



HILLINGDON
LONDON



Residents' and Environmental Services Policy Overview Committee

Councillors on the Committee

Kay Willmott-Denbeigh (Chairman)

Michael Markham (Vice-Chairman)

Lynne Allen

Paul Buttivant

Janet Duncan

Judy Kelly

Date: TUESDAY, 28 JULY 2009

Time: 7.00 PM

Venue: COMMITTEE ROOM 3 -
CIVIC CENTRE, HIGH
STREET, UXBRIDGE UB8
1UW

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

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Published: Monday, 20 July 2009

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<http://lbh-modgov:9071/ieListMeetings.aspx?CId=114&Year=2009>

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Head of Democratic Services

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Agenda

- 1 Apologies or absence and to report the presence of any substitute Members
- 2 Declaration of Interest in matters coming before this meeting
- 3 To agree the Minutes of the meeting held on 16 June 2009
- 4 To confirm that all items marked Part 1 will be considered in Public and that any items marked Part 2 will be considered in Private
- 5 Planning and Community Services Budget report 2010/2011 and Quarterly Performance information report 2009
- 6 Environment and Consumer Protection Budget report 2010/2011 and Quarterly Performance information report 2009
- 7 2009/10 Work Programme: Draft Scoping reports and discussions
- 8 Forward Plan 2009/10

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Minutes

**Residents' and Environmental Services Policy
Overview Committee
Tuesday, 16 June 2009
Meeting held at Committee Room 3 - Civic Centre,
High Street, Uxbridge UB8 1UW**



**Published on:
Come into effect on: Immediately (or call-in date)**

Members Present:

Councillors Kay Willmott-Denbeigh (Chairman)
Lynne Allen
Paul Buttivant
Janet Duncan
Judy Kelly
Carol Melvin

1. APOLOGIES FOR ABESNCE

Cllr Michael Markham (Cllr Carol Melvin substitutes).

2. DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING

None.

3. TO RECEIVE THE MINUTES OF THE MEETING HELD ON 20TH APRIL 2009

Minutes were agreed by the Committee.

4. TO RECEIVE THE MINUTES OF THE MEETING HELD ON 14TH MAY 2009

Minutes were agreed by the Committee.

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

It was confirmed that all items on the agenda were marked Part 1 and would take place in public.

6. REVIEW TOPICS 2009/10

The Chairman introduced the Director and Deputy Director of Planning and Community Services, Jean Palmer and Andrew Malin. The Committee were given a few minutes to read the suggested review topics for consideration by the Committee for 2009/10. The Chairman opened the floor to questions. As there were no questions, officers were given the opportunity to leave.

The committee discussed potential review topics for this municipal year, and decided to request officers to write draft scoping reports for the following potential areas for review:

1. Planning Enforcement – increasing its effectiveness in a non-compliant world.
2. Zero tolerance for anti-social behaviour – Hillingdon's role in case work undertaken by the Council
3. Sport for the young, elderly and those with special needs – Hillingdon's offer
4. Street lighting.

Resolved:

1. **That officers return to the Residents' and Environmental Services Policy Overview Committee meeting on 28th July 2009 with four scoping reports on the focus mentioned in each above area.**
2. **The Committee decided that they would agree one or two review topics at their meeting on 28th July 2009.**

7. FORWARD PLAN

The latest edition of the Forward Plan 2009/10 was agreed by the Committee.

8. WORK PROGRAMME 2009/10

The Chairman directed the Committee to the work programme. The Committee discussed receiving an update on School Travel Plans.

Resolved:

The Committee asked Officers to revise the Work Programme to accommodate the following:

1. **The Committee meeting on 28th July 2009 would no longer act as a witness session, but would be when the Committee decide their review topics for this year. Officers were asked to invite the relevant officers to this meeting to present the requested draft scoping reports.**
2. **An update on School Travel Plans would be incorporated into the Committee meeting on 15th September 2009.**
3. **The Committee agreed their Work Programme for 2009/10.**

The meeting closed at 19:45.

BUDGET PLANNING REPORT FOR PLANNING AND COMMUNITY SERVICES 2010/11

Contact Officer: *MARCUS BRIGINSHAW*
Telephone: *EXT 6254*

REASON FOR ITEM

This is the first opportunity for the Policy Overview Committee to discuss the current stage of development of budget planning work with regard to Planning and Community Services. Within the context of the Council's overall financial position, this paper sets out the main financial issues facing the Group's services and the work being undertaken to respond to them. This paper gives a strategic context in which the detailed proposals to be discussed at Policy Overview Committee meetings in January 2010 will need to be considered.

OPTIONS AVAILABLE TO THE COMMITTEE

It is recommended that the Committee notes the development of the financial planning process undertaken to date, and comments as appropriate on the response to the issues, being developed by the Group.

INFORMATION

- 1 This is the first of two opportunities within the planning cycle for the Policy Overview Committee to consider issues relating to budget planning for 2010/11. The focus of this report is the major issues that have been identified through the service and financial planning process for Planning and Community Services. The report to be considered in January 2010 will set out the detailed budget proposals for the Group, those proposals having been included in the report to Cabinet on the Medium Term Financial Forecast (MTFF) on 17 December 2009.

Corporate Summary

- 2 While the focus of the discussion for the Policy Overview Committee should be the specific services within its remit, it is important that this discussion is conducted in the context of the overall corporate financial position.
- 3 Cabinet has set clear parameters for the MTFF over the life of the current administration. These are a zero council tax increase for 2009/10 and 2010/11; provision for £1 million new discretionary growth annually; and unallocated balances and reserves to reach £12 million by 2010/11.

- 4 The report to Council in February 2009 for Tax setting assessed the 2010/11 budget gap at £13.2 million. Early indications are that this is not an overestimate, and that there are potential increases in pressures over and above those already assumed in the £13.2 million budget gap. For example there are potential proposals around the DWP subsidy regime for Homelessness which if they go through will increase the pressure. However, there are also pressures that may reduce, for example Transitional Children. The budget gap will be monitored throughout the year and the budget strategy adjusted accordingly to ensure that a balanced budget for 2010/11 can be set.
- 5 There will be a new 3-year local authority settlement in the period 2011/12 to 2013/14. The latest information is that at best this settlement will not provide any increase in real terms, although it is more likely, given the current economic situation, that significant cuts in public expenditure will be inevitable. As a result, a budget gap of over £40 million will need to be addressed over this 3 year period in addition to the gap forecast for 2010/11. The whole of local government will be faced with this same challenging position.
- 6 This continued period of financial pressure for the Council will require the generation of year-on-year savings in order to produce a balanced budget meeting Cabinet's parameters. The basic dynamics that underpin the ongoing savings or cost reduction requirement are set out in the following table:

Table 1: Analysis of Hillingdon's Underlying Financial Pressures

Item	Annual Ongoing Impact (£m)
Cost Pressures:	
Core inflation	4.5
Social care, waste and other national pressures	4.0
Increasing employers pensions contributions	0.6
Capital programme financing costs	2.4
Phased replacement of homelessness budget over the medium term	2.1
Contribution from balances falling out	3.5
Total Pressures	17.1
Resource Increases:	
Council Tax Receipts	1.1
Government Formula Grant	1.7
LAA Reward grant	1.1
Total Resource Increases	3.9
Ongoing Annual Savings Requirement	13.2

Strategy to deal with the budget gap

- 7 The Council is well placed to deal with the challenges ahead. We have a good track record of coming in or under budget each year and have exceeded the £12m target for balances by the end of 2009/10. We have a well established HIP programme that has helped steer the Council from a position of having low balances to one of having healthy balances at the same time as dealing with significant external challenges around asylum funding and reduced general funding from central government.

MTFF process update

- 8 The timetable for the budget process has been brought forward from previous years so that a balanced budget can be presented to the Cabinet/CMT awayday in November. CMT have already had several detailed sessions on the MTFF position to develop a robust financial strategy. In addition the first MTFF sessions with Groups took place during early May, two months earlier than last year. These sessions have been used to impress on Groups the size of the challenge ahead and they focussed on several themes and work streams around which each group has developed a detailed programme of budget work. CMT will track the progress on the delivery of the MTFF strategy on a monthly basis throughout the year.

Timetable for 2010/11 budget

The broad timetable is as follows:

Process	Timetable
Initial Scoping Meeting with Leader	March
CMT Scoping sessions	March/April
MTFF Group Review (1) – Scoping Session	May
Monthly Leader MTFF updates	May - October
MTFF review at OMG	July
POC Report on budget context	July
MTFF Review (2) – Challenge Session	September
Joint CMT and Cabinet Awayday	November
MTFF Review (3) – Final Sign-off	November
MTFF reported to Cabinet	December
POC review of draft Group Plans and budget proposals	January
Council Tax setting	February

Budget Planning in Planning and Community Services

Summary of Key Financial Issues

- 9 The Planning and Community Services Group has now completed a very successful Whole Service Review generating savings of £960k, and this was reported to Cabinet in December. A high level thematic summary of the savings is outlined in the table below.

Theme	£000's
Restructuring and Staffing reductions	255
Procurement and Alternative Delivery Methods	180
Additional Income Opportunities	300
Economies through Improved Assets and Infrastructure	225
Total	960

- 10 The group is now tasked with contributing to the 2010/11 MTFF and the scoping sessions held between March and May have identified the key areas for the Group.
- 11 The various Planning income streams continue to be a key area for the group given the economic conditions over the last 18 months, and the impact this is having on the housing market.
- 12 The most significant area of income pressure is in Development Control, and within that area the fees for Major applications. This is a volatile area given the scale of fees, which can be significant, and the limited volume of applications. Major applications normally accounts for 2/3rds of the Development Control Income. The other areas of income relating to Minor and Other applications continue to be depressed, but are in line with levels achieved in 2008/09.
- 13 The challenge for the group will be to review, monitor and evaluate these key planning income streams moving forward in terms of their impact on the MTFF, for example will the current year pressure on the development control continue beyond 2009/10 or will the impact of national policy sufficiently turn round the economy so an improvement will start to show.
- 14 A specific ZBB budget review of Land Charges and Development Control Income will be conducted as part of the top 18 areas across the council that have a material impact on the 2010/11 budget. In addition to this specific exercise there will be review of all income to assess the potential for enhancing and maximisation of opportunities across the group.

Next Steps

- 15 The Medium Term Financial Forecast setting out the draft revenue budget and capital programme will be considered by Cabinet on 17 December 2009 and issued for consultation during the remainder of December 2009 and January 2010. This will include detailed consideration by each of the Policy Overview Committees of the proposals relating to their respective services.

SUGGESTED COMMITTEE ACTIVITY

To be written by the O&S Team

BACKGROUND PAPERS

The Council's Revenue Budgets and Capital Programme 2009/10 – reports to Cabinet 19 February 2009 and Council 26 February 2009.

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Quarterly Performance Information Report

Contact Officer:

Patsy Christian

Telephone:

01895 556362

Reason for item

The Terms of Reference for Policy Overview Committees include:

“To monitor the performance of the Council services within their remit (including the management of finances and risk).”

The Quarterly Performance Information Report provides POC with an overview of the performance in the **Planning and Community Services Group for Quarter 4 in 2008/09.**

Options open to the Committee

1. Consider, question officers and comment on the reports, as appropriate.
2. Agree to raise any concerns with the relevant Cabinet member
3. Or note the content of the reports.

Information

The Quarterly Performance Information Report provides a review of the actions taken to meet the Council Plan targets, the Local Area Agreement targets (both of which are outcome driven), performance indicators (local and national) that the groups use to manage and monitor their performance (and are available quarterly).

Backing Documents

- Quarterly Performance Review for **Planning and Community Services**

Suggested Overview Activity.

1. The Committee to question Officers about their groups' performance as set out in the QPRs.
2. Make recommendations to Cabinet or Cabinet Member as appropriate

Section A – Serving our community & customers

CUSTOMER CARE STANDARDS

Members enquiries - % responded to within 10 working days

816 members enquiries were received in the year and 814 (99.8%) were answered within the 10 day target time.

% Local area agreement (LAA) targets on track

There are 13 targets in the LAA to be delivered by PCS, these are showing as completed at the end of Quarter four. Some of these include:-

- Deliver Targeted community support *CIF project in partnership with *C-SPAN (*CIF Community Investment Fund, C-SPAN Community Sport and Physical Activity Network)
- Opening of the new gym at the Minet site
- Deliver a programme of coach and volunteer education in sport related topics
- Organise a programme of fitness promotions to encourage use of leisure facilities
- Implement affordable housing policies to achieve the target set
- Record Baseline of carbon emissions for 2007/2008 financial year using Carbon Trust Local Authority Carbon Management (LACM) programme spreadsheet.
- Investigate how systems can be improved to allow easier reporting for the future³
- Develop climate change strategy.

Some achievements to note –

- The new gym at Minet site opened September.
- Baseline of carbon emissions for 2007/2008 financial year was recorded using Carbon Trust LACM programme spreadsheet. This will be used to calculate the reduction of CO₂ for local authority operations.
- The Climate Change Strategy and Hillingdon's Carbon Management Programme (CMP) was adopted by Cabinet in April.

Section B – Achieving value for money

% capital projects on track against time, quality & cost

The total spend for the year is £20,462k, representing 94% of the budget, £21,856k. The main area of variance is around the Leisure builds at Botwell which at year end was marginally behind and the Uxbridge Hillingdon Sports and Leisure project where the budget was re-profiled and subsequently work progressed more quickly than expected. All capital projects in the PCS are currently showing 'on track' against quality, cost, time and business benefits.

Progress in achievement of MTFF and Value for Money indicator National Indicator 179 savings

At the end of quarter 4, PCS is on track to deliver the savings identified in the Medium Term Financial Forecast (MTFF) and against the Value for Money National Indicator 179, which has superseded the Annual Efficiency Statement (AES) as a tool for monitoring local authority efficiency savings against the 3% annual target.

Monthly budget position (Outturn position 2008/09)

The 2008/09 outturn position for the PCS Group was an overspend of £454k. The main pressure for the group was the slippage in its assignment of the Leisure contract for Golf. The economic downturn more generally has impacted upon the group's income streams in particular the Arts. There were also significant pressures on the Planning income streams for land charges, development control and building control which were reported as exceptional pressures to Cabinet outside the group position.

Budget Planning in Planning and Community Services

A discrete 'Budget Planning Report for Planning and Community Services' is included on the agenda and gives an update on the current position of the Group within the 2010/11 MTFF process.

% tasks in the group plan off track

None –

There are 4 tasks in the group plan that will enable the council to achieve its priority of 'achieving value for money', all of these are showing as being either on track or completed.

Section C – Strengthening planning & performance

% tasks in the group plan off track

Under the new Comprehensive Area Assessment framework a range of National Indicators (Now known as NI's - 199 in total) have been introduced. The previous system of Best Value Performance Indicators (BVPI's) has now been superseded. However we will continue to collect a number of these as they will be used to report performance which remains important in a local context. A number of the BVPI's have been incorporated into the new NI framework. As this is the first year for collecting the new NI's many of them will have no previous data against which we can measure performance so in the current year we will be establishing baselines for future years. Listed below are details of the key indicators, for the NI's we have listed in brackets those which were formerly BVPI's. For NI 8-11 information will be taken from Active Peoples survey that ran from October 15 2007 completed this year 14 October 2008. 500 residents of Hillingdon were surveyed results will be available end of 2008.

National Indicators (NI's) directly relevant to the Group

- NI 008 – Adult participation in sport. Reached 20.7% participation with the target of 22.1%.
- NI 009 – Use of public libraries 53.9% (no target)
- NI 010 – Visits to museums and galleries 51.6% (no target)
- NI 011 – Engagement in the Arts 43.5% (no target for 08-09). This has now been included in our LAA for 09-10 as a non-designated target.
- NI 015 – Serious violent crime rate (1.3 per 1000 pop. meeting target for 08-09)
- NI 016 – Serious acquisitive crime rate
(Q4 out-turn 25.58 per 1000 pop. exceeding target of 28.58 lower is better)
- NI 017 – Perception of antisocial behaviour (26 % agreed that anti-social behaviour was a very big problem)
- NI 020 – Assaults with injury(9.22 assaults with injury per 1000 pop. meeting target of 9.22)
- NI 157 – Planning Approvals (Old BVPI 109 NI 157a Major Application 82% Target 70% / NI 157b Minor Applications 71% Target 73% / NI 157c Other Applications 89% Target 88%)
- NI 188 – Adapting to climate change. Achieved Level 1. (no target for 08-09) This is quite an achievement, most boroughs will be reporting 0-1 whereas Hillingdon not only managed to establish itself as a strong level 1 but also has criteria in Level 2 and 3 met. By 2012 it is envisaged that Hillingdon be a Level 4 authority.
- NI197 – Biodiversity active management sites 39%

Local Indicators (BVPI's) which we will continue to report

- BV 106 – New homes on previously developed land (Target 95%) Final out-turn 100%
- BV 204 – Percentage of planning appeals allowed on appeal (Target 37% Actual 36.2% of appeals allowed lower is better.)

Other Local indicators include:

- PCS-TS1 – Design advice provided and implemented on major applications to improve quality of the built environment. (Target 95 % new indicator Q4 out-turn 97%)
- PCS-TS2 – Number of Building Control customers who consider the service very good (81% annual customer Survey out-turn Q4 74%)
- PCS-TS4 – Making new tree preservation orders (Target 12 Orders Q4 out-turn 11)
- PCS-TS5 – Local Implementation Plan (LIP) programme delivered of Environment, School Travel Plans, Work Travel Plans, Travel Awareness Regeneration and Accessibility (%) (Target 96% Q4 out-turn 100% *School Travel Plans, Work Place Travel Plans, Travel Awareness and all other projects within this LIP category approved by cabinet were all achieved and implemented, therefore 100% success rate achieved.*)
- PCS-PL2 – % of planning decisions made under delegated powers to officers. Higher is better. (Target 90.6% Q4 out-turn 92%)
- PCS-CS1 – Success rate of anti-social behaviour interventions - Number of anti-social behaviour cases accepted for allocation in the Community Safety team reaching success level 1 or 2. More is better. (Target 70% Q4 out-turn 85%)
- PCS-CS2 – Success rate of early intervention panel. % of people referred to EIP who do not receive an arrest or a legal sanction within 12 months of the Panel decision. More is better. (67% success rate Target 70%)
- PCS-CS3 – Number of anti-social behaviour incidents reported to the Council and Hillingdon Homes. Lower is better. (1020 incidents reported Target 1300 lower is better)
- PCS-CS4 – Number of anti-social behaviour incidents reported to the Police. (Lower is better). (20319 incidents Target 13600 lower is better)
- PCS-CS5 – Number of burglar alarms fitted under the Leaders initiative. (More is better). (171 fitted Target 150)
- PCS-CS6 – % of residents who received free burglar alarm who feel safer in the home as a result (More is better). (Target 90 % 100% actual)
- PCS-AD1 – Number of adult learners on further education and on ACL provision (Target 5200 results available at the end of academic year)
- PCS-AD2 – Number of families taking up learning activities reported monthly on an academic year. (Target 400 results available at the end of academic year)
- PCS-AD3 – Number of learners achieving a level 1 literacy (including English Speakers of Other Languages-ESOL) reported on an academic year (Target 181 information collated Annually)

- PCS-AD4 – Overall service 'success rates' for qualification courses reported in an academic year. (Target 62.5% results available at the end of academic year)
- PCS-LI1 – Number of book issues in libraries refurbished (Target 206,895 Q4 out-turn 272,295 issues and renewals)
- PCS-LI2 – Number of library visitors in libraries refurbished (Target 200,259 Q4 out-turn 264,433)
- PCS - L13 – Number of library memberships in libraries refurbished (Target 2,876 Q4 out-turns 2,979)
- PCS-AR1 – Number of arts, culture events organised/managed by Hillingdon (Target 50 Q4 out-turn 112)
- PCS-AR2 – Attendance at arts events by adults (16+) (Target 50,000 Q4 out-turn 91,566)
- PCS-LS1 – Total number of visits recorded at leisure centres and pools (Target 786,504 by end of year Actual end year 802,595)
- PCS-LS2 – Number of these visits relating to swimming activities (Target 400,000 by end of year Actual. Actual end of year 392,749)
- PCS-LS3 – Number of these visits relating to fitness activities (Target 260,000 by end of year Actual end of year 2 271,909)
- PCS-LS4 – Subsidy per visit at leisure facilities (Target £0.54 by end of year)
- PCS-LS5 – Overall satisfaction by customers at leisure facilities (Target 90% final out-turn was 87.47%)

Section D – Building a culture for success

% of tasks in the group plan off track

All of the tasks in the group plan that link to the council priority of 'building a culture for success', are showing as either being on track or completed. These include –

- Encourage creativity and innovation
- Expand Cultural and Sport's activities
- Improve access to services and employment for the elderly, disabled and minority groups.
- Invest in our staff through training and development
- Listen & take account of our customers and users
- Modernise council processes
- Plan and prioritise effectively
- Retain and recruit high performing people

Complaints and Ombudsman Enquiries

Total Received = 30, of which –

Stage 1 = 25 – 88.5% resolved within target time (Service Manager)

Stage 2 = 1 – 100% resolved within target time (Group Director/Deputy Director)

Stage 3 = 2 – 100% resolved within target time (Chief Executive)

Stage 4 = 2 – 50% resolved within target time (Ombudsman)

Classification =

Against council policy – 3

Failure to perform – 7

Officer conduct – 1

Poor service – 19

Racial incident - 0

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BUDGET PLANNING REPORT FOR ENVIRONMENT & CONSUMER PROTECTION SERVICES 2010/11

Contact Officer: *Andy Evans*
Telephone: *01895 250994*

REASON FOR ITEM

This is the first opportunity for the Policy Overview Committee to discuss the current stage of development of budget planning work with regard to Environment & Consumer Protection Services. Within the context of the Council's overall financial position, this paper sets out the main financial issues facing the Group's services and the work being undertaken to respond to them. This paper gives a strategic context in which the detailed proposals to be discussed at Policy Overview Committee meetings in January 2010 will need to be considered.

OPTIONS AVAILABLE TO THE COMMITTEE

It is recommended that the Committee notes the development of the financial planning process undertaken to date, and comments as appropriate on the response to the issues, being developed by the Group.

INFORMATION

- 1 This is the first of two opportunities within the planning cycle for the Policy Overview Committee to consider issues relating to budget planning for 2010/11. The focus of this report is the major issues that have been identified through the service and financial planning process for _ Environment & Consumer Protection Services. The report to be considered in January 2010 will set out the detailed budget proposals for the Group, those proposals having been included in the report to Cabinet on the Medium Term Financial Forecast (MTFF) on 17 December 2009.

Corporate Summary

- 2 While the focus of the discussion for the Policy Overview Committee should be the specific services within its remit, it is important that this discussion is conducted in the context of the overall corporate financial position.
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- 4 The report to Council in February 2009 for Tax setting assessed the 2010/11 budget gap at £13.2 million. Early indications are that this is not an overestimate, and that there are potential increases in pressures over and above those already assumed in the £13.2 million budget gap. For example there are potential proposals around the DWP subsidy regime for Homelessness which if they go through will increase the pressure. However, there are also pressures that may reduce, for example Transitional Children. The budget gap will be monitored throughout the year and the budget strategy adjusted accordingly to ensure that a balanced budget for 2010/11 can be set.
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- 6 This continued period of financial pressure for the Council will require the generation of year-on-year savings in order to produce a balanced budget meeting Cabinet's parameters. The basic dynamics that underpin the ongoing savings or cost reduction requirement are set out in the following table:

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Strategy to deal with the budget gap

- 7 The Council is well placed to deal with the challenges ahead. We have a good track record of coming in or under budget each year and have exceeded the £12m target for balances by the end of 2009/10. We have a well established HIP programme that has helped steer the Council from a position of having low balances to one of having healthy balances at the same time as dealing with significant external challenges around asylum funding and reduced general funding from central government.

MTFF process update

- 8 The timetable for the budget process has been brought forward from previous years so that a balanced budget can be presented to the Cabinet/CMT awayday in November. CMT have already had several detailed sessions on the MTFF position to develop a robust financial strategy. In addition the first MTFF sessions with Groups took place during early May, two months earlier than last year. These sessions have been used to impress on Groups the size of the challenge ahead and they focussed on several themes and work streams around which each group has developed a detailed programme of budget work. CMT will track the progress on the delivery of the MTFF strategy on a monthly basis throughout the year.

Timetable for 2010/11 budget

The broad timetable is as follows:

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Council Tax setting	February

Budget Planning in Environment & Consumer Protection Services

Summary of Key Financial Issues

- 9 The key areas for review that the Group will be focusing in the 2010/11 MTFF have emerged from the scoping sessions held between March and May. An important component of the 2010/11 MTFF process will be a series of Zero Based Budget (ZBB) reviews. These will be

focused on 18 key budget areas across the council, including 4 areas within the ECP group, that have the most material impact on the 2010/11 budgets. The key areas are discussed further below:

Consumer Protection

- Waste and Recycling ZBB – This service continues to be a dynamic and a high spend area for the group. The budget review will focus on the wider impact of the recycling initiatives that have been successfully implemented by the group.

Highways & Green Spaces

- Streetscene (Highways Maintenance) services ZBB – This review will assess the options for provision of the services and look at ensuring that external funding opportunities from Transport for London (TfL) and Section 106 are maximised.

Business Services

- Fleet Management ZBB – This review will concentrate on maximising the efficiency of vehicle procurement and provision across the council.
- Vehicle fuel ZBB – This continues to be a volatile area, with prices again showing an upward trend in the 1st quarter of 2009/10. The Group will consider further actions to maximise the efficiency of the Council's procurement process and vehicle fleet to minimise the pressure in this area.

Income Generation

- Work will be undertaken across the group to identify income generation opportunities for members to consider.

Next Steps

- 10 The Medium Term Financial Forecast setting out the draft revenue budget and capital programme will be considered by Cabinet on 17 December 2009 and issued for consultation during the remainder of December 2009 and January 2010. This will include detailed consideration by each of the Policy Overview Committees of the proposals relating to their respective services.

SUGGESTED COMMITTEE ACTIVITY

To be written by the O&S Team

BACKGROUND PAPERS

Residents' and Environmental Services Policy Overview Committee

28th July 2009

PART 1 – MEMBERS, PUBLIC AND PRESS

The Council's Revenue Budgets and Capital Programme 2009/10 – reports to Cabinet 19 February 2009 and Council 26 February 2009.

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Quarterly Performance Information Report

Contact Officer:

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Reason for item

The Terms of Reference for Policy Overview Committees include:

“To monitor the performance of the Council services within their remit (including the management of finances and risk).”

The Quarterly Performance Information Report provides POC with an overview of the performance in the **Environment and Consumer Protection Group for Quarter 4 in 2008/09**.

Options open to the Committee

1. Consider, question officers and comment on the reports, as appropriate.
2. Agree to raise any concerns with the relevant Cabinet member
3. Or note the content of the reports.

Information

The Quarterly Performance Information Report provides a review of the actions taken to meet the Council Plan targets, the Local Area Agreement targets (both of which are outcome driven), performance indicators (local and national) that the groups use to manage and monitor their performance (and are available quarterly).

Backing Documents

- Quarterly Performance Review for **Environment and Consumer Protection Group**

Suggested Overview Activity.

1. The Committee to question Officers about their groups' performance as set out in the QPRs.
2. Make recommendations to Cabinet or Cabinet Member as appropriate

Section A – Serving our community & customers

CUSTOMER CARE STANDARDS

Members enquiries - % responded to within 10 working days

A total of 2270 enquiries were received in the year and 2191 (96.5%) were answered within the target of 10 working days. Figures were 100% for the final quarter as we have appointed to the previously vacant post.

% Local area agreement (LAA) targets on track

There were 15 LAA targets to be delivered by the ECP Group and all are showing as being on track at the end of Quarter Four. The tasks include –

- Stretch target from 2006 LAA – achieve 11 parks with Green Flag status by 2010.
- Support older, disabled and vulnerable people by raising awareness of rogue traders and offering interventionist help where appropriate.
- Enforcement of legislation controlling the sale of age restricted goods such as alcohol and knives.
- Hold 11 “Streets Ahead” events and increase number of street champions to 5000.
- Explore opportunities to establish a junior street champions scheme.
- Ensure full compliance with the Licensing Act 2003 and specific conditions imposed upon premises licences.
- Implement Management Action Plan for Hog's Back Open Space and Cavendish Recreation Ground (NB – Willow Tree Open Spaces was substituted for Cavendish which is being finalised). (Biodiversity – NI 197*)
- Introduce 10 new solo sweepers and 2 new mechanical sweepers. (NI 195)
- Restructure street cleaning rounds using a mix of mechanical and traditional methods. (NI 195)
- Graffiti - increase budget provision to maintain performance. (NI 195)
- Closer working with Police and Safe Neighbourhood Teams to reduce graffiti rates. (NI 195)
- To further improve our recycling performance. (NI 192)
- Extend estate based recycling facilities. (NI 192)
- Increase on site recycling at our Harefield Civic Amenity site. (NI 192)
- Carry out Educational Campaign to assist increase in recycling rate. (NI 192)

* **NB - details of the new National Indicators (NI's) are listed in Section C below.**

Some achievements to note –

- Green Flags – we now have 10 parks which have been awarded green flags, 9 of which count towards the LAA target so we are well on track to achieve this.
- 10 new solo sweepers and 2 new mechanical sweepers now completed. This should help improve our ENCAMS scores.
- Restructure of the street cleaning rounds is now complete.

- We have identified 251 estates where recycling facilities can be installed – 177 of these have been completed and negotiations are under way on a number of others.
- Rogue Traders - all notifications of possible rogue traders were responded to resulting in 12 actual interventions.
- Year end recycling performance was 35.8% - exceeding the target of 35.5%.
- The Junior Street Champion Scheme is due to launch in Quarter1 of 2009/10

% tasks in the council plan off track

None

There are 10 main tasks in the council plan that fall within the ECP Group to deliver. All were on track or completed at the end of Quarter 4. The tasks include

- Creating a children's water play feature at Ruislip Lido
- We have committed an extra £400,000 for recycling initiatives to help achieve our recycling target of 40% by 2010.
- Provide ten new solo sweepers and two mechanical sweeping machines. (See LAA above)
- Investing an extra £700,000 to improve the borough's roads.
- Launch the remaining two locality areas in 2008/09.
- Investing in improving street lighting.
- Investing extra money to improve our town centres - starting in Northwood.
- Continue to invest extra money to improve the quality of our parks and open spaces.
- Lead initiatives to tackle climate change, such as waste to energy and alternative forms of power for council buildings and new developments in the borough such as RAF Uxbridge site. (NB – shared with Planning and Community Services).
- Continue to deliver our road safety programme and traffic improvement schemes.

Some achievements to note –

- The water play feature in Ruislip Lido was completed in September 08.
- The 2 remaining Locality Areas (Uxbridge and South Ruislip) have been launched and the whole borough is now covered with approximately 4825 street champion volunteers.
- Phase 1 of works to improve the town centre in Northwood was completed.
- We have worked on a number of items under the HIP Waste and Energy Group including – free compost bins for residents (approx 4000 applicants), extending estate based recycling (see LAA update above) and a trial scheme for collecting textiles.

There are 25 tasks in the group plan that will enable the council to achieve its overriding objective of 'serving our communities and customers'. All are on track or completed.

Satisfaction with the council and individual services

A "Place Survey" has been introduced, as part of the new Comprehensive Area Assessment. The survey started in early October and a report will be submitted to a future meeting of RESPOC when further information is known. The proposal is that this will take place every two years – it will gauge resident perception of Hillingdon as a whole (including PCT, Police and Fire Brigade) – not just council services.

Hillingdon also carried out our own annual survey of residents in early September 2008. This produced some excellent results for waste services, recycling and green spaces.

Section B – Achieving value for money

% capital projects on track against time, quality & cost

Capital projects in the council funded programme finished 2008/09 'on track' against quality, cost, and business benefits, with only minor slippage on spend in some of the annual programmes. There was some slippage on the 2008/09 Transport for London (TfL) 20mph and Bus Priority programmes, however it is anticipated that these will be rolled forward into the 2009/10 programmes.

Progress in achievement of MTFF and Value for Money indicator National Indicator 179 savings

At the end of quarter 4, E&CP is on track to deliver the savings identified in the Medium Term Financial Forecast (MTFF) and against the Value for Money National Indicator 179, which has superseded the Annual Efficiency Statement (AES) as a tool for monitoring local authority efficiency savings against the 3% annual target.

Monthly budget position (Outturn position 2008/09)

The 2008/09 outturn position for the E&CP Group was an overspend of £49k (representing 0.13% of the net budget). Within this figure were adverse positions on Off-Street Parking income, Street Cleansing and penalty income from Utility companies on works overstay. These were partially offset by favourable positions on Public Conveniences - due to continuing delays in the siting of the new units - and Consumer Protection Licensing income.

Budget Planning in Environment & Consumer Protection

A discrete 'Budget Planning Report for Environment & Consumer Protection Services' is included on the agenda and gives an update on the current position of the Group within the 2010/11 MTFF process.

% tasks in the group plan off track

None –

There are 4 tasks in the group plan that will enable the council to achieve its priority of 'achieving value for money', all of these are showing as being either on track or completed.

- Demonstrate high standards of financial control.
- Review challenge and improve the value for money provided by services.

- Identify "Invest to save" schemes and progress business cases where applicable. Identify opportunities for bidding for external funding and progress these wherever possible.
- Work in partnership to maximise the effective use of resources

Section C – Strengthening planning & performance

% tasks in the group plan off track

None -

There are 8 tasks in the group plan that will enable the council to achieve its priority of 'strengthening planning and performance' all of these are on track or completed. They include –

- Manage performance to ensure continuous service improvement
- Modernise council processes.
- Strengthen delivery and effectiveness of day to day services.
- New Highways and Green Spaces contracts in place and monitoring being carried out to gauge effectiveness
- Plan and prioritise effectively
- Emergency planning and business continuity planning in place and implemented.
- Assist PCS Group with their Community Safety inspection and outcomes.
- Listen & take account of our customers and users.

Achievement of HIP deliverables against quality, time & cost

All work programmes are on track against time, quality, cost and business benefits.

National and Local Performance Indicators

Under the new Comprehensive Area Assessment framework a range of National Indicators (Now known as NI's - 199 in total) have been introduced. The previous system of Best Value Performance Indicators (BVPI's) has now been superseded. However we will continue to collect a number of these as they will be used to report performance which remains important in a local context. A number of the BVPI's have been subsumed into the new NI framework. As this is the first year for collecting the new NI's many of them will have no previous data against which we can measure performance so in the current year we will be establishing baselines for future years. In addition some are annual reports which are prepared by external organisations such as DEFRA and TfL. Listed below are details of the key indicators, for the NI's we have noted in brackets those which were formerly BVPI's.

National Indicators (NI's) directly relevant to the Group (NB – it is too early to report on several of these NI's)

- NI 47 – People Killed and Seriously Injured figures on roads (BV99)
(117 – London target for 2010 is 133, now includes Heathrow Airport roads for the first time)
- NI 48 – Children Killed and Seriously Injured figures on roads (BV99)

(17 – London target for 2010 is 15)

- NI 167 – Road congestion (to be reported by TfL)
- NI 168 – Principal roads where maintenance should be considered. (BV224)
(annual survey – target was 7% - result was 4% - low is good)
- NI 169 – Non Principal (classified) roads where maintenance should be considered. (BV224)
(annual survey – target was 9%, result was 6% - low is good)
- NI 182/183 – Satisfaction with regulatory services.
(annual report – we supply figures to DEFRA for reporting – result was 73% - first year of collection)
- NI 184 – Food establishments compliant with hygiene law.
(annual report – we supply figures to DEFRA for reporting)
- NI 185 (LAA) – CO2 reduction from LA operations (annual report – LAA target)
- NI 186 – Per capita CO2 emissions
(annual report – we supply figures to DEFRA for reporting)
- NI 188 (LAA) – Climate change (shared with PCS – annual report)
- NI 189 – Flood/coastal erosion risk management
(annual report – we supply figures to DEFRA for reporting)
- NI 190 – Control system for animal health – does not come into force until 2009/10.
- NI 191 (LAA) – Residual Household waste per head (BV84 – which was per property, not per head)
(720.5 kgs – on target against a target of 777 – low is good)
- NI 192 (LAA) – Household waste recycled or composted. (BV82)
(35.8% against a target of 35.5%)
- NI 194 – Levels of air quality – annual report.
- NI 195 (LAA) – Street cleanliness (measured by ENCAMS surveys) (BV199)
(Litter = 10% against a target of 9%, Detritus 31% (33%), Graffiti 6% (8%) and flyposting 2% (1%)).
- NI 196 (LAA) – Flytipping – annual figure (BV199)
(Annual return via DEFRA's "Flycapture" statistics).
- NB – NI 199 – Starts in 2009 – Children/young people satisfaction with parks and play areas. External survey.

Local indicators (BVPI's) which we will continue to report

- BV86 – Cost of waste collection per household.
(Target for 08/09 = £86 – had been revised upwards due to rising fuel costs and changes in the landfill tax – actual was £68.12).
- BV 91 – Kerbside collection of recyclables
(Now 100% - no change)
- BV 100 – Temporary road closures
(Target is 1.7 days, final out turn figure awaited)
- BV 165 – Pedestrian crossing with facilities for the disabled.
(Figures recently revised = 64.9% for all crossings in the borough, 91% for LBH's crossings).
- BV 166 a and b – EHU and Trading Standards checklists
(Targets for both is 100% - both achieved this)

- BV 178 – Easy to use public footpaths and rights of way (twice yearly survey).
(Target is 92% - result of first survey was 91%, second result pending)
- BV 187 – Footways needing repair (annual survey).
(Target is 12% - result was 17.85% - low is good)
- BV215 (a) – Street light repairs.
(Target is 1 day; result was 1.35 days – still top quartile)
- BV 215 b – Street lights under District Network Operator (DNO) control.
(Target is 30 days, result was 45.3 days, previously 52.6 so improving– we have very little influence over this figure)
- BV 216 a and b – Land contamination (annual report – identifies sites of possible concern and remedial actions to be taken).
- BV 218a/b – Abandoned vehicles (a = inspection and b = removal)
(a = 99.9% b = within 24 hours – 66 out of 67)
- BV 224b – Unclassified roads needing maintenance (annual survey).
(target = 14%, result was 13% - low is good)

We will also continue to collate local performance data on the following – it will be reported via our DUP (Driving up performance) report. Some will be used as evidence for team bonus targets. These could include –

Dangerous defects on roads – 24 hour response time. Year end = 99.9% - 3258 out of 3260.

Parking statistics (e.g. Penalty Charge Notices)

Rodent infestations

Noise nuisance reports/response times

Refuse teams - missed bins – currently missing 61 per 100,000 collections, 99.9% of these are put right within the next day.

Enforcement actions

Green spaces - local performance data.

Section D – Building a culture for success

% of tasks in the group plan off track

None -

All of the 8 tasks in the group plan that link to the council priority of 'building a culture for success', are showing as either being on track or completed. These include –

- Communicate clear goals, objectives and accountabilities
- Effective service planning and PADA processes implemented
- Retain and recruit high performing people
- Health and safety issues are highlighted and policies implemented in all workplaces.
- Ensure correct procedures are implemented to reduce the rate of sickness absence and achieve targets.
- Managers to actively participate in the working parties to help the introduction of the new people management system.
- Invest in our staff through training and development.
- Encourage creativity and innovation

Complaints and Ombudsman Enquiries

Total Received = 259, of which –

Stage 1 = 245 – 81% resolved within target time (Service Manager)

Stage 2 = 11 – 82% resolved within target time (Group Director/Deputy Director)

Stage 3 = 2 – 50% resolved within target time (Chief Executive)

Stage 4 = 1 – resolved within target time (Ombudsman)

Classification =

Against council policy – 38

Failure to perform – 26

Officer conduct – 60

Poor service – 133

Racial incident - 2

2009/10 WORK PROGRAMME: DRAFT SCOPING REPORTS AND DISCUSSIONS

Contact Officer: Nadia Williams
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REASON FOR ITEM

To enable the Committee to consider 4 draft scoping reports and select two of them as potential review topics for 2009/10.

INFORMATION

At the Committee meeting on the 16th June 2009, Members discussed potential review topics for 2009/10 and requested officers to prepare draft scoping reports on the following potential areas for review:

1. Zero tolerance for anti-social behaviour – Hillingdon's role in case work undertaken by the Council
2. Street lighting.
3. Planning Enforcement – increasing its effectiveness in a non-compliant world.
4. Sport for the young, elderly and those with special needs – Hillingdon's offer

The draft scoping reports are attached for Members' consideration as **appendices A-D**. It is usual for a Policy Overview Committee to take forward two review topics during the municipal year, though it is up to Members of the Committee to determine this.

SUGGESTED COMMITTEE ACTIVITY

1. To consider the draft scoping reports and ask any further question from officers;
2. To agree which two scoping reports to undertake as major reviews in 2009/10;
3. Of the two major reviews selected to agree their terms of reference;
4. To agree the order in which they will undertake the reviews, i.e. which one will be the first major review;
5. Subsequently, to agree the programme and the scheduling of witness sessions and amend or update the work programme overleaf accordingly.

**RESIDENTS' AND ENVIRONMENTAL SERVICES
POLICY OVERVIEW COMMITTEE**

2009/10

WORK PROGRAMME

Meeting Date	Item
16th June 2009	Work Programme for 2009/10 – Members considered 4 possible major review areas
	Cabinet Forward Plan – review forthcoming decisions and if appropriate, comment to the decision-maker.
28th July 2009	Choosing Review Topics
	Work programme for 2009/10
	Performance and Finance Reports
	Cabinet Forward Plan – review forthcoming decisions and if appropriate, comment to the decision-maker.
15th September 2009	Review 1 – Witness Session 1
	Work Programme for 2009/10
	Cabinet Forward Plan – review forthcoming decisions and if appropriate, comment to the decision-maker.
8th October 2009	Review 1 – Witness Session 2
	Work Programme for 2009/10
	Cabinet Forward Plan – review forthcoming decisions and if appropriate, comment to the decision-maker.
18th November 2009	Review 1 – Conclusions and Recommendations

	Gambling Act 2007-10 – report sent to Committee for comments. Stephanie Waterford & Norman Stanley
	Annual Safety Sports Grounds Report
	Work Programme for 2009/10
	Cabinet Forward Plan – review forthcoming decisions and if appropriate, comment to the decision-maker.
15th December 2009	1 st Review – Final Report agreed
	2 nd Review – scoping report agreed
	Work Programme for 2009/10
	Cabinet Forward Plan – review forthcoming decisions and if appropriate, comment to the decision-maker.

19th January 2010	2 nd Review : Witness Session 1
	Budget Reports and Group Plans 2010
	Work Programme for 2009/10
	Cabinet Forward Plan – review forthcoming decisions and if appropriate, comment to the decision-maker.

17th February 2010	2 nd Review: evidence session 2
	Work Programme for 2009/10
	Cabinet Forward Plan – review forthcoming decisions and if appropriate, comment to the decision-maker.

10th March 2010	2 nd Review: conclusions and recommendations
	Work Programme for 2009/10
	Cabinet Forward Plan – review forthcoming decisions and if appropriate, comment to the decision-maker.

13th April 2010	2 nd Review: final report agreed
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	Cabinet Forward Plan - review forthcoming decisions and if appropriate, comment to the decision-maker.
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**RESIDENTS' AND ENVIRONMENTAL SERVICES
POLICY OVERVIEW COMMITTEE**

2009/10

DRAFT SCOPING REPORT

Proposed review title:

**ZERO TOLERANCE FOR ANTI SOCIAL BEHAVIOUR:
HILLINGDON'S ROLE**

Aim of review

To review and improve the Council's arrangements for dealing with anti-social behaviour in the Borough.

Draft Terms of Reference

1. To define **ASB** and what a zero tolerance approach means;
2. To consider existing and emerging legislation surrounding **ASB**;
3. To assess peoples' perceptions of **ASB** and whether it is really as big a problem as the mainstream media makes out;
4. To assess the ways of measuring **ASB**, their accuracy and determine whether the level of **ASB** is getting better or worse in Hillingdon (in comparison to the national average / other areas);
5. To review whether the ways we enable people to report **ASB** are accessible and effective – can we do more?;
6. To review whether the Council's own processes and response rate in tackling **ASB** are timely, effective and cost-efficient;
7. To seek out views on this subject from residents, particularly young people, using a variety of existing and also contemporary consultation mechanisms;
8. To examine best practice elsewhere through case studies, policy ideas, witness sessions and visits;
9. After due consideration of the above, to bring forward strategic, innovative and also practical policy recommendations to the Cabinet in relation to adopting a zero tolerance approach to **ASB** in Hillingdon;

Background and importance

Measurement of changes in the volume of anti-social behaviour is difficult, so performance analysis tends to prefer surveys of public experience and perception. Nationally and for London this is achieved in the British Crime Survey; locally for Hillingdon this is achieved by the Local

Government User Satisfaction Survey, now replaced by the Place Survey, Police Public Attitude Surveys and the Hillingdon Crime and Disorder Survey.

The general trend is a gradual reduction in the perception of high levels of disorder or anti-social behaviour being a big problem, but this reduction is not as fast as the reduction in levels of concern about crime. Public and stakeholder surveys continue to put tackling anti-social behaviour at or near the top of the list of priorities.

Younger people and those living in hard pressed areas are more likely to experience (and therefore perceive) high levels of anti-social behaviour than older or affluent people.

Reasons for the review

1. A new, updated ASB Strategy is needed to provide clear long-term objectives for ASB interventions in the borough.

There are considerable resources devoted to tackling anti-social behaviour in Hillingdon. The issues which public and stakeholder surveys tell us are causing greatest concern are:

- Issues connected to drugs and alcohol
- General nuisance behaviour
- Vandalism and criminal damage, including graffiti
- Inappropriate vehicle use
- Fly tipping

2. The impact of legislation and national guidance.

The Safer Hillingdon Partnership Annual Plan includes Local Area Agreement designated target NI 21 (confidence in police and local authority to deal effectively with anti-social behaviour and crime).

The SHP is obliged to have a strategy to deal with Anti-Social Behaviour under the Police and Justice Act 2006 and Statutory Instrument 2007 (3076) Crime and Disorder: Formulation of Strategy.

3. A continuing need to ensure value for money.

Anti-Social Behaviour has always been difficult to measure, for the following reasons:

- Although the term has been in common usage for ten years (since the 1998 Crime and Disorder Act) it covers a wide range of behaviours and when used as a generic term it does not specify the nature of the problem
- Volume of reports can vary according to:
 - What is recorded as ASB as opposed to a service request – for example a report about an abandoned or untaxed vehicle could be treated as simply a request for a service rather than a suggestion that someone had been deliberately anti-social

- It is prone to subjectivity – one person’s ASB is another person’s normality (such as loud music or “youths hanging around”)
- The willingness of people to report it, which may be influenced by how confident they are in the likely service response – greater confidence = increased reports
- The tolerance threshold of the person reporting it – if there are more serious issues such as the economy, climate change or a crime wave there may be fewer reports of low level disturbance. MORI have assessed that tolerance of ASB is higher in high crime areas compared to low crime areas

The British Crime Survey has asked questions to find out the percentage of people who perceive a high level of ASB since 2001/2. There is a gradual downward trend (ie improvement), with the London figure improving faster than the national figure so that the figure for London is getting closer to the national average. This is positive as higher perception is to be expected in the metropolis compared to rural areas.

Safer Neighbourhood Team Public Attitude surveys

All SNT areas are included in these surveys under the Metropolitan Police Safer Neighbourhoods scheme. The trend suggests gradual improvement in the percentage of people who said that anti-social behaviour had got worse, but not as great as the improvement in people who said that the crime rate had got worse.

The reduction in perception of anti-social behaviour, therefore, is not as fast as the reduction in worry about crime.

Hillingdon’s Annual Crime and Disorder survey

This is conducted locally by the Council’s Community Safety Team – 5,000 postal surveys are sent to randomly selected households, and about 1,200 are returned.

The percentage of people identifying anti-social behaviour as a major concern has reduced from 89% in 2004 to 79% in 2007. The 2008/9 survey asked a slightly different question, the result being that less than half (48%) the respondents said that ASB is a big or very big problem locally.

4. A review of current arrangements for policy development and overall direction for the service area.

Current measures in place

- 12 strong Police ASB Team / Partnership Tasking Team in partnership with the Council and Hillingdon Homes
- Police Safer Transport Team; Hayes Town Centre Transport Hub Team; British Transport Police “Safer Neighbourhood” Team

- Enlarged LBH community safety team
- Hillingdon Homes ASB Team
- Most RSLs are signed up to the Respect Standard for Housing Management
- Hillingdon Community Mediation take referrals of neighbour disputes and seek resolution of the problem through agreement
- Street Scene Enforcement Team located in Environment and Consumer Protection
- Fire fighters on cycles scheme runs from April to October (eliminating flammable rubbish)
- Community Payback – over 40% of unpaid work by offenders under supervision is done in conjunction with the Council on environmental improvements
- Funding provided for youth entrants to the LIFE Education project run by the Fire Service for young people engaged in anti-social behaviour
- Positive Activities for Young People programme – Fiesta – is one of the biggest in London; Targeted Youth Support Service has been rolled out borough wide; Early Intervention Programme deals with about 100 young people per year of whom about 80% do not come to further police notice in the following 12 months
- Onyx categories changed to match Home Office typology
- On-line, phone, e-mail or letter referrals through LBH Contact Centre
- Service standards for ECP and CS revised and prepared for publication

6. Resources available

Cases dealt with by LBH Community Safety Team:

- Issues which are multi-faceted or do not fall into the following categories are referred to the Community Safety Team, which has 6 staff dealing with “tasking” issues

Typical cases dealt with by LBH Environment and Consumer Protection:

- Noise nuisance – **Noise Team** (subject to what type of noise it is)
- Litter – **Street Cleaning**
- Car repairs and vehicles for sale on the highway – **Street Scene Enforcement**
- Refuse disposal disputes and fly tipping – **Street Scene Enforcement**
- Parking disputes and abandoned vehicles – **Parking Services**
- Anti-social Behaviour in Parks and Open Spaces – **Green Spaces / Ranger Patrol**
- Under age sales of alcohol and unlawful trading – **Trading Standards**
- Alleged breaches of conditions by licensed premises – **Licensing Service**

Typical cases dealt with by LBH Education and Children’s Service:

- Young people going through the Youth Court – **Youth Offending Service**
- Young people at risk of offending behaviour – **Targeted Youth Support Service and Positive Activities for Young People**

Cases dealt with by Hillingdon Homes:

- Reports of anti-social behaviour committed by the Council’s 10,000 tenants and 2,000 Leaseholders. The Team has six specialist Anti Social Behaviour Officers

Equalities

The Council needs to ensure that the ASB strategy is applied equitably to all community groups, races and ethnicities, enhances community cohesion and adequately meets the needs of a diverse borough.

Who is this review covering?

1. All people living or working in Hillingdon and visitors to the borough.
2. Council services, Community Safety Team, Environmental Enforcement.
3. External partners e.g. Metropolitan Police, and Residents' Groups.

Key issues

1. Are residents' expectations and concerns about ASB reflected in the Council's service standards?
2. What is the total extent of existing ASB provision across the Council?
3. Effectiveness of ASB strategy:
 - a. What is the evidence on the pattern of incidents? Has there been displacement?
 - b. How many convictions or detections result from the ASB strategy?
5. How have other Councils dealt with ASB successfully?

Methodology

1. The Policy Overview Committee will examine background documents and receive evidence at its public meetings from officers and external witnesses.
2. The Committee may also make visits to sites and/or to other Councils with best practice examples.

Relevant Documents

To be provided as the review progresses.

Witnesses/evidence providers

Exemplar Local Authorities; Older Persons Forum; Youth Council; local Shopping Centres' managers; Street Champions; Metropolitan Police Council Services; Connecting Communities Forum; Community and Police Consultative Group.

There may need to be some further prioritisation within this list in order to make the review manageable and complete it to deadline.

Stakeholders and consultation plan

1. Partner agencies will be invited to make submissions to the Review.
2. The stakeholders are: (to be added)
3. Consultation plan: representatives of stakeholders will be invited as witnesses. The review could be publicised in Hillingdon People and on the Council website and written contributions invited.

Connected work (recently completed, planned or ongoing)

Outcome

The Committee's recommendations will go to the Cabinet and the Council's partners for approval.

Proposed timeframe & milestones

To complete Review by the end of December 2009

Risk assessment

The review needs to be resourced and to stay focused on its terms of reference in order to meet this deadline.

**RESIDENTS' AND ENVIRONMENTAL SERVICES
POLICY OVERVIEW COMMITTEE**

2009/10

DRAFT SCOPING REPORT

Proposed review title: Street Lighting

Aim of review

To review the policies and priorities for Street Lighting in Hillingdon, to demonstrate Best Value and Best Practice. To make recommendations to Cabinet which will improve the service, improve residents' satisfaction and facilitate the production of a formal Street Lighting Policy.

Draft Terms of Reference

- 1. To understand and confirm the Council's statutory duties in relation to street lighting and highway based power supplies;**
- 2. To review how our duties are discharged, including how priorities are arrived at and how resources are allocated;**
- 3. To review recent performance and the methods of performance measurement that are applied to this area;**
- 4. To review what service improvements are being implemented and what improvements could be implemented, to improve performance still further.**
- 5. To review whether the Council's own processes and response rate in dealing with street lighting is timely, effective and cost-efficient, and what effect the responsiveness of the utility companies can have on the service;**
- 6. To seek out views on this subject from residents, using a variety of existing and also contemporary consultation mechanisms;**
- 7. To better understand and contrast the community /road safety and light pollution implications of street lighting;**
- 8. To examine new technologies, e.g. solar power and best practice elsewhere through case studies, policy ideas, witness sessions and site visits and;**
- 9. After due consideration of the above, to bring forward strategic, innovative and also practical policy recommendations to the Cabinet in relation to street lighting in Hillingdon.**

Background and importance

The Council's duty as Highway Authority under the Highways Act 1980, is to maintain highways maintainable at public expense and to take such care as is reasonably required to secure the safety of the highway for all types of traffic using the Highway. The Highways Act does not

require the Highway Authority to provide lighting, although section 97 states that a Highway Authority may provide lighting.

As those responsible for maintaining of the Street Lighting, the Public Lighting Section serves all the residents of the Borough, any visitor to the Borough and anyone travelling through or over it. We also serve local businesses, partners and key external organisations. In addition we work closely with other groups within the council, maintaining lighting in public car parks, roads and footpaths owned by Hillingdon Homes and some Housing Associations.

In 2008/09 1,428 lights out or day burners were reported by residents, road users and lighting section staff, these were attended to in an average of 1.4 calendar days. The regular night patrols detected 2,153 lights needing attention; these were attended to in an average of 1.3 calendar days. Requests for lighting improvements in 24 areas that had not previously be identified were also received. There were 176 lights effect by electricity supply failures these were repaired by the Electricity Boards in an average of 45.10 calendar days.

Reasons for the review

With increasing financial pressures due to energy costs, environmental pressures relating to the use of energy, and emerging technologies which can help us deal with the challenges we face, this is a pertinent time to review the street lighting service.

Equalities

The Public Lighting Section serves all the residents of the Borough, any visitor to the Borough and anyone travelling through it. We also serve local businesses, partners and key external organisations. The street Lighting service is used by all, regardless of race, gender, physical ability, sexual orientation or social background

Who is this review covering?

The Public Lighting, Signs and Road Markings Section .within the Street Scene Maintenance Team, a part of the Highways & Green Spaces Service of the Environment & Consumer Protection Group

Key issues

1. What are the Council's statutory duties in relation to street lighting and highway based powers supplies?
2. How do we set out to fulfil those duties including

Maintaining the Lighting Stock

- Dealing with Service requests and timescales attached
- What maintenance standards are applied

Lighting improvements

- RESPOC may wish to review the framework developed last year to assist in determining where to prioritise improvements in street lighting from funds available

How to make most efficient use of electricity

- The Council is currently reviewing its energy procurement methods and RESPOC may wish to consider this as it relates to street lighting.
- RESPOC may wish to review issues related to national guidance on the level of lighting to be provided in various areas depending upon usage and crime risk.
- RESPOC may wish to consider if there are any locations in the borough where current light levels may require review.

Supply company issues

- Service Level Agreements have now been set up with electricity boards to improve their performance on delayed fault repairs. However, their current performance falls short of the SLA and RESPOC may wish to call witnesses from these companies to account for their organisations' performance in order to seek improvements.
- When lighting columns are replaced, the change over of the electricity supply from the old column to the new one takes time and residents wonder what the delay is.
- The borough's street lighting team have recently changed their procedures to seek to improve the programming of removal of old columns and are considering how to better communicate planned works to residents. RESPOC may wish to review these changes and consider issues related to improving communication to residents on issues related to street lighting.

Dark skies/astronomy related issues

- RESPOC may wish to consider issues associated with 'dark skies' and astronomy as they relate to street lighting, and minimising light pollution

To light or not to light?

- RESPOC may wish to consider issues related to when or whether to put lamps or lighting along footpaths or through parks.
- RESPOC may wish to consider whether more use could be made of LED cats eyes on roads and 'lower level' path lighting through parks, rather than traditional lamp columns.
- RESPOC may wish to consider issues related to requests for floodlighting in parks as part of a potential review.

3. How do we measure performance in Street lighting?

4. What does our recent performance look like? Including Efficiency of Lighting

5. What service improvements are we planning for Street lighting?

- **The Use of Alternative Energy** -RESPOC may wish to review issues related to the potential for solar powered lighting
- **Use of light sources that give better visibility** - Lighting standards no longer support the use of monochromatic light sources like the orange low-pressure sodium lamps that

have been in use for many years. RESPOC may wish to consider how this will impact on the borough

Community and Road Safety

The use of Street Lighting to design out crime, make both residents and motorists feel safer walking and driving.

Methodology

Relevant Documents

Well Lit Highways – Code of practice for highway lighting management
Code of practice for the design of road lighting BS 5489
Road Lighting BS EN 13201
Borough Energy policy

Witnesses/evidence providers

- Philomena Bach (Group Director ECP)
- Mary Worrall (Head of Highways and Green Spaces)
- Jonathan Westell (Street Scene Maintenance Manager)
- Tim Edwards (Manager Public Lighting)
- Representatives from Electricity suppliers & another Local Authority (provisional; to be confirmed)
- Community Safety Team representative

Stakeholders and consultation plan

- Cabinet Member for Planning & Transportation – Cllr Keith Burrows
- The Cabinet Member For Environment – Cllr Sandra Jenkins
- Metropolitan Police Service
- Carry Out Website Survey
- Consult “Street Champions” from the Streetscene Locality Working Initiative.
- Motorists’ Forum

Connected work (recently completed, planned or ongoing)

Whole Service Review – completed in 2008
Produce a Street Lighting Policy – to be produced after or as part of review

Outcome

A report to Cabinet with the conclusions of the review and recommendations for any changes to the service that enable Street Lighting to better meet the Council’s targets.

Proposed timeframe & milestones

Meeting/date	Action	Milestone
1. 28 th July	Discuss Scoping of Review	
2. 15 th Sept	Scoping & Presentation	Scope of Review Set

3.	8 th Oct	Witness session	Review Starts
4.	Sept / Oct	Visit / walkabout to illustrate pertinent issues	
5	17 th Nov	Report	Review Ends
6	17 th Dec	Cabinet Considers Report	Decision taken

Risk assessment

There are already pressures on the limited resources of Public Lighting, Signs and Road Markings Section. This review will need significant input from the in house resources.

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London Borough of Hillingdon

**RESIDENTS' AND ENVIRONMENTAL SERVICES
POLICY OVERVIEW COMMITTEE**

2009/10

DRAFT SCOPING REPORT

Proposed review title:

**PLANNING ENFORCEMENT – IT'S INCREASING EFFECTIVENESS
IN A NON-COMPLIANT WORLD**

Aim of review:

In an increasingly non-complaint world planning Enforcement is becoming more high profile and is involving an ever increasing amount of partnership working. The aim of the review should be to consider how the planning Enforcement Team can work better with both internal and external partners to achieve Corporate Objectives.

Draft Terms of Reference:

- 1. To examine the effectiveness of the Planning Enforcement service in providing an adequate response to the increasing number and complexity of complaints/enquiries.**
- 2. To identify trends in partnership working in order to improve the Enforcement process,**
- 3. To investigate opportunities for increased partnership working.**
- 4. To examine the ability of the Enforcement Team to adhere to accepted Best Practice.**

Background and importance:

1. Two of the Councils key corporate objectives are:
 - (i) *'Making Hillingdon a cleaner, greener Borough'*.
 - (ii) *Ensuring the heritage and natural environment, especially the green belt, are both protected and enhanced.*

Planning Enforcement has a key role in protecting the natural and built environment.

2. Planning Enforcement and protecting the natural and built environment are high profile with respect to both resident interest and media coverage (the various editions of the gazette always have planning enforcement related stories).

3. The Planning Enforcement Team presently comprises: a Manager, a Deputy Manager, 1 x Admin/Technical Support officer and 5 x Enforcement officers (currently one (1) x vacant post) who process cases from receipt of complaint(s) until the files are closed. The team is larger than a few years ago. This reflects:
- (i) Complexity of complaints
 - (ii) Increase number of Notices served and prosecutions
 - (iii) Increase in the number of complaints/enquiries received
 - (iv) Greater importance placed by customers upon Enforcement
 - (v) To address a perception that the Council did not put enough resources into planning Enforcement.
4. Planning Enforcement operates within a legislative boundary (Town and Country Planning Acts). Key functions of Planning Enforcement are:
- (i) Investigation of alleged breaches of planning control
 - (ii) Regularising or remedying breaches
- In over 90% of cases, the involvement of the Enforcement team does not result in the Council serving a formal notice(s). This is because complaints may not be breaches of planning control, there may be a negotiated solution to the issue or the activity or use(s) cease following the involvement of an Enforcement officer.
- (iii) Determining whether breaches can be rectified through submission of a planning application.
- In a high proportion of cases it will be identified that a planning application is required. It is recognised good practice, prior to consideration of serving an Enforcement Notice and unless it is clearly evident that an application is fundamentally contrary to development plan policy, to enable submission of a planning application,
5. Further important parameters under which the Planning Enforcement service operate are listed below:
- (i) Undertaking development without planning permission is not a criminal offence.
 - (ii) The taking of formal Enforcement action is at the discretion of the Local Planning Authority.
 - (iii) There is a statutory requirement to consider whether it would be 'Expedient' to take formal Enforcement action. This means that the fact that something does not benefit from planning permission does not mean Enforcement action should always be taken.
 - (iv) Planning Enforcement should seek to safeguard matters of recognised importance:-
"Whether the breach of control unacceptably affects public amenity of the existing use of land or buildings meriting protection in the public interest"
 - (v) Planning Enforcement officers have to be mindful of the 'Considerations' defined by the Human Rights Act 2000.
 - (vi) Planning Enforcement must be proportionate in terms of the impact upon the recipient of a Notice(s) weighed against the public interest.

6. There are various legislative tools to Enforce against confirmed breaches of planning control where it is considered expedient to do so, these are listed below:
- (i) Enforcement notice - requiring steps to be taken to remedy the breach(es) of planning control within a prescribed period.
 - (ii) Stop Notice, served following the service of an Enforcement notice but prior to the 'effective' date. It is useful when the LPA consider something must be stopped urgently – there is the risk to the Council of compensation but only in circumstances where it is determined that a breach(es) of control had in fact not taken place.
 - (iii) Temporary Stop Notice - may be served without the need to serve an Enforcement Notice. It is useful when the LPA feel something must be stopped urgently – there is the risk to the Council of compensation with this type of notice.
 - (iv) Breach of Condition Notice - where there is a failure to comply with any condition or limitation imposed by the grant of planning permission or by Statute ('Permitted Development') e.g. not undertaking planting or landscaping.
 - (v) Injunction - by application to either High Court or County Court, to restrain any actual or expected breach of planning control.
 - (vi) Section 215 Notice – 'untidy land' – (Could use the example of Hayes gate with the tower block covered in graffiti and broken windows).
 - (vii) Section 11 Notices – under the London Local Authorities Act for advertisement hoardings
 - (viii) Direct Action – using Section 178 of the T&CP Act - only applicable if all other Enforcement routes have been exhausted.
7. Most local Authorities have the focus of their Enforcement work related to commercial or householder planning breaches. Hillingdon has a wider diversity of cases, often very complex cases related to:
- (i) Minerals - the Council is responsible for large areas of Green Belt land, in which mineral and waste operations are located.
 - (ii) Houses of Multiple Occupation (HMO's) associated with either the expanding University or College campuses or accommodation associated with illegal immigrants. This is a particular issue within the south of the Borough.
 - (iii) Airport related activities, such as, off-airport car parking. Again this is a particular issue within the south of the Borough.
8. The Enforcement team are increasingly involved in partnership working involving a broad range of both internal departments and external organisations. There is joint working with:
- (i) Environmental Protection Unit (EPU) on Licensing, noise and/or lighting nuisance, construction disturbance, rubbish/deposit of waste etc.
 - (ii) Building Control Surveyors on breaches of planning and/or Building Regulations and Dangerous structures,
 - (iii) Highway officers on highway safety matters, display of Advertisements, sale of motor vehicles from the public highway.

- (iv) Trees & Landscape officers on a variety of unauthorised Tree work, failure to undertake landscaping (Planning conditions/Legal Agreements).
 - (v) Land Charges - ensuring Enforcement related information is recorded and made available as required.
 - (vi) Conservation Officers regarding Listed buildings and Conservation Area Enforcement
 - (vii) Council Tax Collection/Business Rates and Benefit Fraud investigations
 - (viii) Private Sector Housing Team
 - (ix) External Partners for which assistance requested/notified as considered appropriate:
Police, Inland Revenue, Customs & Excise, Environment Agency, Housing Associations, HM Land Registry, DVLA, and Vehicle Inspectorate (VOSA) - all of which are contacted in circumstances considered appropriate.
9. A recent development in terms of Partnership working is a request made on behalf of the Border & Immigration Agency (BIA). The BIA seek information on cases of unauthorised residential occupation i.e. garages, detached buildings, conversion to HMOs, in particular, instances where there is information to suspect the occupants may be illegal immigrants. This initiative has yet to be explored.

Reasons for the review

1. The workload of the Enforcement Team has risen significantly in recent months. Officers contribute the increase to both a heightened awareness on the part of the public of the Enforcement function within the Borough and an overall trend toward non-compliant behaviour resulting from the 'down-turn' in the national economy. This situation, which according to a number of reliable sources is likely to continue for the foreseeable future.
2. In addition to the above together with the effects of both legislative constraints imposed upon Planning Authorities and the complexity of certain of the cases, concern has been expressed over the ability of the Council to provide an adequate and robust response.
3. Following a review of the Enforcement function undertaken in 2005, the need for an increase in resources was acknowledged by Members and officers alike. As a result the formation of the Team was enhanced both in terms of management and number of case (Enforcement) officers.
4. In early 2008 Members agreed to a further increase in the number of permanently employed officers (see Background and importance).
5. Since 2006 working procedures have progressively been evaluated against recognised Best Practice. As a consequence, a number of initiatives have been introduced both in terms of internal procedures and Partnership working.
6. The improved effectiveness of the Enforcement function can be measured against a number of indicators, namely:
Ability of the Team to investigate/process a marked increase in the number of complaints,

Increased number of reports submitted to Planning Committees,

The number of Enforcement Notices served,

Number of successful Court prosecutions - resulting in the imposition of substantial fines and awarding of costs,

A significant number of cases resolved through negotiation - resulting in a financial saving to the Council.

7. Despite the above improvements, and the increase in staff to the service over recent years, the calls on the Enforcement service are increasing putting pressure on the level of service provided.
8. The Government, in the guise of the Planning Inspectorate, has recognised the impact of current economic down-turn in terms of likely increase in the number of breaches of planning control. Experience gained during previous such periods indicates an increase in the region of 25%. Earlier this year in furtherance of canvassing opinion of Local Planning Authorities, the Planning Inspectorate confirmed the intention to recruit/train additional staff in order to process the expected rise in the number of Enforcement related Appeals.
9. A further statistic giving rise to concern is that of a decrease nationally in the submission of planning applications - Planning Portal recently reported a decline of some 30%, although this can be laid for the most part on the downturn in the economy.

Equalities

The Planning Enforcement service must at all times act reasonably and fairly in dealing with any alleged breach(es) of planning control, in accordance to their needs.

Who is this review covering?

1. All forms of development undertaken within the Borough
2. The ability of the Council's Enforcement service to respond effectively to the perceived increase in the number of complaints alleging breaches of Planning control
3. The current and future level of Partnership working, with particular regard to ensuring a corporate approach to Enforcement - in terms of Planning and other regulatory functions.

Key issues

1. Are the expectations of Members being met in terms of Council's ability in providing an effective Enforcement function,
2. The likely impact upon the level of service resulting from the anticipated increase in the number of complaints/enquiries,

3. Are their greater possibilities to enhance Partnership working and whether such an approach would have a beneficial impact upon both the level of service and the public perception of the Enforcement function?

Methodology

1. The Committee will examine background documents and receive evidence from officers.

Relevant Documents

To be added

Witnesses/evidence providers

The Head of Planning & Enforcement, The Manager of the Enforcement Team, officers representing various Council Divisions as cited in the body of the report.

Stakeholders and consultation plan

To be added

Connected work (recently completed, planned or ongoing)

The P & CS Whole Service Review was completed in March 2009.

Outcome

Recommendations to the Cabinet with particular reference to identifying what increased resources, if any, need to be provided in order to maintain an adequate Enforcement function capable of responding to the anticipated level of complaint.

Proposed timeframe & milestones

Review to be completed by the end of December 2009.

Risk assessment

Inability of the Council to provide an Enforcement function capable of providing an adequate level of service may result in:

1. Aggrieved parties complaining to the local Ombudsman resulting in a finding of Mal-administration/award of compensation,
2. Legal Challenge on behalf of an aggrieved party by way of Judicial Review,
3. Inability to recruit & retain experienced staff.

The review needs to be resourced and to stay focused on its terms of reference in order to meet this deadline.

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**RESIDENTS' AND ENVIRONMENTAL SERVICES
POLICY OVERVIEW COMMITTEE**

2009/10

DRAFT SCOPING REPORT

Proposed review title:

**SPORT FOR THE YOUNG AND ELDERLY
AND THOSE WITH SPECIAL NEEDS**

Aim of Review

To review the Council's delivery of sport and physical activity for young people, older people and those with special needs.

Draft Terms of Reference

- 1. To review current work streams and targeted project work in place.**
- 2. To assess the effectiveness of targeted activity.**
- 3. To identify opportunities to expand the current offer.**

Background and Importance

1. Developing the sporting and the health benefits of an active lifestyle is a priority for the Council. Sport and Leisure is a high profile service area with high Member expectation to ensure that **"Hillingdon is a more active, healthy, successful sporting Borough"**
2. The Council with its very clear commitment to sport and physical activity has matched its aspiration to provide high quality sports facilities with increasing programmes of community based Sports development, as well as supporting athletes to achieve their full potential as elite performers.
3. The jewels in Hillingdon's crown will be the new facilities – Hillingdon Sports and Leisure Complex with the first new 50m pool in London for 40 years and the new Sports Centre at Botwell Green. Both will be complete by the end of 2009 and open to the public in early 2010. With £48m of investment, residents really will have the opportunity to be more active.
4. Sport and physical activity give people opportunities to learn skills, to express their identities, and to share experiences. It gives them a sense of community and a stake in the places where they live, contributing to a feeling of Civic Pride.

5. Sport and physical activity are a means to achieve outcomes across a number of cross-cutting themes, both in terms of promoting healthy, active lifestyles, promoting community participation and improving general health and well-being. This work can also contribute to other strategic work such as sustainable communities, reducing levels of obesity and providing positive activities for young people that can in turn aid community safety work by providing diversionary activities.
6. The key performance measure by which the Council will be judged is through the National Indicator 8. This measures the percentage of adults (16+) taking part in 30 minutes of moderate sport and physical activity on at least 3 occasions per week. Data comes from the Active People survey that Sport England co-ordinate and Councils' are expected to co-ordinate efforts to meet a 1% annual increase in participation.
7. Active People will also measure volunteering and satisfaction with local sports and leisure provision. The six KPI's (Key Performance Indicators) in Active People are: -

KPI 1 - At least 3 days a week x 30 minutes moderate participation (all adults)

KPI 2 - At least 1 hour a week volunteering to support sport (all adults)

KPI 3 - Club member (all adults)

KPI 4 - Received tuition from an instructor or coach in last 12 months (all adults)

KPI 5 - Taken part in organised competitive sport in last 12 months (all adults)

KPI 6 - Satisfaction with local sports provision (all adults)

8. As far as young people are concerned, the key performance indicator is the percentage of 5 to 16 year-olds participating in at least 2 hours per week of high-quality PE and sport at school, and the percentage of 5 – 19 year olds participating in at least 3 hours per week of sporting opportunities. Hillingdon, as part of Pro-Active West London has been selected as one of 12 trailblazer County Sports Partnerships across England to drive the delivery of Sports Unlimited [5 hour offer]. Working with School Sports Partnerships, the Council has developed new, externally funded activities to engage 'semi-sporty' children and young people into physical activity.
9. London committed in winning the 2012 Games to hosting an "inspirational Olympics and Paralympics that captures the imagination of young people around the world and leaves lasting legacy". The Mayor of London has recently published 'A Sporting Future for London' that is about increasing participation in sport and physical activity to encourage more people to play sport in London in the run up to the 2012 Games. The plan, which aligns with Sport England's strategy to create sporting opportunities in every community, is designed to capitalise on the once in a lifetime opportunity for the host city to create a lasting sporting legacy.
10. The focus on delivering a Sporting and Cultural Legacy is significant. In order to deliver real legacy for residents in Hillingdon, the focus is on expanding much of the creative and dynamic work that is already beginning to happen within local communities around sports, arts and culture as well as maximising opportunities to create new and innovative events, activities and projects. Sport and cultural activities can also make a real and lasting contribution towards developing civic pride within local communities and a sense of being part of and proud of their local environment.

Reasons for the review

1. The Council adopted the Sport Hillingdon Strategy in May 2007. This is now being refreshed and updated to consider the impact of current delivery and how recent changes to the National and Regional focus will impact locally. The review will assess current progress and the ability of the Council to maximise opportunities arising from these changes that are outlined below;
2. In June 2008, Sport England published its 2008-2011 strategy. This set out an overarching aim to build the foundations of sporting success through 'the creation of a world leading community sport system in England'. The key outcomes were identified as:
 - Grow: increasing participation
 - Sustain: tackling the drop off in sport
 - Excel: developing and accelerating talent
3. Increasing physical activity and therefore health and well-being is now being driven forward by the Department for Health's new strategy – Be Active, Be Healthy. The focus is on increasing levels of physical activity which can be through informal exercise, walking, cycling or more formal sporting activities.
4. The Change 4 Life media campaign is part of this programme to change lifestyles and both health partners through PCTs and local sports providers are working together to create opportunities and programme of activities for people to take part in.
5. The Mayor of London's plan includes recognising that for many people, particularly older people, physical activity is an easier and more appropriate avenue than sport and initiatives are hugely valuable in terms of improving health, building self-confidence and, in some cases, providing a pathway into sport.
6. The plan, which aligns with Sport England's strategy to create sporting opportunities in every community, is designed to capitalise on the once in a lifetime opportunity for the host city to create a lasting sporting legacy.
7. The aim is to deliver a grass-roots sporting legacy for Londoners from the 2012 Olympic and Paralympic Games by:
 - securing a sustained increase in participation in sport and physical activity amongst Londoners
 - using sport to assist in tackling social problems including ill health, crime, academic underachievement and lack of community cohesion.
8. To support delivery of the plan, the London Development Agency has ring-fenced £15.5 million over the next three years for investment in programmes contributing to the plan. To maximise the benefits associated with this investment recipients will be required to provide match funding. This means that we will deliver more than £30 million of investment into grass roots sport and physical activity in London.

9. The Mayor of London has four key goals, which underpin his commitment to increasing participation in sport and physical activity:
 - Goal 1 – Get more people active
 - Goal 2 – Transform the Sporting Infrastructure
 - Goal 3 – Build Capacity and Skills
 - Goal 4 – Maximise the benefits of sport to our society

Equalities

The Council needs to ensure that resources are targeted to the groups identified within this scoping document in such a way as to maximise opportunities to have a positive measurable impact.

Who is this review covering?

1. All young people, older people and those with special needs living in Hillingdon
2. Council Services including Sport & Leisure Team, Youth & Connexions Service, Older Peoples Services, School improvement Service (PE Advisor)
3. External Partners e.g. Leisure Management Contractors, School Sport Partnerships,

Key issues

1. The Active People 2 survey results (for 2007/8) show the percentage of the adult population in Hillingdon taking part in at least 3 x 30 minutes of sport and active recreation on at least 3 days a week is 20.7%. Hillingdon is now above the average score for London (20.1%). In the West London County Sports Partnership area, the results for Hillingdon are in contrast to the neighbouring boroughs of Harrow (13.3%) and Hounslow (15.1%) that have both seen statistically significant reductions in their results.
2. However, while around 21% of the population are active 3x30 minutes per week. 47.5% of the adult population do not engage in any sport or physical activity at all. While this figure has reduced from 51% recorded the original survey and is in line with the London average, it still shows that nearly half the adult population are not physically active at all.
3. With regard to older people aged 55+ in Hillingdon; the most recent survey recorded a decrease in those physically active from 10.9% to 5.8%.
4. People with a disability participating also decreased from 7.3% to 6%.
5. Increases in obesity levels have received significant media attention at a national level and is also a concern in Hillingdon that will potentially generate additional demand on healthcare services. The Sport Hillingdon strategy therefore provides an ideal opportunity to link with partners including Healthy Hillingdon, schools and the PCT to address obesity, reducing its prevalence and improving public health.
6. Very significant sums are being invested for improving the Sport and Leisure infrastructure at Hillingdon Sports & Leisure Centre and Botwell Green Leisure Centre.

The Council is also balancing the development of new facilities with improvements to existing buildings and programmes to ensure we get the most from investment in Hillingdon. Working with partners, the Council will look at new and innovative ways to provide facilities, places and programmes to increase participation in sport and physical activities.

Methodology

1. The Policy Overview Committee will examine background documents and receive evidence at its public meetings from officers and external witnesses
2. The Committee may also make visits to specific projects and initiatives that include other local authorities with best practice examples.

Relevant Documents

To be added.

Witnesses / Evidence providers

Exemplar local authorities, Older Persons Forum, Age Concern, Joint Commissioning Manager Older People's Services, Youth Council, Youth and Connexions Service, Disabled Persons Forum, DASH, MIND, HAVS, Parent Carers Forum, Head of Access and Inclusion for Education and Children's Services, School Sport Partnership Managers, PE Advisor, Healthy Hillingdon, Hillingdon Primary Care Trust, Brunel University, Uxbridge College. Hillingdon Sports Advisory Group, Hillingdon Sports Club Forum, Pro-Active West London. Leisure Management Contractors. Hillingdon Sports Council.

Stakeholders and consultation plan

1. Partner Agencies will be invited to make submissions to the review.
2. The stakeholders are (to be added)
3. Consultation Plan: representative of stakeholders will be invited as witnesses. The review could be publicised in Hillingdon People and on the Council website with written contributions accepted.

Connected work (recently completed, planned or on-going)

1. Young People

- Sports Unlimited – (3 years external funding by Sport England) to work with young people to widen access, interest engagement and participation in sport. This is part of the 5-hour offer for physical education and sport for young people and it has been developed with the School Sports Partnership. Activities include junior current training, streetdance, girls' body-fit, taster sessions in Olympic sports and are run at Centres and Schools across the Borough.

- Streetgames Project - Hayes, Yeading, Townfield, West Drayton to engage young people not normally involved in an activity, National Scheme - £30k funding from Sport England.
- KICKZ Project - operating in the north of the Borough with Watford FC and in Hayes with QPR with over 100 young people involved twice a week (3 year partnership funding from Football Foundation)
- Aqua Extreme - A programme of low cost activities aimed at introducing water based activities (water polo, diving, canoeing etc)
- Reduced charges for students aged 16+ via the council's LeisureLink scheme
- Co-ordination of the London youth Games team for Hillingdon that involves a number of local clubs and schools in a wide variety of sports, providing opportunity for competitive development.
- An extensive learn to swim programme and school swimming programme.
- School holiday coaching courses and OfSTED registered playscheme at Queensmead Sports Centre.
- Junior fitness programme, MEND scheme and other specific intervention projects for targeted delivery.
- In addition to these particular projects we are working with local clubs, Brunel and HAVS to increase opportunities for volunteering. The London Youth Games engage over 500 Hillingdon young people in representing the Borough and we continue to support Club development through coach education and training and the quality Club accreditation scheme – Clubmark

2. Older People

- Alongside introducing Free Swimming for the over 60s from the 1st April 2009 we are also offering free swimming lessons to enable more residents to benefit from this activity. We will also use this initiative to highlight the health and social benefits from being physically active and seek to encourage greater levels of participation.
- Young at Heart sessions offered at leisure centres offering a varied programme of activities and opportunities for social engagement. Activities include swimming, exercise classes, short mat bowls, badminton, sports wall games, table tennis and even bingo
- Discounted admission charges via the Council's LeisureLink scheme for older people.
- New Active Ageing project being developed with Age Concern Hillingdon to increase the publicity and range of local opportunities for older people to be physically active.

3. Special Needs

- As part of the annual sports coach education programme, training has been delivered to local voluntary sports clubs on coaching disabled people.
- Sports Development team work with disabled schools around providing teams for Hillingdon in disabled Swimming, Boccia, Athletics and Football at the London Youth Games and the Hillingdon entry to the West London Panathlon which incorporates 5 sports for disabled young people.
- Discounted admission charges via the Council's LeisureLink scheme & free access for carers attending with a disabled person using facilities.
- Some of the local clubs that have benefited and actively welcome disabled young people include Grange Judo Club, Hillingdon Table Tennis Club and Dr. Triplets Wheelchair Tennis Club.

- A disabled sailing club is also based at Hillingdon Outdoor Activity Centre.
- Specific disabled swimming clubs at both Hayes and Highgrove Pools
- Disabled parking spaces at each facility
- Automatic front doors at Highgrove and Queensmead
- Personal fitness training and exercise programmes
- Cardiac rehabilitation classes
- A range of IFI (Inclusive Fitness Initiative) gym equipment across the leisure facilities
- Portable induction loops at reception points (all sites)
- Facility modernisation programme with new leisure facilities in Uxbridge and Hayes that will provide greatly improved access
- Programme development: -
 - Sports Taster sessions held with day care centres that included a range sports activities.
 - Following these initial sessions a regular disability sports project is now in place named 'Get Active Stay Active' for adults in partnership with MIND and DASH. Activities in the Get Active Stay Active project include: -
 - Multi-Sport session (Boccia, Poly Bat table tennis, cricket & sport wall). Approx 14 attending per session
 - Football – approx 18 attending per session
 - Yoga, with 12 attending per session
 - Badminton/Table Tennis with 12 attending per session
 - Additional swimming sessions currently being developed
 - The team is also linking with the Turtles swimming club to assist them in recruiting young people to their session at Highgrove Pool
 - The Sport & Leisure team is also currently investigating opportunities to develop the programme further that includes: -
 - New Disability Sports Club for young people with special needs now started at Queensmead Sports Centre
 - Summer activities included as part of the FIESTA programme for disabled children.

4. Other related activities

- Hillingdon is committed to becoming are a “More active, healthy successful sporting Borough” and is matching this aspiration by developing high quality sports facilities with major capital investment in replacement and additional facilities. This includes Hillingdon Sports and Leisure Complex with the first new 50m pool in London for 40 years and the new Sport and Leisure Centre at Botwell Green. Both will be open to the public in early 2010.
- Back to Sport Project - this will be a new project funded by Sport England, developed in 2009 for 3 years to work with specific national governing bodies of sport to get adults back involved and active.

Outcome

Recommendations to Cabinet

Proposed timeframe and milestones

To complete the Review by the end of December 2009

Risk Assessment

The review needs to be resourced and to stay focused on its terms of reference to meet this deadline

FORWARD PLAN: ITEMS FOR CABINET DECISION

Contact officer: Nadia Williams
Telephone 01895 277655

REASON FOR ITEM

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

OPTIONS OPEN TO THE COMMITTEE

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

INFORMATION

The Forward Plan

1. A Forward Plan for August 2009 to November 2009 has been published. Those items that are within this Committee's remit are shown on the attached version of the Forward Plan. The Committee may wish to consider these items and comment to the decision-maker.

The next Cabinet meeting

2. The subsequent Cabinet is due to meet on 24th September 2009.
3. Committee Members are requested to send in any questions they have on any items in the attached Forward Plan or in the published Cabinet agenda and reports, and to request any officers that they wish to be present to give advice.

SUGGESTED COMMITTEE ACTIVITY

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

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The Cabinet Forward Plan

PERIOD OF PLAN: August to November 2009 onwards

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
ASCH&H = Adult Social Care, Health & Housing; DCEO = Deputy Chief Executive's Office; E&CS = Education & Children's Services; E&CP = Env't & Consumer Protection; F&R = Finance & Resources; P&CS = Planning & Community Services									
CABINET MEMBER - AUGUST 2009									
336	London Common Permit Scheme for the management of Street Works and Road Works	To inform the Cabinet Member of the regulations passed by the Government through Part 3 of the Traffic Management Act 2004 to allow Hillingdon to adopt a Permitting Scheme to manage works carried out on the highway. The report will document the advantages and disadvantages of the scheme and ask the Cabinet Member to defer making a decision on it, and when to adopt the scheme until a full review and evaluation of the implications for the Council can be carried out.	Various		Cllr Keith Burrows	E&CP James Birch		Traffic Management Act 2004	NEW
Page									
CABINET - 24 SEPTEMBER 2009									
338	High Speed Rail Options - Implications for Hillingdon	A report outlining the implications for the Borough on the various High Speed Rail options and to ask Cabinet for a policy position.	Various		Cllr Keith Burrows	P&CS Aileen Carlisle	Officers in other service areas	HS2 Ltd documentation, proposals by High Speed North, 2M, Arup and Greenguage,	NEW
340	Appointment of Term Contractor for Erection & Renewal of Street Furniture	The erection and renewal of street furniture is an essential part of providing safer highways for motorists and pedestrians. Signing also allows the Council to enforce parking regulations. To this end it is necessary to have a Term Contractor available to carry out the work as and when required by the Council. A recent tendering exercise has taken place and the report will recommend to which tenderer to award the contract.	All		Cllr Keith Burrows	E&CP Jonathan Westell			NEW

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SI	Quarterly Planning Obligations Quarterly Monitoring report	Regular monitoring report with information about spending on section 106 (developer contribution) monies.	All		Cllr Keith Burrows	P&CS Jales Tippell / Vanessa Scott 01895 250402		Previous Cabinet Reports	
CABINET MEMBER - SEPTEMBER 2009									
339	Winter Service Plan	This report seeks the Cabinet Member's approval for the Winter Service Plan 2009/10. The Council has a statutory obligation under Section 41 of the Highways Act 1908 to maintain the highway. The introduction of new legislation (Railways and Transport Safety Act 2003) extended the requirements of the Highways Act to now place a duty on the Council to ensure, so far as is reasonably practicable, that safe passage along the highway is not endangered by snow or ice. The aim of the Winter Service Plan is to set out how the winter maintenance service is to be provided by the Council.	All		Cllr Keith Burrows	E&CP Jonathan Westell			NEW
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341	Rights of Way Improvement Plan	This report seeks the Cabinet Member's approval for the Rights of Way Improvement Plan (ROWIP). The Plan has been produced to meet the requirements of the Countryside and Rights of Way act 2000. It is required to contain an assessment of the extent to which local Rights of Way meet the present and likely future needs of the public for exercise and other forms of open air recreation, and the accessibility of Rights of Way to those with sensory and mobility problems.	Various		Cllr Sandra Jenkins	E&CP Jonathan Westell			NEW
CABINET - 15 OCTOBER 2009									

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	None at this stage								
CABINET - 19 NOVEMBER 2009									
	Annual Safety Sports Grounds Report	To be confirmed.							

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