claimant	Number of eligible Claimants	Cost £000's
Pensioner Residents	6,600	5,168
Vulnerable Residents	3,900	3,314
Working Age Residents	8,600	5,149
All	19,100	13,631

207. The financial impact on of introducing a minimum payment for the vulnerable group has been modelled as set out in the table below.

Table 3 - Impact of introducing a minimum payment for Vulnerable Claimants 2016/17

Minimum Payment	No of Clients	Cost	Cost Reduction
		£000's	£000's
nil	3,900	3,314	0
10%	3,900	2,834	480
15%	3,900	2,594	720
20%	3,900	2,362	952

208. If a minimum payment for the vulnerable group was introduced alongside an increase in the minimum payment for the working age group, then the funding shortfall could be further reduced.
209. **It is recommended that a minimum payment of 10% for this vulnerable group be introduced.**

Impact of the recommended options:

210. Each of the above options on its own would not reduce the cost of the scheme sufficiently to maintain the scheme as self funding. However, a combination of the options as recommended does go further towards bridging the gap, at least for 2016/17.
211. As there is a multi-year settlement expected during 2017/18, there is merit in only considering a one year scheme at this stage.
212. Each time the scheme rules are changed, the Council is required to undertake public consultation. Prior to commencement of the public consultation a detailed Equality Impact Assessment will be undertaken to assess the different impacts on council tax payers making financial claims for support through the CTR scheme.

SCHOOL CAPITAL PROGRAMME - UPDATE

Cabinet Members	Councillor David Simmonds CBE Councillor Jonathan Bianco
Cabinet Portfolios	Deputy Leader of the Council / Education & Children's Services Finance, Property & Business Services
Officer Contact	Bobby Finch, Residents Services
Papers with report	Appendix 1: Summary of school construction projects

1. HEADLINE INFORMATION

Summary	This report provides an update on the primary and secondary school expansions, the school condition works programme and other school capital works.
Putting our Residents First	<p>This report supports the following Council objectives of: <i>Our Built Environment; Our People; Financial Management</i></p> <p>Investment in schools to adequately address the impact of the population increase within the London Borough of Hillingdon on existing school places. This project also forms part of the Hillingdon Improvement Programme.</p>
Financial Cost	The forecast of the existing Primary Schools Capital Programme is £141,187k, inclusive of £805k for Special Resources Provision. An additional £219k is forecast for the Hearing Impairment Resource Base at Vyners School. The outturn for the new Primary Schools (Phase 4) and the Secondary Schools Programmes are estimated to be £13,500k and £132,176k respectively. This represents no movement on the Month 4 reported position.
Relevant Policy Overview Committee	Children, Young People and Learning
Ward(s) affected	All wards.

2. RECOMMENDATION

That Cabinet note the progress made with primary and secondary school expansions, the school condition programme and other school capital projects.

Policy Overview Committee comments

None at this stage.

3. INFORMATION

3.1 PRIMARY SCHOOLS

School Places Forecast

The demand for school places in Hillingdon has been rising in recent years and is forecast to continue to rise in line with national and London-wide predictions. Demand for reception places at primary school level is being driven by rising birth rates which the GLA are now predicting to be slightly higher than they previously forecast. Demand for new school places is also arising due to new house building and families moving into the Borough. The 2015 update of the pupil forecast has now been completed. Overall, at primary school level, the need for additional school places has largely been met by the successful school places expansion programme to date, with some excess demand forecast in future years, mainly in the north of the borough.

Phase 4 - Primary School Expansions

The latest forecast for school places indicates a residual need for up to three additional forms of entry in primary schools in the north of the Borough over the next 2-3 years. This additional demand is largely a result of pupils from outside the Borough travelling to primary schools in Hillingdon (an average of 1.5 FE travelling to schools in the East Ruislip area and 1 FE from Hertfordshire attending schools in the Northwood area).

Officers have continued discussions with the schools identified for potential expansion and initial site investigation surveys are complete. Work on potential expansion options for each of these sites has been completed and will be presented to Members for consideration.

3.2 SECONDARY SCHOOLS

Priority Schools Building Programme (PSBP)

The school buildings at Abbotsfield, Swakeleys and Northwood Secondary Schools require improvement and have attracted funding from the Priority School Building Programme for all three to be rebuilt. Abbotsfield and Swakeleys rebuilds are being managed by the Education Funding Agency and Northwood is being managed directly by the Council.

Northwood School

The construction works continue to progress well with the reduction in levels, structural piling, foundations and pre-cast concrete slabs works completed. Structural steel works have progressed significantly on the main building with an anticipated completion date of October 2015. In addition, the floor decking including concreting, external staircase, and foul drainage have all commenced.

Abbotsfield and Swakeleys Schools

Officers are continuing to work with the Education Funding Agency (EFA) on the project. The planning application was submitted in August 2015. It is anticipated that the project will be completed in 2017.

3.3. SCHOOLS CONDITION PROGRAMME

Preparation for the 2015/2016 and 2016/2017 Programmes

Tender responses were received at the end August for the roofing schemes at Heathrow Primary School and Field End School. The remaining 2015/2016 schemes will be tendered during October 2015. Once the works have been tendered and the costs have been agreed (including the Schools agreement to contributions), the projects to be progressed this year will be finalised based upon their priority. The feasibility reports for the 2016/2017 programme at William Byrd Primary School and Lady Bankes Junior Schools have required further consideration at feasibility stage prior to developing the detailed design.

Whitehall Junior School

The original scope of works at Whitehall School undertaken over the summer is now complete. Some necessary additional works identified during the process will be completed at half term.

3.4. UNIVERSAL FREE SCHOOL MEALS

The Department for Education announced in March 2015 that Hillingdon will receive an additional capital allocation grant of £714,751 to be used to raise the level of take-up of the universal infant free school meals. Officers are finalising options and will report back to Members on the proposed implementation programme.

3.5. FINANCIAL IMPLICATIONS

Month 5 Monitoring - Financial Summary

The schools capital programme budget is £288,218k up to 2019/20 including prior years expenditure as set out in the table below:

Priority Schools Capital Programme	Prior Years	2015/16	2016/17	2017/18	2018/19	2019/20	Total	Forecast	Variance
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Minor Works	980	174	0	0	0	0	1,154	1,154	0
Phase 1	22,549	642	0	0	0	0	23,191	23,191	0
Phase 1A (Inc. Rosedale)	2,085	0	0	0	0	0	2,085	2,085	0
Phase 2	74,711	5,358	0	0	0	0	80,069	79,672	-397
Phase 2A	2,885	0	0	0	0	0	2,885	2,885	0
Phase 3	22,540	6,841	135	0	0	0	29,516	28,768	-748
Special Resources Prov.	759	37	0	0	0	0	796	805	9
Phase 3A	719	1,908	0	0	0	0	2,627	2,627	0
Vyners (HIRB)	0	219	0	0	0	0	219	219	0
Phase 4 (New Primary Schools Expansions)	0	1,710	4,645	4,105	2,760	280	13,500	13,500	0
Secondary Schools (Expansions)	84	2,604	10,750	21,000	21,500	20,962	76,900	76,900	0
Secondary Schools (Replacement)	1,207	22,500	21,039	3,508			48,254	48,254	0
Secondary Schools (Provision)	0	0	650	432	3,024	2,916	7,022	7,022	0
Total Expenditure	128,519	41,993	37,219	29,045	27,284	24,158	288,218	287,082	-1,136

The Schools Expansion programme is funded from a combination of Education Funding Agency (EFA) grants, S106 contributions and prudential borrowing. The forecast position as at month 5 is an under spend of £1,136k on the revised budget, predominantly stemming from Phases 2 and 3 of the Primary Schools Expansions programme. This represents no movement on the prior month position. Details of the financial performance of the programme are set out below.

Phases 1, 2 & 3 - Permanent Primary Schools Expansions and Rebuilds

All schools comprising phases 1 to 3 of the primary schools expansions and rebuild programme have now been completed at a combined underspend of £1,136k, as at month 5. The underspend is resulting from a combination of effective final account negotiations and various efficiencies gained across the programme as a whole. The position will be updated monthly (as and when final accounts are agreed) on the schools where this remains outstanding.

Phase 4 - Primary School Expansion

The indicated need for up to three additional forms of entry in primary schools in the North of the Borough is expected to be met from the £13,500k budget set aside for phase 4 of the primary schools expansion programme. Feasibility and options continue to be assessed to determine the most suitable option for the Council in meeting the pupil demand pressures in the areas that need it the most.

Special Educational Needs (SEN)

The expansion and remodelling works with respect to the Hearing Impairment Resource Base at Vyners School has been completed within budget. The expansion has increased the Specialist Resource Provision by an additional 7 places.

Priority Schools Building Programme Phase 1 (Secondary Schools Replacement)

Northwood School: This project is managed internally and has been allocated a budget of £35,184k following Cabinet approval to vire a budget £4,084k from the Secondary Schools Provision in September 2015. Works continue to progress to plan with the exception of some minor delays. Several early works packages have been undertaken and completed. Approval has recently been received for the award of the second stage final design and build contract to Northstone Ltd. Despite challenging timescales the school is expected to open in September 2016.

Abbotsfield School: The Education Funding Agency (EFA) are managing the re-building of this school through the Priority Schools Building Programme (PSBP) with the Council making a contribution of £13,070k covering an additional 2.5 forms of entry, FF&E and highways works, a vocational centre and additional SRP provision. The highways works will include the provision of 50 drop-off places and a contribution to Transport for London is also required. The delivery of the project is running behind schedule although the existing school should be able to accept additional pupils in September 2016. The school is expected to be ready in 2017.

Other School Projects

The modular classrooms at both Bourne and Deanesfield Primary Schools are completed and fully operational. Both schemes were delivered within approved budgets.

Universal Free School Meals

Schools are required to offer infant school children (from reception to year 2 inclusive) with a hot free school meal as part of the Government's Universal Free School Meals initiative. The Council was awarded £477k grant funding towards refurbishing and upgrading kitchen facilities at Frithwood, Harefield and Harlyn Primary Schools. Planned works at all 3 schools have now completed in time for the start of the new term and in accordance to the EFA specified grant conditions.

Following a further funding award of £715k to be expended by March 2016, officers are close to finalising the preferred options to progress and report back to Members. Officers are in the process of reviewing and finalising the challenging timetable for implementation.

Schools Condition Programme

The 2015/16 schools condition programme budget is £3,486k inclusive of £560k slippage carried forward from 2014/15. The programme has been agreed with 8 priority schemes identified for condition works.

The replacement of the heating system works at Whitehall Junior School completed over the summer holidays in time for the new term.

The remaining priority schemes are at various stages of the tendering process following completion of design works by the appointed consultants. It is expected that these projects will commence and complete within 2015/16 subject to attaining agreement from the schools with respect to their levels of contribution. Formal agreement with respect to contributions has been reached with seven of the schools to date. Officers remain in negotiations with the remaining school.

4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES

What will be the effect of the recommendation?

Completion of the school expansion projects will result in additional school places needed for local children, which the Council has a statutory duty to provide. In addition, the completion of the other school capital projects will result the provision of quality fit for purpose school facilities.

Consultation Carried Out or Required

Changes made under the 2013 School Organisation Regulations mean that, subject to certain conditions (which include securing capital funding and planning consent), governing bodies of all categories of maintained schools are able to enlarge their premises (expand) without a statutory process. However, the statutory guidance states an expectation that parents and other interested parties are consulted. The local authority can also propose such a change, in which case a statutory process is required.

A statutory process (involving publication of proposals, statutory consultation and a Cabinet or Cabinet Member decision) is required for proposals to establish special educational needs provision (e.g. specialist resourced provision - SRP). Therefore, this will be needed if any expansion projects also include an SRP.

Under the School Admissions Code, the local authority as admissions authority for community schools must consult at least the school governing body on the admission number. Foundation schools are their own admissions authority and set their own admission number.

5. CORPORATE IMPLICATIONS

Corporate Finance

Corporate Finance has reviewed this report and concurs with the financial implications contained therein, noting that investment in the Borough's schools remains at the heart of the Council's Capital Programme. Assuming that budgeted grant income is secured, sufficient sums have been earmarked within the Council's Medium Term Financial Forecast to finance on-going revenue financing costs associated with the use of Prudential Borrowing to support this level of investment to 2019/20.

Legal

The Borough Solicitor confirms that there are no specific legal implications arising from this report. Legal advice is provided whenever necessary, in particular cases, to ensure that the Council's Interests are protected.

Corporate Property and Construction

Corporate Property and Construction authored this report.

6. BACKGROUND PAPERS

NIL

APPENDIX 1

Summary of school construction projects

School Name	Summary of Works	Status
PHASE 2		
Harefield Infants	Single storey extension to a Year 2 classroom, replacement of windows and external walls in the reception, together with associated works.	All works complete
Harefield Junior	Construction of a single-storey classroom to accommodate two classrooms and associated facilities	All works complete
Field End Infants	1 FE Expansion: Construction of new single storey building and associated facilities.	All works complete
Field End Junior	1 FE Expansion: Construction of single storey building and associated facilities.	All works complete
Bourne Primary	(Bulge Year) Single storey extension to existing school to provide two new classrooms with associated facilities.	All works complete
Highfield Primary	1 FE Expansion: Construction of a two storey building and associated facilities.	All works complete
Ryefield Primary	1 FE Expansion: Construction of a single storey building, a two storey block and associated facilities.	All works complete
Heathrow Primary	0.5 FE Expansion: Part demolition of the existing building, construction of a two storey extension and associated facilities	All works complete
Rabbsfarm Primary	1 FE Expansion: Demolition of existing school and construction of a new 3 FE school including nursery.	All works complete
Ruislip Gardens	1 FE Expansion: Construction of a new two storey extension and associated facilities.	All works complete
West Drayton Primary	1 FE Expansion: Construction of two storey building and associated facilities.	All works complete
Pinkwell Primary	1 FE Expansion: Construction of a standalone classroom block and associated facilities.	All works complete
Rosedale Primary	Demolition of school sports hall/gymnasium and construction of a new 2 FE school including nursery.	All works complete
Wood End Primary	1 FE Expansion: Construction of 2 stand alone buildings and associated facilities.	All works complete
Harlyn Primary	1 FE Expansion: Construction of part two storey/part single storey extension to existing school and a standalone two storey classroom block.	All works complete
Hillingdon Primary	1 FE Expansion: Part demolition of existing school and construction of a new two storey classroom block and associated facilities.	All works complete
Cherry Lane Primary	1 FE Expansion: Construction of a two storey building and associated facilities	All works complete
Hermitage Primary	1 FE Expansion: Demolition of existing school and construction of a new 2 FE school including nursery.	All works complete
Glebe Primary	1 FE Expansion: Demolition of existing school and construction of a new 3 FE school including nursery.	All works complete
PHASE 3		
Lake Farm site	New 3 FE primary school, nursery, a Special Resource Provision unit and other associated facilities.	All works complete
St Andrews Park site	New 3 FE primary school, nursery, a Special Resource Provision unit and other associated facilities.	All works complete
St Martin's CoE Primary School	New 3 FE Primary School and other associated facilities.	All works complete
PHASE 4		
Primary Schools	Expansions: Potential expansion of 3 schools.	Feasibility
SECONDARY SCHOOLS		
Northwood School	1 FE Expansion: Demolition of existing school and construction of a new 6 FE school.	Works will be completed in 2017

Abbotsfield School	2.5 FE Expansion: Demolition of existing school and construction of a new 9 FE school.	Works will be completed in 2017
Swakeleys School for Girls	2 FE Expansion: Demolition of existing school and construction of a new 8 FE school.	Works will be completed in 2017
OTHER PROJECTS		
Deanesfield Primary School	Installation of a double modular unit for use as a Breakfast and After School club	All works complete
Bourne Primary School	Installation of a single modular classroom unit.	All works complete
Vyners School	Relocation of the Hearing Impairment Resource Base Specialist Resource Provision to a larger area within the existing school which will be remodelled	All works complete
	Installation of a single modular classroom unit.	All works complete

Note: A Form of Entry (FE) is a group of 30 pupils. Expanding a school by 1 FE will add accommodation sufficient for 30 additional pupils to every year group.

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