



HILLINGDON
LONDON



Corporate Services and Partnerships Policy Overview Committee

Councillors on the Committee

Scott Seaman-Digby (Chairman)
Richard Mills (Vice-Chairman)
Wayne Bridges
Tony Burles
Duncan Flynn
Narinder Garg
Raymond Graham
Henry Higgins
Robin Sansarpuri

Date: THURSDAY, 9 MARCH 2017

Time: 7.30 PM

Venue: COMMITTEE ROOM 4 -
CIVIC CENTRE, HIGH
STREET, UXBRIDGE UB8
1UW

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

Published: Wednesday, 1 March 2017

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This Agenda is available online at:
<http://modgov.hillingdon.gov.uk/ieListMeetings.aspx?CId=243&Year=0>

Putting our residents first

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

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About this Committee

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

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

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

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

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

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

Agenda

CHAIRMAN'S ANNOUNCEMENTS

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Minutes

**Corporate Services and Partnerships Policy
Overview Committee
Thursday, 2 February 2017
Meeting held at Committee Room 4 - Civic Centre,
High Street, Uxbridge UB8 1UW**



Published on:

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

Members Present:

Councillors Scott Seaman-Digby (Chairman)
Richard Mills (Vice-Chairman)
Tony Burles
Wayne Bridges
Duncan Flynn
Narinder Garg
Raymond Graham
Henry Higgins
Robin Sansarpuri

Officers Present:

Fiona Gibbs, Stronger Communities Manager
Naveed Mohammed, Service Manager for Business Performance
Luke Taylor, Democratic Services Officer

Also Present :

Councillor Jazz Dhillon

34. APOLOGIES FOR ABSENCE

There were no apologies for absence.

35. DECLARATIONS OF INTEREST

There were no declarations of interest.

36. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 5 January 2017 were agreed.

37. EXCLUSION OF PRESS AND PUBLIC

It was agreed that all items of business would be considered in public.

38. HR AND RECRUITMENT REVIEW: FINAL REPORT

Members received a copy of the draft report of the review into Recruitment at London Borough of Hillingdon, following evidence sessions at the previous meetings of the Committee.

The Chairman informed Members that any comments on the report could be sent directly to Democratic Services, and the Committee agreed to feedback any comments and delegate authority to the Chairman and Democratic Services Officer to make any relevant changes to the report, with agreement from the Council's Workforce and Organisational Development Manager.

Members confirmed that they were also happy for the report to include an additional paragraph regarding staff IT competency.

- **RESOLVED: The draft Recruitment Review report was noted.**

39. DRAFT BUDGET PROPOSALS 2017/18 - COMMENTS FROM POLICY OVERVIEW COMMITTEES

The Committee received the comments from Policy Overview Committees on the Cabinet's draft budget proposals for 2017/18.

The Labour Group commented on the savings to Adult Social Care, Public Health and Housing Services and expressed concern about any potential cuts to these services. The Chairman stated that the report indicated there would not be cuts to front line services, and most savings were made from Transformation and Zero Based Reviews.

Members agreed to note the budget and forward it to Cabinet for approval.

- **RESOLVED: The Committee noted the budget proposals and supported sending the proposals to Cabinet.**

40. USE OF DATA WITHIN THE COUNCIL

The Service Manager for Business Performance was in attendance at the meeting, and introduced the report to Members.

The Committee questioned how data was used in Community Safety, and were informed that data collected in partnership with the Metropolitan Police allows for reports to be produced on crime and any trends can be identified.

Data was used by a number of Council departments to analyse and establish trends, which helps the Council to consider issues within the organisation. Officers confirmed to Members that the Troubled Families agenda requires recognising and preventing issues that may impact upon Council resources, and using data helps the Council work with families to best address their needs. On a wider basis, service performance reports can also use the data to look at trends and this will help give areas that require more investigation.

Members thanked the Service Manager for Business Performance for the report, and commented that it was helpful to see how useful data could be to the Council's work. The Committee asked what could be done to further improve data work within the Council and heard that there are software solutions that allow analysis of real-time data, which would help the Council to easily deal with multiple ad hoc requests, although this software was expensive. Members commented that this would be helpful to the Council and investment should be considered.

- **RESOLVED: That the report was noted.**

41. COMMUNITY COHESION AND HATE CRIME

The Stronger Communities Manager was in attendance and introduced the report to the Committee, confirming that there were fifty reports of hate crime in the last six months, which was under the average for London Boroughs. Furthermore, national concerns over anti-Semitism and Islamophobia were not reflected in Hillingdon, and no major concerns were registered from the local communities.

Responding to Members' questions, the Stronger Communities Manager confirmed that the Council have a duty to help victims and deal with perpetrators of hate crimes, especially if they are tenants of the Council, and this means some involvement in Police matters. In addition, the Council seeks good relations and community cohesion, and the Council's Community Safety and Anti-Social Behaviour teams are involved with the local Police Force to tackle discrimination.

The Committee asked whether any offenders had offended previously and if there were hotspots within the Borough where hate crimes were more common, and the Stronger Communities Manager confirmed that an answer will be sent to Members once the information has been gathered. ***(Action to be taken by Fiona Gibbs)***

Members commented on the excellent work that is reflected in the low number of recorded instances around the Borough, and questioned how schools were involved in community cohesion. The Committee were informed that schools participated in the Prevent programme by law, and work was done within schools to hear concerns and tackle the causes of hate crime. Furthermore, there was an ongoing programme to visit schools to improve community cohesion. Councillors asked whether there were any sessions available to Members on the topic, and were informed that a briefing could be put on for Councillors should they wish.

- **RESOLVED: That the report was noted.**

42. MODERN SLAVERY

The Stronger Communities Manager introduced the report to Members. Councillors heard that there has been one case related to the Modern Slavery Act, and the individual is under the Council's care. The Committee commented that they were happy with the Council's work, but asked to receive further information on what action the Council takes to ensure the supply chain is compliant with the Act, and how it was enforced. ***(Action to be taken by Procurement Team)***

- **RESOLVED: That the report was noted.**

43. FORWARD PLAN

- **RESOLVED:** That the forward plan was noted.

44. WORK PROGRAMME 2016/2017

- **RESOLVED:** That the work programme was noted, with the addition of an update for the April meeting from the Procurement Team confirming the work London Borough of Hillingdon does to ensure the Modern Slavery Act is enforced throughout the Council's supply chain.

Agenda Item 5

EQUALITY AND DIVERSITY IN THE LONDON BOROUGH OF HILLINGDON

Contact Officer: Mike Talbot
Telephone: 01895 258 681

REASON FOR ITEM

The Chairman requested that a report exploring equality and diversity within the Council workforce be added to the Work Programme.

BACKGROUND AND INFORMATION

The Equalities Act 2010 outlines nine characteristics which are protected under legislation. These nine protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. This list of protected characteristics give a legislative framework for the consideration of 'equalities', while 'diversity' is often seen as broader and can include characteristics such as variety in experience, knowledge, work preferences, managerial style, etc.

The Council has a specific Equality and Diversity policy together with employment policies such as Recruitment and Selection and Absence Management that cover protected characteristics.

We provide managers with equality guidance and training and have invested in an e-learning training module on the protected characteristic of disability. In the last year, 495 managers have completed this training with a further 25 currently completing the module.

The Council publishes an annual Workforce Equality Data report as part of our statutory duty under the Equality Act 2010. This offers a snapshot of the Council's workforce demographic at 31 March of the previous year. The current report contains data relevant to 31 March 2016, and an updated report covering 31 March 2017 will be published early in the new financial year. The report contains information about the protected characteristics of race, sex, disability and age.

The underlying principle for recruitment is selection on merit and while we, for example, have initiatives to increase the number of applicants with a disability, our selection is always based upon choosing the best candidate for the job.

The protected characteristics of disability, race, age and sex are discussed further in this report based on the Workforce Equities Data report with additional comments on any employment initiatives currently in place.

Disability

The London Borough of Hillingdon has been awarded Disability Confident Employer (level 2) status under the Government's Disability Confident scheme, which recently replaced the 'Two Ticks' Positive about Disabled People scheme. This award indicates that the Council has an inclusive and accessible recruitment process and is proactive in making reasonable workplace adjustments to support employees with a disability to maintain productive employment.

The Council operates a guaranteed interview scheme ensuring that anyone with a disability, who meets the minimum requirements of the role, is automatically short-listed for interview during the selection process. While the Council always looks to select on merit, the guaranteed interview scheme ensures that people with a disability are fairly represented within the selection process.

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The definition of disability, relevant to employment legislation under the Equality Act 2010, is very broad applying to any mental or physical condition that is long-term (likely to last over 12 months) and significantly impairs the individual to complete normal 'day-to-day' activities.

All managers are trained in disability awareness and the duty to make reasonable adjustments in the workplace for people with disabilities using a dedicated e-learning module.

We subscribe to an absence management service called FirstCare which monitors all absence and provides employees with point of contact medical advice from trained nurses. Managers have the support of an occupational health service and are able to refer employees with a disability or potential disability so specialist advice on managing the health condition in the workplace can be provided.

Government research indicates that 83% of people actually acquire their disability while in work (<https://www.gov.uk/government/collections/disability-confident-campaign>) and the Council proactively monitors the health of employees through a Health Surveillance programme. This involves regular health checks for employees to ensure that, for example, working with noisy machinery or vibrating tools does not have a negative impact on the long-term health of the worker. Of course, personal protective equipment (PPE) is issued to employees where relevant.

Two of the highest causes of absences are mental health conditions and musculoskeletal injuries, both of which can develop into disabilities if the condition is likely to persist for over a year. We have introduced initiatives to support employees including a regular physiotherapy clinic. As a preventative measure around mental health we have introduced a management course in workplace stress awareness and a course in building personal resilience for employees.

We also partner with Access to Work to provide assistance to disabled employees. For example, last year we were able to employ a blind social worker after securing funding to support a personal assistant who is able to support the employee when travelling on social work visits.

The equalities data indicates that 2.1% of the Council's employees have declared a disability. The data also indicates the positive impact of the guaranteed interview with 5.1% of applicants declaring a disability in 2015/16, resulting in 5.2% of offers being made to people with a disability.

Race

The following table shows our workforce race demographic compared to the population of the Borough and the wider London population:

Race	Hillingdon Council	Hillingdon Residents	London Population
Asian / Asian British	12.3%	28.8%	19.6%
Black / Black British	7%	10.3%	16.5%
Mixed	1.7%		
Other	2.3%	4.6%	5.5%
<i>Total BAME</i>	23.3%	45.9%	43.2%
White	66.5%	54.1%	57%
Not Given	10.2%		

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The data indicates that the BAME demographic (23.3%) is under-represented in relation to the Borough's residents (55%) and the wider London population (57%). This may be partially offset by those that chose not to provide their race when applying for employment with the Council (10.2%).

The BAME demographic is further under-represented in more senior roles as demonstrated in the following table:

Race	Hillingdon Council	Senior Staff
Asian / Asian British	12.3%	5.5%
Black / Black British	7%	3.6%
Mixed	1.7%	2.7%
Other	2.3%	0%
<i>Total BAME</i>	<i>23.3%</i>	<i>11.8%</i>
White	66.5%	75.4%
Not Given	10.2%	7.3%

The Council does not engage in any specific initiatives targeted at the recruitment of BAME employees.

Sex

As indicated in the following table, there is a higher proportion of females in the Council's workforce. While not exactly balanced or representative of our Borough's residents, 46.5% of our senior managers are female.

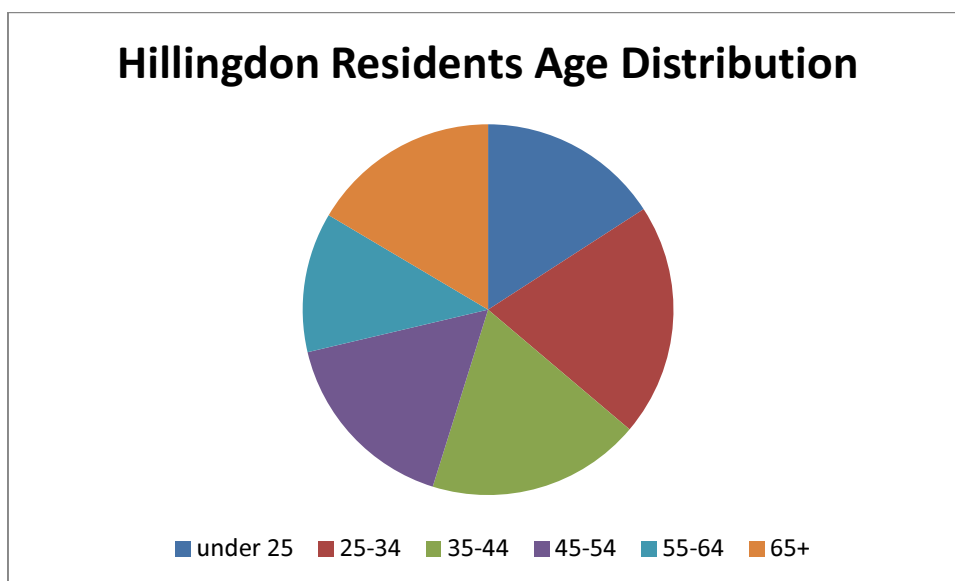
Sex	Hillingdon Council	Senior Staff	Hillingdon Residents
Female	64%	46.5%	49.9%
Male	36%	53.0%	50.1%

Interestingly, the median salary for women is higher than that of men in the Council at £15.41 per hour, against £14.97 for full-time staff. We do, of course, have a female Chief Executive and Deputy Chief Executive, as well as relatively well-paid, female-dominated occupations such as social work.

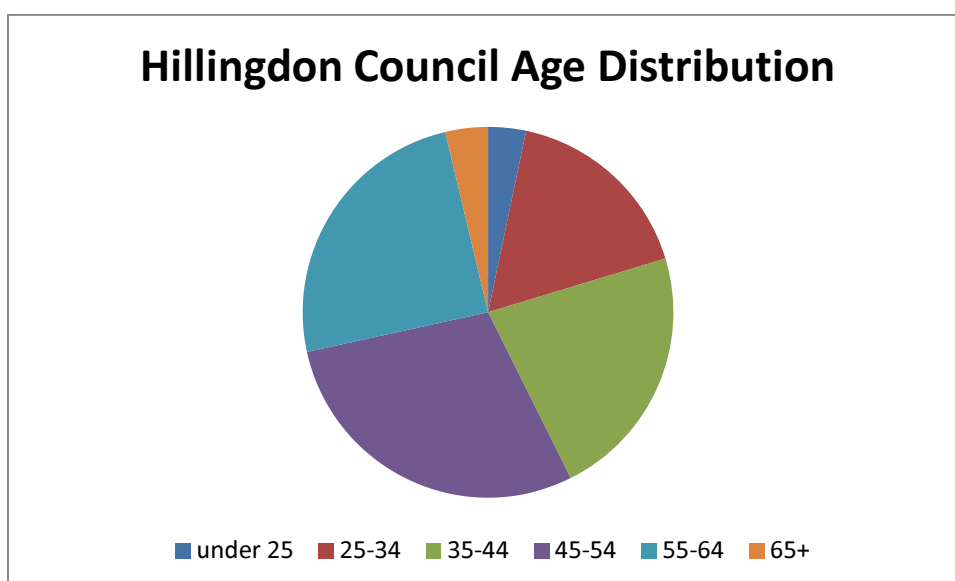
The Council does not engage in any specific initiatives targeted at the recruitment of any particular gender.

Age

The following chart displays the age distribution of our residents:



By comparison, the following chart shows the age distribution across the Council's workforce. As expected, the proportion of under-25s is less, as it does not include anyone below working age, and the proportion of over-65s is less because of retirement.



However, the age demographic does indicate some concerns, especially demonstrating that we have an aging workforce, with well over half of employees being over-45s and the number of employees over 65 (3.7%) exceeding the number of under-25s.

The Council has developed an ambitious apprenticeship programme, the first phase of which will see over 20 new apprenticeships advertised across the Council in March 2017. While these are 'all-age' apprenticeships, it is anticipated that the majority of applicants will be school or college leavers which will proactively address some of our age demographic challenges.

PROCUREMENT MONTHLY REPORT - FEBRUARY 2017

Contact Officer: Melissa Sage
Telephone: 01895 258 255

REASON FOR ITEM

A Procurement Monthly Report was heard at the meeting of the Corporate Services and Partnerships POC on 29 November 2016. The Committee noted the report, and asked for further quarterly updates on Procurement and the Forward Plan on Contracts.

OVERVIEW

The purpose of this report is to provide a summary of current projects in each directorate grouped under the following headings for information / discussion:

- Current activity;
- Contract/supplier management updates;
- Wider category plans being considered/drafted;
- eProcurement update;
- Forward Plan;
- Risk

CURRENT TENDER ACTIVITY ACROSS THE TEAM

The Year to Date stats are as follows:

Category	Tenders Issued		In Evaluation	Savings YTD
	Jan-17	YTD		
Above OJEU Threshold	0	22	11	£13,000,697
Under OJEU Threshold	12	135	48	

Social Care

The following tenders are currently in development / scoping stage:

- Extra Care
- Transport
- Mental Health Employment Support
- Primary Care Contracts
- Homecare
- Palliative Care
- Supported Living Schemes (x7)
- Strategic Partners
- Domestic Violence

The following tenders are currently open:

- N/A

Tender responses have been received and are currently being evaluated for:

- Supported Living - Glenister Gardens

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Recommendations for contract awards / extensions have been made for:

- 0-19 Healthy Child Programme - CNWL (new)
- Outreach Services - Dimensions (extension)
- Young People's Advocacy - NYAS (extension)
- Independent Travel Training - Ealing MENCAP (extension)

Residents Services

Key Highlights

- The **Revenues and Benefits** tender was issued, and one response was received. A Cabinet Report is currently being drafted and will be taken through Urgency due to timescales involved.
- The **Highways and Professional services Term Contract** was reissued and one bid was received. The Cabinet Report is being drafted and will be presented at March Cabinet.

Administration and Finance

- The tender for **Global Services Framework - Employee Benefits Pensions** has been returned and is currently in evaluation by the business. Evaluation and decision will be complete before Pensions Committee in March

CONTRACT / SUPPLIER MANAGEMENT UPDATES

Social Care

Service reviews are in development / progressing in the following areas:

- Extra Care services
- Brokerage
- Speech & Language Therapy
- 0-19 BID Project (Children's Centres)
- 0-19 BID Project (Parenting)
- Transport
- CWD Respite Care (Sunshine House)
- Supported Living (Little Road)
- Homecare
- Palliative Care
- Outreach Services
- Direct Payment Support
- Preventative Services

Service reviews include liaising with the relevant service area lead to agree the scope of the review, determine the "as is" situation and consider future service options leading to the development of wider category plans.

Contract Management Meetings were held with the following suppliers / providers:

- Ability
- Life Opportunities Trust
- Certitude

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- St. Vincents
- Craegmoor
- Medequip
- Mental Health First
- SCS
- Sevacare
- Equicare
- Age UK
- Devine Care
- Lalis
- PowHer
- CNWL (re O/T & SaLT)

Contract meetings follow standardised agendas such as KPI review, monitoring outcomes (case studies), exploring opportunities for innovation. Feedback is collated from Stakeholders in order to inform the discussion with the provider.

In addition, Category Managers have been involved in the following internal and external groups, to review the market situation:

- WLA Adults DPS
- London Social Care Commissioners Network
- Extra Care
- BID - Semi-Independent Living
- Transport
- Homecare
- Direct Payments / Personal Budgets
- Outreach Services Project Group
- Fee Uplift Working Group
- Short Breaks
- Respite Provision (Sunshine House / RNIB)
- Preventative Services
- WLA Market Management Group
- WLA Children's DPS

Residents Services

- APCOA - Ongoing contract management to ensure contract adherence to liquidated damages clause, and potential income for LBH
- Caterplus - working with catering provider to remodel Extra Care provision and to reduce the LBH subsidy element
- Review of Cleaning Service for the Civic and other LBH buildings, variation required to address current year's requirements
- Review of APCOA contract for Environmental Enforcement including Procurement input to ensure contract fit for requirements

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WIDER CATEGORY PLANS BEING CONSIDERED / DRAFTED

Social Care

Further development of category plans continue, concentrating at sub-category level:

- Accommodation-based Support
- Community / Outreach-based Support
- Early Intervention, Prevention & Health

Liaising with Social Care Finance colleagues to analyse current expenditure.

Residents Services

- Full waste strategy review - Review of market to understand current Public Sector movements and to formulate potential options for LBH
- Fleet Management - review of all fleet options (including additional elements e.g. tyres, maintenance, windscreen replacements) to create optimal plan for all fleet assets
- LBH water spend review (market deregulation Apr 17)
- IT Contract list is currently under review with the IT business partners to qualify the details and ensure all contracts recorded. This will enable IT pipeline of contract reviews and allow planning for forthcoming tenders.
- The amalgamation of all FM Hard Services (Mitie & Honeywell) into one contract to be tendered in 2017 (see Asset Capture and condition survey above)

E-PROCUREMENT UPDATE

Update on tenders run through the eProcurement Team:

	Tenders	Savings
January	7	£7,735
Year to Date	53	£180,665

FORWARD PLAN

Please refer to Appendix A: All known contracts expiring in the next 9 months. Note that this list of contracts is taken from the Capital eSourcing database - if the contract has not been stored on here then it will not be on the list.

RISK AREAS BEING MONITORED

Social Care

- Supported Living - regular meetings with Craegmoor to manage on-going performance issues.
- Homecare - Equifax reports obtained on all providers, strategies being developed to manage any highlighted risk.
- Transport - Documentation review to ensure all relevant corporate documents are up to date e.g. insurances & operating licences.

APPENDIX A

<u>Oracle Reference</u>	<u>Contracted Supplier</u>	<u>Title</u>	<u>Contract Code</u>	<u>Start Date</u>	<u>Expiry Date</u>	<u>Estimated Contract Value</u>	<u>Hillingdon Department</u>	<u>Contract Administrator</u>	<u>Contract Manager</u>
CONTRACTS EXPIRING IN NEXT 6 MONTHS									
CAPI0015	Capita Business Services Limited	Support & maintenance for AIM Payments system Income Collection & Management Solution	con__6582	09/02/10	08/02/17	£15,000	COMMUNICATIONS, ICT & CUSTOMER DEVELO	Allen Jo	Reeves, Annette
CIVI0007	Civica UK Limited	Civica EDMS - Annual Support and Maintenance	con__6569	01/02/12	08/02/17	£900,000	COMMUNICATIONS, ICT & CUSTOMER DEVELO	Allen Jo	Smith, Sean
JACO0007	Jacobs U.K. Limited	Local Aggregates Assessment	con__8745	12/02/14	11/02/17	£16,110	PROCUREMENT	Mayo Allison	Willcocks Iain
BIRC0031	Birchcroft Integrated Services Limited	Missouri Court Boiler Replacement and Associated Works	con__7445	23/02/16	23/02/17	£142,852.80	DEVELOPMENT & ASSETS	Breen Michael	Tuohy, Chris
ALLE0032	Allen Lane Limited	LBH-0666 Recruitment Agency support for provision of candidates for permanent employment	con__7027	25/02/16	24/02/17	£14,000	FINANCE	Sharp Lisa	Briginshaw, Marcus
BEN00007	R Benson Property Maintenance Ltd	The conversion of a disused toilet block at Ruislip Lido, Ruislip	con__8833	19/07/16	24/02/17	£39,895.50	DEVELOPMENT & ASSETS	Heaslip Brendan	Bhimani, Mohamed
EQUI0009	Equine and Land Mangagement Ltd	Animal Bailiffs	con__7443	24/02/16	28/02/17	£9,320	ESTATES, TENANCY & LEASEHOLDER MANAGE	Ladva Sharon	Pivonka, Hannah
CANO0001	Canon (UK) Ltd	Support and Maintenance of MFD's	con__6589	13/05/10	01/03/17	£1,200,000	COMMUNICATIONS, ICT & CUSTOMER DEVELO	Allen Jo	McCarthy, Nick
EGOV0001	Egov Digital Ltd	Epep	con__7376	10/03/14	01/03/17	£20,850	COMMUNICATIONS, ICT & CUSTOMER DEVELO	Allen Jo	Moses, Lee
IRRI0001	Irrigation Services UK Limited	Spring Greens and Tees Renovation 2016	con__7390	01/03/16	01/03/17	£26,888	GREEN SPACES, SPORTS & CULTURE	Chauhan Prish	Kersey, Gail
LILY0001	lily green limited	Refurbishment works at Harlington Road Depot, Uxbridge	con__9038	19/05/16	14/03/17	£9,831	DEVELOPMENT & ASSETS	Heaslip Brendan	Naughton Michael
STMU0001	St Mungo's	Hillingdon Night Shelter 2017 (LB Hillingdon)	con__9426	19/01/17	24/03/17	£26,968.50	HOMELESSNESS & HOUSING ADVICE	Mayo Allison	Mulak, Zulfiqar
PENN0019	Pennington Choices Ltd	Energy performance cerificates for residential properties	con__6520	31/03/14	30/03/17	£45,000	DEVELOPMENT & ASSETS	Heaslip Brendan	Tuohy, Chris
BURN0025	BURNHAM PUMP SERVICES LTD	Maintenance of Pump Stations	con__9480	01/01/15	31/03/17	£39,480	HIGHWAYS, POLICY & COMMUNITY ENGAGEME	Mayo Allison	Fern John
F&G00001	F&G Cleaners Limited	Window Cleaning Services to Sheltered Accommodation	con__8734	01/04/14	31/03/17	£13,560	HIGHWAYS, POLICY & COMMUNITY ENGAGEME	Heaslip Brendan	Dicker Nigel

XPRE0001	Xpress Software Solutions Ltd	Provision of Electoral Registration & Software	con__8730	01/04/14	31/03/17	£16,000	DEMOCRATIC SERVICES	Allen Jo	White Lloyd
CNWL0001	Central and North West London NHS Foundation Trust	Admiral Nurse of carers a range of support servcies	con__6559	01/04/13	31/03/17	£212,576	ADULT SOCIAL CARE	Jones Joyce	Higgins, John
CENT0055	Central and North West London NHS Foundation Trust	Hillingdon Centre for Independent Living	con__6532	01/04/13	31/03/17	£100,000	ADULT SOCIAL CARE	Walker Helen	Durnford, Nina
EDF00002	EDF Energy	Electricity supply for CCTV, street lighting, car parking meters, air quality monitoring stations.	con__6567	01/04/15	31/03/17	£1,700,000	COMMUNICATIONS, ICT & CUSTOMER DEVELO	Allen Jo	Coomber, Richard
DOE00002	ERNEST DOE AND SONS LTD	Purchase of specialist grass cutting machinery	con__9286	12/12/16	31/03/17	£14,950	GREEN SPACES, SPORTS & CULTURE	Toovey Wayne	Cox, Robert
FIRS0038	FIRST CHOICE FACILITIES SERVICES LIMITED	Refurbishment of Cedar Car Park	con__7020	15/10/15	31/03/17	£1,085,545	DEVELOPMENT & ASSETS	Ladv Sharon	ali, arshad
FIRS0038	FIRST CHOICE FACILITIES SERVICES LIMITED	LBH-0568 Refurbishment of Grainges Car Park	con__7019	15/10/15	31/03/17	£883,382	DEVELOPMENT & ASSETS	Ladv Sharon	Ali, Arshad
HOLM0005	GRAHAM HOLMES ASTRASEAL	External doorsets to the housing stock - Supply and installation	con__6518	01/04/14	31/03/17	£135,000	DEVELOPMENT & ASSETS	Breen Michael	Tuohy, Chris
HCL00003	HCL Social Care Limited	Independent Fostering Agency (IFA) framework	con__9476	31/03/15	31/03/17	£826,700	CHILDRENS SERVICES	Shardow Suzie	Adams, Lynne
HILL0035	Hillingdon and Ealing Citizens Advice Ltd	Financial Advice to Council Tenants who come into financial difficulties	con__6525	01/04/15	31/03/17	£33,000	ADULT SOCIAL CARE	Walker Helen	Higgins, John
HILL0043	Hillingdon Mind	Appropriate Adult Service	con__6540	01/04/14	31/03/17	£38,400	ADULT SOCIAL CARE	Walker Helen	Higgins, John
LIFE0001	Life Opportunities Trust	Bishops Road	con__6945	01/04/15	31/03/17	£464,254	ADULT SOCIAL CARE	Shardow Suzie	Wright, Jackie
LIFE0001	Life Opportunities Trust	Devon Way	con__6944	01/04/15	31/03/17	£274,464	ADULT SOCIAL CARE	Shardow Suzie	Wright, Jackie
LIFE0001	Life Opportunities Trust	Little Road	con__6942	01/04/15	31/03/17	£478,795	ADULT SOCIAL CARE	Shardow Suzie	Wright, Jackie
MEDE0004	Medequip Assistive Technology Ltd	Equipment, minor adaptations and door entry systems.	con__6551	01/04/10	31/03/17	£8,400,000	ADULT SOCIAL CARE	Walker Helen	Durnford, Nina
NYAS0001	NYAS	The Provision of Advocacy Services to Adults and Children	con__9270	01/04/13	31/03/17	£274,986	CHILDRENS SERVICES	Walker Helen	Cruickshank,Nik ki
STRI0013	Pyle Car Park Consultants Limited	Hayes Car Park Consultancy	con__8883	28/04/16	31/03/17	£26,000	DEVELOPMENT & ASSETS	Ladv Sharon	Scrivender, Gary

QUOI0001	Quoin Contracts Limited	Invitation to Tender for Six Schools Kitchen remodelling and replacement •Whiteheath Junior School •Whiteheath Infant School •Hedgewood Primary School •Abbotsfield Secondary School •Heathrow Primary School •Hayes Park Primary School	con__7029	19/01/16	31/03/17	£282,692	DEVELOPMENT & ASSETS	Ladva Sharon	martin, tim
SUPP0019	Support for Living (part of Certitude Group)	32 Frays Ave & 14 Queens Road	con__6941	01/04/15	31/03/17	£1,074,000	ADULT SOCIAL CARE	Shardow Suzie	Wright, Jackie
ANTA0002	Antalis Ltd	LBH-0260 Supply of Office Paper	con__9433	01/04/14	01/04/17	£200,000	COMMUNICATIONS, ICT & CUSTOMER DEVELO	Chauhan Prish	Chauhan, Prish
MENC0010	Royal Mencap Society	Worcester Road	con__7372	01/04/02	01/04/17	£5,155,980	ADULT SOCIAL CARE	Shardow Suzie	Wright, Jackie
MENC0010	Royal Mencap Society	Yeading Lane	con__7371	01/04/12	01/04/17	£748,205	ADULT SOCIAL CARE	Shardow Suzie	Wright, Jackie
XPRE0001	Xpress Software Solutions Ltd	Electoral Svcs Software	con__7374	01/04/14	01/04/17	£33,000	COMMUNICATIONS, ICT & CUSTOMER DEVELO	Allen Jo	Bateman, Louise
CONC0014	The Concrete & Corrosion Consultancy Practice Ltd	Specialist testing of Reinforced Concrete at the Glebe Estate, West Drayton	con__7391	19/04/16	19/04/17	£10,000	DEVELOPMENT & ASSETS	Breen Michael	Argyle, Coralie
DOES0002	ERNEST DOE AND SONS LTD	Grass cutting machinery	con__7394	20/04/16	20/04/17	£24,888	GREEN SPACES, SPORTS & CULTURE	Chauhan Prish	Cox, Robert
HIRE0019	Hire Station Ltd	Hire of storage containers	con__7393	20/04/16	20/04/17	£11,425.60	GREEN SPACES, SPORTS & CULTURE	Chauhan Prish	Cox, Robert
LIST0004	Lister Wilder Ltd	Hire of horticultural machinery	con__7392	20/04/16	20/04/17	£30,000	GREEN SPACES, SPORTS & CULTURE	Chauhan Prish	Cox, Robert
AGRI0002	Agripower Limited	Uxbridge Sports Club - Installation of a field drainage system	con__8814	26/09/16	28/04/17	£38,023	GREEN SPACES, SPORTS & CULTURE	Heaslip Brendan	Yates, Steve
HAVE0010	Haverstock Associates LLP	Production of a design brief covering the redevelopment of special schools	con__8974	07/10/16	28/04/17	£4,620	DEVELOPMENT & ASSETS	Heaslip Brendan	Finch, Bobby
WILS0002	cw plant ltd	HILL - The Hire of Plant Machinery for the London Borough of Hillingdon	con__6593	01/05/15	30/04/17	£23,040	HIGHWAYS, POLICY & COMMUNITY ENGAGEME	Mayo Allison	Fern, John
GLEN0019	Glendale Countryside Ltd	Tree Maintenance Services	con__6603	01/05/14	30/04/17	£900,000	GREEN SPACES, SPORTS & CULTURE	Chauhan Prish	Hunt, Stuart
BENS0007	R Benson Property Maintenance Ltd	The refurbishment of Pinkwell Bowls & Football Pavilion	con__8609	01/03/16	01/05/17	£209,301.78	GREEN SPACES, SPORTS & CULTURE	Heaslip Brendan	Bhimani, Mohamed
LOUG0004	T LOUGHMAN& CO LTD	The construction of an additional access path at Harlyn Primary School, Pinner	con__8973	26/09/16	05/05/17	£25,124	DEVELOPMENT & ASSETS	Heaslip Brendan	Martin, Tim

BOLT0011	Bolt and Heeks Ltd	Queens Walk Resource Centre - Adaptations and remodelling works	con__9052	27/09/16	12/05/17	£44,900	DEVELOPMENT & ASSETS	Breen Michael	Cameron Jim
CONTRACTS EXPIRING IN NEXT 6 MONTHS									
MORT0007	The Morton Partnership Ltd	Building Surveys of the Battle of Britain Bunker, Uxbridge	con__8605	10/08/16	26/05/17	£26,715	GREEN SPACES, SPORTS & CULTURE	Chauhan Prish	Bhimani, Mohamed
SPIR0010	Complete Leadership Ltd	Hillingdon Academy	con__8751	01/06/15	31/05/17	£73,798	SCHOOLS PROCUREMENT	Sharp Lisa	Galloway Alan
MODU0002	Module-AR Limited	The Refurbishment and Relocation of an Existing Modular Building - Battle of Britain Education & Visitor's Centre Uxbridge	con__9061	21/01/16	31/05/17	£90,366.34	GREEN SPACES, SPORTS & CULTURE	Heaslip Brendan	Bhimani Mohamed
RIVE0002	Riverside Truck Rental Ltd	Vehicle Maintenance	con__6614	30/06/14	31/05/17	£227,000	FLEET & TRANSPORT	Chauhan Prish	Russell, Colin
HELL0011	Hellabys Limited	Minet Infant School Boiler Hellabys executed	con__8641	27/06/16	28/06/17	£4,990.25	DEVELOPMENT & ASSETS	Ladva Sharon	Scrivener, Gary
1STC0001	1st Coverall Company Limited	Supply of Personal Protective Equipment (PPE), Clothing and Corporate Workwear	con__6610	01/07/14	30/06/17	£378,797.55	DEVELOPMENT & ASSETS	Mayo Allison	Mayo, Allison
DASH0001	Disablement Association Hillingdon 'DASH'	Provision of Personal Budget Support Service	con__6542	01/07/13	30/06/17	£367,000	ADULT SOCIAL CARE	Walker Helen	Taylor, Sandra
NEXU0002	Nexus Fostering	Independent Fostering Agency (IFA) framework	con__6553	01/07/13	30/06/17	£1,508,507	CHILDRENS SERVICES	Shardow Suzie	Adams, Lynne
NATI0026	The National Fostering Agency Ltd	Independent Fostering Agency (IFA) framework	con__6552	01/07/13	30/06/17	£1,687,974	CHILDRENS SERVICES	Shardow Suzie	Adams, Lynne
WERN0001	Wernick Buildings Ltd	Ruislip Lido Boathouse	con__9049	08/01/16	21/07/17	£167,000	DEVELOPMENT & ASSETS	Heaslip Brendan	Patel Mina
TOWE0012	Tower AsphaltLtd	Heathrow Primary School, Roofing works	con__8950	23/05/16	12/08/17	£175,055	DEVELOPMENT & ASSETS	Ladva Sharon	Scrivener, Gary
SILW0001	Silwood Facilities Ltd	Refurbishment of Mobile Units for Newnham School	con__9039	05/05/16	19/08/17	£112,450	DEVELOPMENT & ASSETS	Ladva Sharon	Poland, Kieran
CONTRACTS EXPIRING IN NEXT 9 MONTHS									
POWE0022	Powerday plc	The Collection and Processing of Highways Arising, Assorted Rubble and Hardcore Materials for the London Borough of Hillingdon	con__6609	23/08/13	22/08/17	£949,798	WASTE SERVICES	Mayo Allison	Russell, Colin
BRUE001	Bruel & Kjaer UK Ltd.	Noise Sentinel Services	con__8729	28/08/14	28/08/17	£10,000	PUBLIC PROTECTION	Toovey Wayne	Muhammad Islam
AMAC0001	AMAC EXPRESS SERVICES	SEN / Home to School Transport Framework	con__7458	01/09/13	31/08/17	£6,000,000	CHILDRENS SERVICES	Walker Helen	Bowman, Alex
APOL0007	Apollo Cars of Ickenham Limited	SEN/Home to School Transport Framework	con__7459	01/09/13	31/08/17	£6,000,000	CHILDRENS SERVICES	Walker Helen	Bowman, Alex

CRUI0001	Cruise Minibuses Ltd	SEN/Home to School Transport Framework	con__7461	01/09/13	31/08/17	£6,000,000	CHILDRENS SERVICES	Walker Helen	Bowman, Alex
DIAM0002	DIAMOND CARS OF NORTHWOOD	SEN/Home to School Transport Framework	con__7463	01/09/13	31/08/17	£6,000,000	CHILDRENS SERVICES	Walker Helen	Bowman, Alex
ELIT0012	Elite Transportation Limited	SEN/Home to School Transport Framework	con__7489	01/09/13	31/08/17	£6,000,000	CHILDRENS SERVICES	Walker Helen	Bowman, Alex
DHIL0020	GO CARS (UK) LTD	SEN/Home to School Transport Framework	con__7465	01/09/13	31/08/17	£6,000,000	CHILDRENS SERVICES	Walker Helen	Bowman, Alex
HILL0033	Hillingdon Community Transport	SEN/Home to School Transport Framework	con__7467	01/09/13	31/08/17	£6,000,000	CHILDRENS SERVICES	Walker Helen	Bowman, Alex
IHSC0003	IHS Corporation Limited	SEN/Home to School Transport Framework	con__7469	01/09/13	31/08/17	£6,000,000	CHILDRENS SERVICES	Walker Helen	Bowman, Alex
ACCM0001	K2 Cars Limited	SEN / Home to School Transport Framework	con__7456	01/09/13	31/08/17	£6,000,000	CHILDRENS SERVICES	Walker Helen	Bowman, Alex
MEAL0002	Mealing Taxis Ltd.	SEN/Home to School Transport Framework	con__7471	01/09/13	31/08/17	£6,000,000	CHILDRENS SERVICES	Walker Helen	Bowman, Alex
OLYM0005	Olympia Transport Ltd	SEN/Home to School Transport Framework	con__7475	01/09/13	31/08/17	£6,000,000	CHILDRENS SERVICES	Walker Helen	Bowman, Alex
OLYM0004	Olympic (South) Limited	SEN/Home to School Transport Framework	con__7477	01/09/13	31/08/17	£6,000,000	CHILDRENS SERVICES	Walker Helen	Bowman, Alex
PERW0001	Perwood cars Uxbridge Ltd	SEN/Home to School Transport Framework	con__7479	01/09/13	31/08/17	£6,000,000	CHILDRENS SERVICES	Walker Helen	Bowman, Alex
SKOO0001	Skool Carz	SEN/Home to School Transport Framework	con__7481	01/09/13	31/08/17	£6,000,000	CHILDRENS SERVICES	Walker Helen	Bowman, Alex
TARG0005	Target Minibuses	SEN/Home to School Transport Framework	con__7483	01/09/13	31/08/17	£6,000,000	CHILDRENS SERVICES	Walker Helen	Bowman, Alex
IMPA0001	The Impact Group Limited	SEN/Home to School Transport Framework	con__7485	01/09/13	31/08/17	£6,000,000	CHILDRENS SERVICES	Walker Helen	Bowman, Alex
TRID0004	Trident Logistics UK Ltd	SEN/Home to School Transport Framework	con__7487	01/09/13	31/08/17	£6,000,000	CHILDRENS SERVICES	Walker Helen	Bowman, Alex
DSSL0001	DSSL Group	CCTV Service, Maintenance & Repair	con__9036	05/09/16	04/09/17	£40,000	DEVELOPMENT & ASSETS	Breen Michael	Tracey Keogh
SILW0001	Silwood Facilities Ltd	Mobile Classrooms at Hillside School	con__9041	03/06/16	05/09/17	£120,950	DEVELOPMENT & ASSETS	Ladv Sharon	Poland, Kieran
APET0001	apetito Limited	Hot Meals	con__9466	27/09/13	27/09/17	£1,363,500	ADULT SOCIAL CARE	Walker Helen	Andrews, Lily
FIRS0038	FIRST CHOICE FACILITIES SERVICES LIMITED	Warnford Industrial Estate Strip Out, Decoration & Repair Work	con__9047	27/09/16	27/09/17	£89,306	DEVELOPMENT & ASSETS	Breen Michael	Emberton Nigel
TORT0003	Torton Bodies Ltd	The Purchase of a Mobile Library via ESPO Framework Agreement 324 - Lot 18	con__8972	30/09/16	29/09/17	£116,920	GREEN SPACES, SPORTS & CULTURE	Chauhan Prish	Paul Richards
GLEN0025	GLENEVIN CONSTRUCTION LTD	West Drayton Cemetery Extension	con__9059	13/06/16	30/09/17	£128,794.25	GREEN SPACES, SPORTS & CULTURE	Heaslip Brendan	Mohamed Bhimani
P3000001	People, Potential, Possibilities	Young People's Housing Advice (Navigator) and Support Services	con__6530	01/10/14	30/09/17	£448,320	CHILDRENS SERVICES	Shardow Suzie	Adams, Lynne

P3000001	People, Potential, Possibilities	16-24 Accommodation Based Support - Small Unit Accommodation	con__6529	01/10/14	30/09/17	£1,130,638	CHILDRENS SERVICES	Shardow Suzie	Adams, Lynne
FARR0044	Farrans Construction Trading as a Division of Northstone (NI) Limited	The Redevelopment of Northwood Secondary School	con__7598	26/03/15	01/10/17	£972,410	DEVELOPMENT & ASSETS	Ladva Sharon	Poland, Kieran
ACCL0001	Acclaim contracts Limited	Coteford Infants School : Re-roofing and External Lighting Works	con__8754	16/09/16	14/10/17	£247,814	DEVELOPMENT & ASSETS	Ladva Sharon	Scrivender, Gary
HIGG0012	G&D Higgins Mechanical Services Ltd	Hayes Park Primary School	con__8948	21/07/16	14/10/17	£262,077	DEVELOPMENT & ASSETS	Ladva Sharon	Scrivender, Gary
HIGG0012	G&D Higgins Mechanical Services Ltd	Warrender Primary School	con__8866	21/07/16	19/10/17	£313,035	DEVELOPMENT & ASSETS	Ladva Sharon	Scrivener, Gary
HALL0055	WFL (UK) Ltd T/as Hall Fuels	Supply and Delivery of Fuel between the London Borough of Hillingdon and Hall Fuels Limited	con__7493	29/10/12	28/10/17	£5,000,000	FLEET & TRANSPORT	Chauhan Prish	Williams, Robert
VALU0003	DVS - Valuation Office Agency	Financial Viability Assessments	con__9380	01/11/13	31/10/17	£1,000	DEVELOPMENT & ASSETS	Sharp Lisa	Rodger James
ABCM0001	ABC Building & Maintenance Contractors Ltd	93 Beechwood Avenue Ruislip - Rear Extension/Alteration	con__9448	23/01/17	31/10/17	£39,533	DEVELOPMENT & ASSETS	Toovey Wayne	Savern, Andy
BMA00001	BMA Property Group LTD	Sale of 20 shared ownership properties at Packet Boat House	con__9386	05/01/17	31/10/17	£35,240	ESTATES, TENANCY & LEASEHOLDER MANAGE	Toovey Wayne	Evans, Leon
MILL0087	Millwood Servicing Ltd	Phase 1 - Upgrading Fire Alarm Systems at Drayton Court, St. Catherine's Court & Wallis House	con__9487	19/01/17	31/10/17	£24,104.67	HOUSING REPAIRS	Toovey Wayne	Emmett, Mike
MILL0087	Millwood Servicing Ltd	Phase 2 - Upgrading Fire Alarm Systems at Darrell Charles Court & Yiewsley Court	con__9486	27/01/17	31/10/17	£19,601.99	HOUSING REPAIRS	Toovey Wayne	Emmett, Mike
DALK0001	Mitie	Facilities Management Hard Services Contract	con__8882	01/11/08	31/10/17	£8,899,100	DEVELOPMENT & ASSETS	Breen Michael	Colyer Brian
POHW0001	POhWER (The Advocacy Agency)	Provision of IMHA Advocacy	con__6528	01/11/14	31/10/17	£115,500	ADULT SOCIAL CARE	Walker Helen	Higgins, John
TRIB0002	Tribal Education	Synergy Childrens Centre D/base	con__7370	01/11/15	31/10/17	£46,000	COMMUNICATIONS, ICT & CUSTOMER DEVELO	Allen Jo	Rooke, Karen
CHRI0003	Christopher Marsh & Co Ltd - t/a Sustainable Property Consultants	Financial Viability Appraisers	con__9468	01/04/13	01/11/17	£9,000	FINANCE	Sharp Lisa	Sharpe, Lisa
DERW0003	Derwent Building Services Ltd	37 Wheatsheaf Close - Domestic Extension & Internal Remodelling for DFG Purposes	con__9387	08/11/16	08/11/17	£39,457	DEVELOPMENT & ASSETS	Toovey Wayne	Tarczy, Stephen

Agenda Item 7

UPDATE ON THE MAJOR REVIEW OF THE COUNCIL'S CORPORATE COMPLAINTS PROCEDURE - 2014/15

Contact Officer: Ian Anderson
Telephone: 01895 277 335

REASON FOR ITEM

To provide the Committee with an update on the impact of the Major Review of the Council's Corporate Complaints Procedure that was undertaken in 2014/15.

BACKGROUND INFORMATION

1. During 2014/15, the Corporate Services and Partnerships Policy Overview Committee completed a major review of the three-stage corporate complaints procedure. The scope of the review did not include the statutory social care complaints procedures.
2. The aim of the review was to examine the effectiveness of the council-wide complaints procedure and to propose improvements and enhancements. The POC agreed that a priority for the review was to find ways to produce a faster resolution to complaints for residents.
3. The following is a summary of the main findings from the review:
 - The Committee found strong evidence that officers are resolving concerns at the earliest stage possible when a matter is raised by a resident, to avert the need to escalate issues to become a formal complaint.
 - Overall, there are relatively fewer complaints from Hillingdon escalating to the Local Government Ombudsman (LGO) compared to other London Boroughs. The evidence given by the LGO officer in the witness session found that they received 93 enquiries for Hillingdon in 2013/14, which is almost 40% less than average for London (at an average of 151 enquiries).
 - The Committee concluded that there is an opportunity to streamline the existing procedure to expedite those complaints where the resident has requested escalation of their complaint and where the outcome is likely to remain unchanged at stages 2 and / or 3. These tend to be policy related complaints.
4. Your recommendations were considered by Cabinet on 21 May and 22 October 2015. Cabinet agreed that the current three-stage Corporate Complaints Procedure should continue with two important changes, namely that:
 - Minor service requests should not be logged as complaints where the issue is simply corrected within 24 hours; and
 - Officers have discretion to escalate a complaint direct from Stages 1 and/or 2 to the Housing or Local Government Ombudsman where it is felt that the decision cannot be overturned through the complaint process, e.g. on policy matters.

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5. The recommendations were implemented in November 2015 when the Council's Corporate Complaints Procedure was revised and published on the Council's website: www.hillingdon.gov.uk/complaints and all staff briefed on the changes.

IMPACT OF THE CHANGE

1. Minor service requests are being logged as informal complaints and as a result they have increased from 683 for 2014/15 to 986 for 2015/16. Officers will continue to focus on resolving concerns at the earliest stage possible when a matter is raised by a resident
2. The number of Stage 1 complaints has remained constant when comparing 2014/15 figure of 310 with 2015/16 figure of 328.
3. The number of Stage 2 complaints has risen from 46 for 2014/15 to 58 for 2015/16. However, this figure has already begun to reduce and for 1 April to 31 December 2016, a total of 36 Stage 2 complaints have been registered.
4. The number of Stage 3 complaints dropped from 35 for 2014/15 to 19 for 2015/16. For 1 April to 31 December 2016 a total of three Stage 3 complaints have been registered. No Stage 3 complaints have been registered since August 2016.
5. The number of investigations by the Housing and Local Government Ombudsman has remained constant when comparing 2014/15 of 14 with 2015/16 of 15. This is significant because by allowing an early escalation of complaints to the Ombudsman it has not resulted in significantly increasing the workload of the Ombudsman. If it did, we could be criticised for this.
6. With fewer Stage 2 and 3 complaints now being registered, it is saving officer and senior manager time in reviewing complaints. From a customer perspective, it also gives them an early opportunity to escalate their concerns to the Ombudsman rather than slavishly following a complaint process where the outcome is unlikely to change at Stages 2 and 3.

Agenda Item 8

UPDATE ON THE MAJOR REVIEW "REDUCING THE COUNCIL'S CARBON FOOTPRINT" - 2013/14

Contact Officer: Richard Coomber
Telephone: 01895 556 478

REASON FOR ITEM

To provide the Committee with an update on the impact of the Major Review "Reducing the Council's Carbon Footprint" that was undertaken in 2013/14.

BACKGROUND INFORMATION

Recommendations in the Review

- "That the Cabinet Member for Finance, Property and Business Services considers whether to develop a corporate energy policy statement and strategy to help the Council in its approach to carbon reduction, for approval at a subsequent Cabinet meeting."
- "That the Cabinet Member for Finance, Property and Business Services asks officers to look at the feasibility of recording Council carbon emissions and carbon mitigated on a plus and minus balance sheet to give a fuller picture on the Council's carbon footprint and enable proactive monitoring by officers."
- "That the Cabinet Member for Finance, Property and Business Services considers whether to ask officers to enter into discussions with the Department of Energy and Climate Change Heat Network Delivery Unit on a district heat and power capability in Hillingdon, including outline concepts, business case, costs benefit analysis and feasibility."
- "That the Cabinet Member for Finance, Property and Business Services considers whether to ask officers to undertake further discussions and research with a view to supporting a small scale Anaerobic Digestion project in the New Years Green Lane area, if financially viable for the Council."

IMPACT OF THE REVIEW

Officers are currently reviewing consultant proposals for a corporate energy policy.

The Council has invested in an energy management software system to manage the data for all its electricity and gas supplies. The software has enabled officers to manage its energy contracts effectively, monitor energy consumption and target sites for energy reduction projects, and comply with the statutory reporting requirements of the CRC Energy Efficiency Scheme.

The CRC Energy Efficiency Scheme (CRCEES) has been a key policy for government to incentivise large business and public sector organisations to reduce their carbon emissions. Emissions from these organisations are estimated to account for 10% of all the UK's CO₂ emissions. The Council has to report its emissions annually and pay a levy (CRC Allowances) for each tonne of CO₂ produced. Phase II of the CRCEES scheme commenced in April 2014. Government reviewed the CRCEES in 2016 and announced that the scheme would continue until the end of Phase II in March 2019. Table 1.0 below shows the actual reported emissions for 2014-15 and 2015-16 under the CRCEES. Figures for 2016-17 are projected and final figures will be reported to the Environment Agency in July 2017.

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Table 1.0: CRCEES Phase II - London Borough of Hillingdon Emissions (tCO2)

CRC Year	Emissions (tCO2)	CRC Allowance Cost
2014-15	13,278	£207,137
2015-16	11,992	£187,075
2016-17	10,811	£168,652

In 2015-16, emissions reduced by 10% compared to the figures for 2014-15. Projected figures for 2016-17 are 10,811 tCO2 which would represent a 19% reduction since the 2014-15 baseline.

In 2015-16, electricity accounted for 85% of total reported CRC emissions. The Council has focused on reducing electricity demand as a priority. Street lighting accounts for 50% of CRC electricity emissions and an annual electricity cost of £1m. Cabinet has approved a two-year project to replace all of the Authorities street lamps with LED and this will commence in February 2017.

The Civic Centre accounts for 26% of total CRC electricity emissions. In January 2017, the Leader of the Council and the Cabinet Member for Finance, Property And Business Services approved the tender from Laser Energy Buying Group for the installation of the next phase of LED lighting in the Civic Centre. Once completed, the project is estimated to reduce annual emissions by 130 tonnes of carbon dioxide and save the Council £29K per annum in electricity and carbon taxes.

Data from the Council's energy management software identified the Cedars and Grainges car parks as high consuming electricity supplies, and in late 2015, work commenced on installing LED lighting at both car parks. Consumption data from the half-hourly meter at Cedars car park has shown a reduction in kWh in excess of 60%. For the period December 2015 to December 2016, the new LED lighting at Cedars Car Park saved the Council £27K compared to the period a year earlier. Appendix A contains the consumption and electricity cost information.

From April 2014, Schools and Academies were outside the scope of the CRCEES but the Council incorporated renewable solar PV systems as part of the primary school expansion programme which has helped reduce electricity emissions. The Council will also benefit from the Feed in Tariff scheme and receive a payment for the electricity generated.

The design of new buildings will incorporate energy efficiency requirements of current building regulations and planning regulations. Work has commenced on the construction of two new extra care schemes Grassy Meadow Court and Park View Court. These schemes will include communal heating systems, energy efficient boilers, LED lighting, solar PV systems and smart metering.

Funding from planning agreements to meet energy efficiency targets is also currently being utilised for schemes proposed to upgrade air conditioning units and gas boilers in corporate buildings.

To develop a heat and power network capability in Hillingdon, the Council would need to consider carefully the risk of potentially spiralling feasibility costs for a project of this scale against a background of reduced financial resources. The Council has achieved a 19% reduction in its CRC reportable emissions since 2014-15 through the adoption of focused smaller scale projects. The street lighting LED project and Civic Centre LED project once completed will significantly reduce the Council's electricity emissions.

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Appendix A

Cedars Car Park Reduction in Energy Consumption following LED Lighting Installation

Cedars Car Park



Electricity
0259210000

Month	2015 - 16 kWh	2014 - 15 kWh	Variation		2015 - 16 Cost (£)	2014 - 15 Cost (£)	Variation	
			kWh	%			Cost (£)	%
Dec	19,917	38,745	-18,828	-48.59	2050	3925	-1874	-47.75
Jan	13,962	38,147	-24,185	-63.40	1500	3872	-2372	-61.26
Feb	13,285	35,289	-22,004	-62.35	1426	3575	-2150	-60.13
Mar	13,892	38,817	-24,925	-64.03	1492	3915	-2424	-61.90
Apr	13,655	37,353	-23,698	-63.44	1412	3699	-2288	-61.84
May	13,543	38,219	-24,676	-64.56	1407	3786	-2379	-62.84
Jun	12,971	36,722	-23,751	-64.68	1351	3645	-2294	-62.93
Jul	13,234	38,112	-24,878	-65.28	1383	3787	-2404	-63.48
Aug	13,358	37,385	-24,027	-64.27	1391	3757	-2366	-62.98
Sep	13,307	35,665	-22,358	-62.69	1385	3545	-2160	-60.93
Oct	14,101	36,835	-22,734	-61.72	1463	3670	-2206	-60.12
Nov	14,424	33,260	-18,836	-56.63	1490	3317	-1827	-55.09
Total	169,649	444,349	-274,700	-61.82	17749	44493	-26744	-60.11
Average Cost Rate					10.46	10.01		

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				Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Public / Private Decision & reasons
Ref	Upcoming Decisions	Further details	Ward(s)						
SI = Standard Item each month				Council Departments: RS = Residents					
Cabinet - 16 March 2017									
178	Revenues, Benefits and Housing ICT System	Cabinet agreement will be sought to award a 3 year contract for the continued provision of the Northgate Revenues and Benefits software system and the Northgate Housing software system, which enables the Council to discharge its statutory duties in this area to residents.	All		Cllr Jonathan Bianco	RS - Louise Bateman			Private (3)
172	Renewal of roof covering, Barnhill Estate, Hayes	Cabinet will be asked to consider tenders for renewing the roof coverings on the Barnhill Estate in Hayes.	Barnhill		Cllr Jonathan Bianco	RS - Chris Woods			Private (3)
177	Award of Contract: Community Equipment Service	Cabinet will consider a provider to deliver a community equipment service to disabled residents in order to enable them to remain independent in their own homes for as long as possible.	All		Cllr Philip Corthorne	SC - Gary Collier			Private (3)
Cabinet - 20 April 2017									
173	External Redecoration Programme for the Housing Stock	Following a competitive procurement exercise, Cabinet will consider awarding a contract for proposed external redecoration works to the Council's housing stock.	Various		Cllr Jonathan Bianco	RS - Chris Woods	Tenants		Private (3)
Cabinet - 18 May 2017 * provisional date									
175	Carers Strategy - progress update	Cabinet will receive an annual update on progress implementing the Carers' Strategy and Delivery Plan.	All		Cllr Philip Corthorne	AD - Kevin Byrne / Vicky Trott	Carers, Carers Champion		Public

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Agenda Item 10

WORK PROGRAMME 2016/17

Contact Officer: Luke Taylor
Telephone: 01895 250 693

REASON FOR ITEM

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

OPTIONS AVAILABLE TO THE COMMITTEE

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

INFORMATION

All meetings to start at 7.30pm

Meetings	Room
16 June 2016	CR3
19 July 2016	CR4
26 September 2016	CR3
11 October 2016	CR3
29 November 2016	CR4
5 January 2017	CR4
2 February 2017	CR4
9 March 2017	CR4
25 April 2017	CR4

PART I - MEMBERS, PUBLIC AND PRESS

Corporate Services and Partnerships Policy Overview Committee - 9 March 2017

Corporate Services & Partnerships Policy Overview Committee

2016/17 DRAFT Work Programme

Meeting Date	Item
16 June 2016	Corporate Services & Partnerships Policy Overview Committee Possible Review Topics 2016/17
	Business Rates Review - Update
	Work programme for 2016/17
	Cabinet Forward Plan
19 July 2016 CANCELLED	Budget Planning Report for Administration and Finance Directorates
	Update item
	Work Programme
	Cabinet Forward Plan
26 September 2016	Update Item - Town Centre Scheme
	Scoping reports for Major Review
	Cabinet Forward Plan
	Work Programme
11 October 2016 CANCELLED	Major Review - First Witness Session
	Update Item
	Cabinet Forward Plan
	Work Programme
29 November 2016	Major Review - First Witness Session
	Update Item - Town Centre Scheme
	Update Item - Procurement & Contracts
	Cabinet Forward Plan
	Work Programme

PART I - MEMBERS, PUBLIC AND PRESS

Corporate Services and Partnerships Policy Overview Committee - 9 March 2017

5 January 2017	Major Review - Consideration of Recommendations
	Draft Budget Proposals Report for Administration & Finance 2017/18
	Cabinet Forward Plan
	Work Programme

2 February 2017	Major Review - Final Report
	Draft Budget Proposals 2017/18 - Comments from Policy Overview Committees
	Update Item - Use of Data
	Update Item - Community Cohesion / Hate Crime
	Cabinet Forward Plan
	Work Programme

9 March 2017	Update Item - Equalities in the Council
	Procurement Monthly Report - February
	Update on Previous Review - Reducing our Carbon Footprint
	Update of Previous Review - Corporate Complaints Procedure
	Cabinet Forward Plan
	Work Programme

25 April 2017	Consideration of future review topics
	Update Item - Cross Rail Town Centre Development
	Update Item - Heathrow Business Rates
	Update Item - LBH action on Modern Slavery Act
	Update on Previous Review - Tackling Social Housing Fraud
	Cabinet Forward Plan
	Work Programme

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Corporate Services and Partnerships Policy Overview Committee - 9 March 2017

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