



HILLINGDON
LONDON



Corporate Services and Partnerships Policy Overview Committee

Date: TUESDAY, 7 NOVEMBER
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

Councillors on the Committee

Scott Seaman-Digby, (Chairman)

Richard Mills, (Vice-Chairman)

Wayne Bridges

Jazz Dhillon

Beulah East, (Labour Lead)

Duncan Flynn

Raymond Graham

Henry Higgins

Robin Sansarpuri

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Contact: Luke Taylor

Tel: 01895 250693

Email: ltaylor3@hillington.gov.uk

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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

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Minutes

**Corporate Services and Partnerships Policy
Overview Committee
Thursday, 21 September 2017
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 Scott Seaman-Digby (Chairman)
Richard Mills (Vice-Chairman)
Beulah East
Jazz Dhillon
Wayne Bridges
Raymond Graham
Henry Higgins
Robin Sansarpuri

Apologies:

Duncan Flynn

Officers Present:

Luke Broome, Trainee Internal Auditor
Ross Forsyth, Regulatory Services Officer
Luke Taylor, Democratic Services Officer

24. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Flynn.

25. DECLARATIONS OF INTEREST

There were no declarations of interest.

26. MINUTES OF THE MEETING HELD ON 25 JULY 2017

RESOLVED: That the minutes of the meeting held on 25 July 2017 were approved as a correct record.

27. EXCLUSION OF PRESS AND PUBLIC

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

28. MINOR REVIEW I - STAFF INDUCTION AND RETENTION

At the meeting of the Committee on 15 June 2017, approval was given to this Committee's next review topic on Employee Induction and Retention at the Council.

The Council's Trainee Internal Auditor was in attendance at the meeting to speak to the Committee at the review's witness session, discussing his experience of the Council's induction process.

Members heard that the Trainee Internal Auditor had been employed at the Council for four months, and the induction involved several stages; the first day at the Council was spent familiarising himself with the organisation and the building, and meeting colleagues who worked within the team. The next stage involved a number of E-Learning modules on the Council's intranet, involving information of the role of local authorities, and what the Council does. Compulsory modules on topics such as health and safety and the Data Protection Act were completed over the next week.

After meeting colleagues, there was further job-specific training, involving a mock internal audit and shadowing of colleagues to learn more about the role. The Committee was informed that there were weekly one-to-one meetings with managers, alongside the Performance and Development Appraisal (PADA) system; there was also due to be an in-depth review at six months following the probation period.

Councillors questioned if an induction or "Welcome to Hillingdon" pack was received before or on starting, and heard that this was not the case. The contract was received before the employee's start date, and most of the information on the Council was received via the E-Learning system. Councillors questioned whether it might be nice for employees to receive a short briefing pack, along with their contract, in the post.

Responding to Members, the Trainee Internal Auditor confirmed that this was his first role at a local authority, and the information regarding local authorities was very comprehensive. However, it was possible that if someone had no knowledge of local government, then it could be a lot of information to take in.

The Committee asked if there was a personal side to the induction, and heard that the Audit department employees had coffee with new starters as a way of introducing themselves.

The Trainee Internal Auditor also told Councillors that information on the code of conduct and benefits of the role, along with other basics, was passed on by the Line Manager on the first day. With regards to other departments, the only opportunity to meet employees from different directorates was at the "Meet the Chief Executive" induction session, however, this was not an opportunity to speak to others who have just started at the organisation. Members heard that the Head of Finance meets with all new starters within the department, but there were no plans to meet other Heads of Service or employees from outside your own department and area.

Councillors agreed that the "Meet the Chief Executive" event was formal and did not give new employees an opportunity to socialise with each other or meet other new starters. It was suggested it may be useful to consider an event, or other format, that would allow new starters to meet others who have joined around the same time as them on a monthly or quarterly basis, as this would encourage networking and help

bridge the gaps between departments. Furthermore, it would also give new starters a point of contact in other departments that might be helpful to get work done.

Members questioned the political aspects of the induction, and how much a new starter would have learned from the induction process of the political system and makeup at the Council. It was confirmed that some of this was laid out in the e-Learning system, but the majority was learnt from face-to-face discussions with team members and colleagues.

The Committee commented that it would be helpful to know more information regarding the inductions at different levels of new employees, for example, whether there was a more comprehensive induction for those employees who are Heads of Service or higher grades.

Members also asked whether it was possible to receive login details for the E-Learning modules so that they could use the system and understand better what employees had to do during their induction period.

The Trainee Internal Auditor responded to Councillors' questioning regarding possible improvements that could be made to the induction process, and confirmed that it might be beneficial to have an in-depth review after three months in the role. Currently the review takes place after six months when the probation period ends, but it was suggested that moving this to three months might allow new employees to make adjustments or improvements that could help them in their role earlier in their employment.

The Committee noted that that most employees only meet Councillors at committee meetings, and it might be beneficial to have Members from both parties involved in the induction process too.

Members thanked the Trainee Internal Auditor for attending the meeting and detailing his experiences throughout his induction.

RESOLVED: That the Committee noted the evidence given at the witness session.

29. SAFETY AT SPORTS GROUNDS

The Regulatory Services Officer was in attendance at the meeting and introduced the report to Members, noting that it had previously been considered by the Residents and Environmental Services Policy Overview Committee, but it was since considered that it fell under the remit of the Corporate Services and Partnerships Policy Overview Committee instead.

The Chairman requested that as the report had previously been sent to the Residents and Environment Services POC, that it once again be forwarded on to the Committee.

The Regulatory Services Officer informed the Committee that the Council carried out annual inspections of each sports ground in the Borough. Members heard that the majority of the eight grounds usually had attendances of fewer than 100, making them very low risk, but the limited resources of the relevant sports clubs also meant it was difficult for them to invest in renewing grounds where works were suggested by the Council.

Responding to Councillors' questioning, the Regulatory Services Officer confirmed that high-risk events, such as the Twenty20 cricket, were not held in sports grounds but required involvement of the emergency services and a risk assessment to ensure that they were safe.

Members heard that it would be advantageous for the Council to visit sports grounds with regulated stands twice a year to ensure more comprehensive checks. The Committee also commented that it would be beneficial for consultation with Regulatory Services to take place regarding any new sports developments, to ensure safety levels at sports grounds are kept to a high standard.

RESOLVED: That the Committee noted the report and agreed to send the report to the Cabinet Member for Community, Commerce and Regeneration for approval.

30. MINOR REVIEW II - SCOPING REPORT

At the Committee meeting on 25 July 2017, it was proposed that a review into homophobic, biphobic, transphobic (HBT) bullying take place, and at this meeting, Members were presented with a scoping report which provided details of surveys, both local and national, which investigated HBT bullying, as well as previous work that the Council had undertaken in this area.

Members suggested that further witnesses for the review could include an employee at a local A&E department that may have seen instances of violence towards members of the lesbian, gay, bisexual and transgender community. The Committee also expressed its support for idea of a potential private testimony from members of the public who had suffered bullying in the past, and agreed that this could be done in a private setting with officers, and possible one or two Councillors, present. It was suggested that a local LGBT Group might be able to help arrange this. Another potential witness included the Chairman of the Children, Young People and Learning Policy Overview Committee.

Councillors discussed further lines of enquiry for the review, including:

- In cases of HBT bullying, where the Council is involved, how can these cases be resolved at the earliest possible point?
- At what age are LGBT issues first taught in schools, and what are pupils taught?
- What factors are associated with effective interventions to prevent HBT bullying?

Members noted that with the change to academies, it was not possible to enforce teaching LGBT issues in schools, but information could be passed onto schools to encourage it.

The Committee agreed to discuss the following questions during the review:

- What forms of HBT anti-bullying initiatives exist in school and / or outside schools for school-aged children and young people, with specific reference to those aimed at reducing HBT bullying?
- What specific factors are associated with effective initiatives and interventions?

- How effective are these interventions in reducing the prevalence of HBT bullying and impact of bullying on LGBT children and young people (and those perceived to be LGBT/different)?
- What evidence is there that those interventions are effective?
- What examples are there of facilitators or barriers to effective programmes?

Members also outlined some changes to the proposed timeframe of the review, as detailed in the Work Programme.

RESOLVED: That the Committee noted the scoping report and the review regarding homophobic, transphobic and biphobic bullying be progressed.

31. FORWARD PLAN

RESOLVED: That the forward plan was noted.

32. WORK PROGRAMME 2017/2018

RESOLVED: That the work programme was noted, subject to the following changes:

- The report regarding Council ICT for Staff be moved to the meeting on 7 March 2018;
- The update on the implementation of the review regarding Recruitment in Hillingdon be moved to the meeting on 7 March 2018;
- Minor Review I (Employee Induction and Retention): Recommendations be moved to the meeting on 7 November 2017;
- Minor Review II (HBT Bullying): First Witness Session be moved to the meeting on 7 November 2017;
- Minor Review I (Employee Induction and Retention): Final Report be moved to the meeting on 4 January 2018;
- Minor Review II (HBT Bullying): Recommendations be moved to the meeting on 4 January 2018;
- Minor Review II (HBT Bullying): Final Report be moved to the meeting on 1 February 2018; and
- The Committee meeting scheduled to take place on 10 October 2017 be cancelled to allow further time to arrange witnesses for the reviews.

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'EMPLOYEE INDUCTION AND RETENTION' REVIEW

Contact Officers: Luke Taylor
Telephone: 01895 250 693

REASON FOR ITEM

The Committee confirmed its review on the topic of Employee Induction and Retention in Hillingdon and have been presented with evidence since its confirmation to progress the review towards the recommendation stage of the review.

OPTIONS OPEN TO THE COMMITTEE

The Committee is asked to listen to the witness sessions, note the evidence, and progress the review to its next stage.

BACKGROUND

- At the meeting of the Committee held on 15 June 2017, approval was given to this Committee's next review topic on Employee Induction and Retention.
- At this meeting, Members will discuss further information on the review using the terms of reference that were set at the last meeting:
 1. *To review the current employee induction process at both junior and senior levels and how employees become culture fit within a democratic organisation;*
 2. *To review the retention rate / turnover of staff and activity current in place to support the retention of staff;*
 3. *To seek out examples of best and novel practices from the private, public and other sectors in both induction arrangements and how organisations seek to retain their high calibre staff; and*
 4. *To make positive recommendations to the Cabinet on any improvements in working practices or operations.*
- Mike Talbot, Workforce and Organisational Development Manager, will be in attendance at the meeting to give evidence to the review regarding staff retention, and answer any further questions that Members may have.
- Furthermore, it is proposed that a short series of questions are sent to private companies in the borough as a survey, requesting written evidence from the organisations regarding their own staff induction and retention policies and procedures. These answers will then be disseminated to Committee Members and incorporated into the final review as evidence. The proposed questions will go before the Committee at the meeting.

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'HOMOPHOBIC, BIPHOBIC AND TRANSPHOBIC BULLYING' REVIEW

Contact Officer: Luke Taylor

Telephone: 01895 250 693

REASON FOR ITEM

The Committee confirmed its minor review on the topic of Homophobic, Biphobic and Transphobic Bullying, and requested witness sessions to hear evidence regarding the review.

OPTIONS OPEN TO THE COMMITTEE

The Committee is asked to listen to the witness session, note the evidence submitted, and comment on the report, which will progress the review to the next stage.

BACKGROUND

- At the Committee meeting on 21 September 2017, a scoping report outlining potential terms of reference, witness testimonies and lines of enquiry were agreed, and a review into Homophobic, Biphobic and Transphobic Bullying was confirmed.
- Chris Scott, Service Manager for Targeted Programmes in Children and Young People's Services, will be in attendance at the meeting to address the Committee regarding the Council's current provision for supporting young LGBT members of the borough.
- At this meeting, Members can discuss further information on the review using the terms of reference that were set at the last meeting:
 1. *To examine how the Council services, schools, and other relevant departments identify and support those who are experiencing, or have experienced, homophobic, biphobic or transphobic bullying.*
 2. *To examine relevant work by this Council, other Councils, and voluntary sectors to identify opportunities and methods to tackle homophobic, biphobic and transphobic bullying in support of the Council's wider equality objectives and the aims of the review.*
 3. *To make practical, prudent recommendations to Cabinet (and other bodies if applicable) from the Committee's findings to support residents experiencing homophobic, biphobic and transphobic bullying, and reduce instances of bullying within the Borough.*
- Further email correspondence with the Central and North West London NHS Foundation Trust led to the following message, outlining the work of Hillingdon's Child and Adolescent Mental Health Services (CAMHS) and Hillingdon School Nursing Service in this area:

Hillingdon CAMHS

The service has worked with schools and teachers with regards to transgender youngsters who have been referred to CAMHS. The service links with the tertiary service run by 'The Tavistock and Portman', where a young person is in treatment at their specialist 'Gender

Identity Clinic (GIDS)'. Locally – linked to specific cases – the team has got advice from GIDS in Tavistock to think about how the teachers and school staff could deal with these issues in a sensitive manner and helped them in specific instances and schools.

The service will raise concerns with SENCOs, and other pastoral care staff, when there are issues around bullying related to sexuality, which could either be related to genuine concerns for the young person or when false rumours are being spread. However, there has been no specific work in schools to talk about this issue. CAMHS involvement has been based around specific cases and supporting families and schools around the children or young people.

The service makes use of signposting to third sector organisations where children or young people are being bullied around these issues and, following assessment, there is no need for specialist mental health input.

As a five-borough CAMHS service, CNWL CAMHS are receiving more referrals, as is the case nationally, where the young person may have complex mental health issues related to identity, sexuality and bullying. We are aware that these children and young people are more at risk of self-harming behaviour. There is a role for CAMHS, particularly if there is an identified mental health problem to treat, or a need to support a tertiary referral to 'The Tavistock and Portman' where a child or young person and their family is exploring transition around gender. The service has provided a service-wide CPD training for a cohort of staff on Gender Identity issues facilitated by The Gendered Intelligence Team, a specialist external resource.

Hillingdon School Nursing Service

The Hillingdon school nursing service delivers weekly drop-in sessions of one hour in all Hillingdon secondary schools. Young people can self-refer, or they can be referred by a member of teaching staff or family; no appointment is necessary.

The service is confidential and open to all children, but themes of issues are collected manually to identify trends and key issues for young people. Managers have reviewed these referrals, and the referrals are themed.

There is currently no evidence of any children or young people who have presented an issue of homophobic, biphobic or transphobic bullying.

Agenda Item 7

UPDATE ON REVIEW INTO SECURITY OF MEMBERS AT THE COUNCIL

Contact Officer: Luke Taylor

Telephone: 01895 250 693

REASON FOR ITEM

At the Committee meeting on 11 April 2017, it was suggested that a review take place into political safeguarding and security at the Council. A similar topic, "Personal safety of Members of the Council when meeting with members of the public" was previously reviewed in 2011, and as such, it was agreed that a different topic was more suitable for a review. However, Members requested an update on the review that took place in 2011.

RECOMMENDATION

The Committee is asked to note the report and recommend the following action is taken by officers, in consultation with the Chief Whips:

- 1. Remind Members, that if they have concerns over a particular constituent they are in contact with, that the Group Offices can confidentially check the Council's Restricted Persons Register to establish whether further contact should be made;**
- 2. Update the Personal Safety Protocol booklet to include the above, along with the emergency phone line and details of rooms with panic alarms;**
- 3. Re-send the updated the Personal Safety Protocol; and**
- 4. Recommend to the Head of Democratic Services that a workshop for Members regarding personal safety be added to the 2018 Induction arrangements.**

BACKGROUND

1. As part of the continued investigation into previous reviews carried out by the Corporate Services and Partnerships Policy Overview Committee, Members requested an update on the review into the "Personal safety of Members of the Council when meeting with members of the public". This review went before the Whips Committee in May 2011 and recommendations were agreed.
2. Democratic Services recently sought comments from the Group Offices and officers responsible for security at the Council, and the comments on each recommendation were received and detailed in Appendix A of this report.

ATTACHED DOCUMENTS

Review into "The Personal Safety of Members of the Council when meeting with members of the public" (attached as Appendix B)

Members Guide: Personal Safety Protocol when Meeting with Residents (attached as Appendix C).

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APPENDIX A

Recommendation	Group Office Comments	Officer Comments
<p>Consideration be given to ensuring that the front doors of the Civic Centre are locked outside normal working hours and after the last meeting in the building has finished, but that a door bell be available for members of the public to use in cases of emergencies.</p>	<p>n/a</p>	<p>Security confirmed that the front doors are locked as soon as the last meeting finishes. These doors are closed on Sundays.</p> <p>A door bell is installed for use in cases of emergency, when the doors are locked.</p>
<p>The Group Offices Secretariat be asked to ensure that, where possible, all meeting rooms for Members meeting with their constituents and / or members of the public be booked in the Civic Centre's main reception area's meeting rooms, where there is a security presence.</p>	<p>Members do sometimes meet with visitors in the Group Offices, but the majority of meetings take place in the Civic Centre's main reception area meeting rooms.</p>	<p>n/a</p>
<p>The Group Offices' Secretariat be provided with a list of those rooms within the Civic Centre that have panic alarm buttons fitted.</p>	<p>Whilst aware of the rooms by main reception, we do not have a full list of all the rooms across the Borough's facilities which have panic alarm buttons fitted.</p> <p>It was also suggested that security are allowed to access the Group Offices with their passes, as they cannot do this now.</p>	<p>Security confirmed that they have let the Group Offices have this information.</p> <p>It will be up to the Whips / Group Leaders to determine whether security staff can directly access restricted Group Offices.</p>
<p>The Head of Facilities Management be asked to ensure that a list of emergency security telephone numbers, including out of hours first aiders, be displayed in all meeting rooms within the Civic Centre. This list also be supplied to the Group Offices' Secretariat and to all Members of the Council for their information.</p>	<p>n/a</p>	<p>Security confirmed that the list of emergency telephone numbers is displayed in all meeting rooms, and the list has been supplied to the Group Office Secretariat.</p>

That officers be asked to look at putting a process in place to ensure that the names of members of the public who are on the Restricted Persons Register is made available to Members of the Council and the Group Offices' Secretariat, to ensure that Members of the Council are not put under any risk when meeting with members of the public.	Up-to-date information on the register would be useful in both Member's and Group Office's front-line role liaising with residents.	Given the sensitivity of the information and data protection rules, it is recommended the best way would be for Members, if they suspect an issue, to provide details of the person concerned to the Group Office staff who will check the register, by simply typing in their name. This register is maintained by officers and updated regularly.
From a personal safety perspective, all Members of the Council be advised that where possible, all Ward Surgeries be held in Council buildings and establishments, during operating hours, to ensure there was a security presence.	Members are aware of holding meetings in a safe environment. Most surgeries are held either by appointment or held in public buildings such as local libraries. Some ward councillors do offer home visits.	n/a
The Group Offices' Secretariat be asked to inform all Members that security staff can be contacted if they required escorting to the Members' Car Park after attending an evening meeting at the Civic Centre.	Would be useful to remind Members that security staff can be contacted to escort Members to the car park after evening meetings.	Security are aware of this, and the relevant processes are in place to allow for it.
That Members of the Council be advised of the options which are available to them in terms of the telephone contact details they provide on the Council's public website.	Councillors are aware that they can keep numbers private should they wish.	Our system which displays councillor contact information on our website can be amended at a click of the button to suit Members' wishes.
That a workshop be provided for Members on personal safety and officers be asked to produce a protocol on Members' personal safety based on the findings of the review.	Supportive of a workshop reminding Members about personal safety.	Security agreed that a future workshop on personal safety could take place. Democratic Services noted that this would be beneficial for Members and perhaps timed for the 2018 induction arrangements.

THE PERSONAL SAFETY OF MEMBERS OF THE COUNCIL WHEN MEETING WITH MEMBERS OF THE PUBLIC
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Officer Contact

Khalid Ahmed, Central Services

Papers with report

Appendix 1 – Scoping Report

REASON FOR ITEM

To consider recommendations from a review which the Corporate Services & Partnerships Policy Overview Committee undertook at its meeting held on 16 March 2011, which looked at the Personal Safety of Members of the Council when meeting with members of the public, at the Civic Centre and at Ward Surgeries.

RECOMMENDATIONS

That Whips welcome the findings of the review and give consideration to the following recommendations:

- (i) **Consideration be given to ensuring that the front doors of the Civic Centre are locked outside normal working hours and after the last meeting in the building has finished, but that a door bell be available for members of the public to use in cases of emergencies.**
- (ii) **The Group Offices' Secretariat be asked to ensure that where possible all meeting rooms for Members meeting with their constituents and / or members of the public be booked in the Civic Centre's main reception area's meeting rooms, where there is a security presence.**
- (iii) **The Group Offices' Secretariat be provided with a list of those rooms within the Civic Centre that have panic alarm buttons fitted.**
- (iv) **The Head of Facilities Management be asked to ensure that a list of emergency security telephone numbers, including out of hours first aiders be displayed in all meeting rooms within the Civic Centre. This list also be supplied to the Group Offices' Secretariat and to all Members of the Council for their information.**
- (v) **That officers be asked to look at putting a process in place to ensure that the names of members of the public who are on the Restricted Persons Register is made available to Members of the Council and the Group Offices' Secretariat, to ensure that Members of the Council are not put under any risk when meeting with members of the public.**
- (vi) **From a personal safety perspective, all Members of the Council be advised that where possible, all Ward Surgeries be held in Council buildings and establishments, during operating hours, to ensure there was a security presence.**
- (vii) **The Group Offices' Secretariat be asked to inform all Members that security staff can be contacted if they required escorting to the Members' Car Park after attending an evening meeting at the Civic Centre.**

- (viii) That Members of the Council be advised of the options which are available to them in terms of the telephone contact details they provide on the Council's public website.
- (ix) That a workshop be provided for Members on personal safety and officers be asked to produce a protocol on Members' personal safety based on the findings of the review.

Information

1. The Corporate Services & Partnerships Policy Overview at its meeting on 16 March 2011 undertook a review into the security measures which were currently in place for Members of the Council when they held meetings on their own with members of the public at the Civic Centre and at their Ward Surgeries.
2. As Whips will recall, discussion took place on Members' personal safety at the Whips Meeting held on 22 February 2011. Whips were asked to contact their Members to advise that meetings with members of the public be held in the meeting rooms located in the Civic Centre's Main Reception.

Reason for the Review

3. The personal safety of local politicians is important to ensure that members of the public are given access to meeting their local elected Councillor. Recently there have been incidents where Members of the Council have been threatened by members of the public. The review looked at the present internal security measures which the Council has in place to safeguard the personal safety of Members when they met members of the public on their own, both at the Civic Centre and at Ward Surgeries. The Head of Facilities Management attended the meeting and provided advice and guidance to Members during the review.

Background

4. The safety of local politicians has recently been brought to light with the recent events in Arizona, United States where a Congresswoman, Gabrielle Giffords was shot when meeting with her constituents. Stephen Timms, MP for East Ham was stabbed in May 2010, at a Constituency surgery by one of his constituents.
5. These incidents and others have highlighted the vulnerability some times, of local politicians meeting their constituents and members of the public on their own. it is therefore important that Members' personal safety is not compromised whilst carrying out their duties as elected representatives of the community.
6. The review also looked at the personal safety of Members outside of the Civic Centre, in view of the recent harassment of a Member of the Council who has been receiving inappropriate text messages to her mobile phone. The review discussed the personal data such as telephone numbers which Members of the Council provided on the public website.

Security Services

7. The review was informed that the main objective of the Security Services of the Council is to ensure the security and safety of the civic centre, the staff who work here and the visitors to the building, 24 hours a day, 365 days a year.

8. The Council's new security contractor, MJF Corporate Guarding Limited began the new security contract on 14 March 2011 but there have been no visible changes to the service provided. There are 12 security staff who are all experienced in terms of providing the security services within the Civic Centre.
9. Other services which security staff carried out are First Aid cover in the absence of the occupational health nurse i.e. out of hours, the security supervision for problematic interviews, key holding and alarm response service for schools and other LBH premises.
10. The Head of Facilities Management reported that Security Services is primarily a front of house service based in the main reception area of the Council's Civic Centre. Other areas within the civic centre that are staffed during office hours by the security team are housing needs reception, Children's Reception, the members and multi storey civic centre car parks.
11. The review was provided with details of the full security rota for operations within the Civic Centre and in theory the Civic Offices are open to the public until the last meeting within the building had finished. However, there is a security presence throughout the night at the main reception to the Civic Centre as there are occasions in an emergency when members of the public turn up at the Council offices seeking advice.
12. Members questioned the logic of allowing members of the public to gain access to the Civic Centre at all hours and the possible security implications of this and asked that consideration be given to locking the main reception doors and having a doorbell for members of the public to use in case of emergencies.

RECOMMENDATION 1:

Consideration be given to ensuring that the front doors of the Civic Centre are locked outside normal working hours and after the last meeting in the building has finished, but that a door bell be available for members of the public to use in cases of emergencies.

13. As earlier mentioned, the review was provided with details of where the security cover is concentrated within the Civic Centre. The review found that unless Security Services is given prior warning of the potential for a disturbance at a meeting, there is no security cover in Phase II of the Civic Centre. Both Group Offices are situated in Phase II, and this is an area of the Civic Centre where Members met with constituents on their own.
14. The Head of Facilities Management provided the review with details of the meeting rooms within the Group Office area and their appropriateness for Members to hold meetings with individuals on their own. The review was informed that his advice is that Members should not use the Group Offices, but should use the meeting rooms in the Civic Centre Reception area, where there is a permanent security presence.
15. The review was informed that the Labour Group Members within the Council have been recently advised by the Group Secretariat that they should meet with constituents they did not know, in the meeting rooms adjacent to the Civic Centre Reception area, where they would be visible and close to security. The review asked that this general instruction be communicated to all Members of the Council.

Members of the Public and Access to the Civic Centre

16. The review received information regarding members of the public arriving at the Civic Centre for meetings with Members of the Council, particularly in Phase II of the Civic Whips Meeting – 10 May 2011

Centre. Security Services are not always made aware of these meetings and this creates a security problem as there have been occasions where members of the public have simply been allowed access to the Civic Centre without the knowledge of both Security Services and the Member concerned.

17. If Members did hold all their meetings with members of the public in the Main Reception area, members of the public will have to wait in this area until the Member arrived for the meeting. This will improve safety and stop incidents of unknown persons wandering around the Civic Centre. Better communication was needed between the Member and the Group Offices' Secretariat, and Security Services to ensure that all are aware of who is in the Civic Centre. This could be included in the proposed Members' Protocol on Personal Safety.

RECOMMENDATION 2:

The Group Offices' Secretariat be asked to ensure that where possible all meeting rooms for Members meeting with their constituents and / or members of the public be booked in the Civic Centre's main reception area's meeting rooms, where there is a security presence.

18. The Head of Facilities Management also informed the review that there are meeting rooms within the Civic Centre which are fitted with panic alarm buttons and where possible Members should use these rooms for their meetings.

RECOMMENDATION 3:

The Group Offices' Secretariat be provided with a list of those rooms within the Civic Centre that have panic alarm buttons fitted.

Emergency Security Telephone Numbers

19. The review discussed the availability of security in the cases of emergency and the need for the emergency security telephone numbers to be displayed in all meeting rooms and for these telephone numbers to be easily available for all Members of the Council. The Head of Facilities Management agreed that these emergency telephone numbers should also include the telephone numbers of those security staff who provided first aid cover in the absence of the occupational health nurse and the designated first aiders (i.e. out of hours).

RECOMMENDATION 4:

The Head of Facilities Management be asked to ensure that a list of emergency security telephone numbers, including out of hours first aiders be displayed in all meeting rooms within the Civic Centre. This list also be supplied to the Group Offices' Secretariat and to all Members of the Council for their information.

Restricted Persons Register

20. The London Borough of Hillingdon has a duty to give information to its employees on any risks that they may encounter in the course of their duties including where there is evidence that a member of the public may become violent or abusive. This information is contained on the Restricted Persons Register and is managed by the Occupational

Health & Safety Services and is accessible to Council employees (and Members of the Council) in relation to their work activities, via the Council's intranet, Horizon.

21. The review agreed that a process should be put in place to ensure that Members of the Council did not jeopardise their personal safety by inadvertently meeting with members of the public who are on this register.

RECOMMENDATION 5:

That officers be asked to look at putting a process in place to ensure that the names of members of the public who are on the Restricted Persons Register is made available to Members of the Council and the Group Offices' Secretariat, to ensure that Members of the Council are not put under any risk when meeting with members of the public.

Ward Surgeries

22. The review also considered Members' safety at the various Ward Surgeries which are held throughout the Borough. The review was provided with the full list of Ward Surgeries and the majority of these tended to be held in public places such as libraries, community centres, the one-stop shop or at the Civic Centre.
23. Venues for Ward Surgeries are arranged by Members and by the Groups themselves. The review heard that the Labour Group Members have recently been advised that they should not attend a Ward Surgery on their own, and most of the Group adhered to this.
24. The Councillors' Support and Development Manager informed the review that female Councillors are advised that when they are meeting on their own with one of their constituents, that from a personal safety perspective, that they be accompanied by another Councillor.

RECOMMENDATION 6:

From a personal safety perspective, all Members of the Council be advised that where possible, all Ward Surgeries be held in Council buildings and establishments, during operating hours, to ensure there was a security presence.

Members' Car Park

25. The review was informed that the security service also extended to the Members' Car Park, where on occasions individual Members have felt vulnerable, particularly after attending evening meetings. The Head of Facilities Management reported that security staff if contacted could escort lone Members of the Council to their cars to ensure their safety. The review agreed that this offer should be communicated to all Members.

RECOMMENDATION 7:

The Group Offices' Secretariat be asked to inform all Members that security staff can be contacted if they required escorting to the Members' Car Park after attending an evening meeting at the Civic Centre.

Members' Personal Telephone Numbers

26. The review was made aware of a current situation where a female Member of the Council was receiving pestering text messages from a member of the public. The Council's website contains contact details for all Members of the Council, including telephone numbers. It is an individual's personal choice which telephone number they wished to be published on the website.
27. Many Members merely provided the telephone number of their Group Offices and this was a good option to ensure personal telephone numbers were not abused. It was noted that the vast majority of members of the public who telephoned Members either on their home or mobile telephones, were genuine callers, who were seeking advice from their Ward Councillors.
28. The review noted that some Members have Council telephone lines in their homes which they used for Council business. An option could be for Members to make this telephone number available to the public, if not already done so. Officers were asked to investigate the feasibility of doing this.

RECOMMENDATION 8:

That Members of the Council be advised of the options which are available to them in terms of the telephone contact details they provide on the Council's public website.

Member Training and Protocol

29. Reference was made to a workshop which had taken place following last May's Local Elections. This had provided guidance to Members on how to deal with conflict resolution when meeting with constituents. The review asked that to reinforce this message, a workshop be provided for Members on personal safety.
30. Subject to the approval of Whips of the methods and approaches which have been suggested in this review, officers could be asked to produce a protocol for Members on security and their safety when meeting with members of the public.

RECOMMENDATION 9:

That a workshop be provided for Members on personal safety and officers be asked to produce a protocol on Members' personal safety based on the findings of the review.

Conclusions

31. Overall the security measures which are in place are good and provide Members of the Council with a sufficiently safe environment in which to carry out their duties as Councillors. The recommendations of the review will provide added protection to Members and also remind Members of the need to consider their own personal safety when carrying out their duties as Councillors.

BACKGROUND DOCUMENTS

Scoping Report for the Review (**Appendix A**)

**CORPORATE SERVICES & PARTNERSHIPS
POLICY OVERVIEW COMMITTEE**

2010/11

REVIEW SCOPING REPORT

Review title:

The Personal Safety of Members of the Council when meeting with members of the public

Aim of the review

To review the security measures which are in place to ensure the safety of Members of the Council when meeting members of the public at the Council Offices at the Civic Centre and at political party surgery venues.

Proposed outcome

A report summarising the Committee's findings would be completed and presented to the Whips. The report will examine the present procedures and arrangements which are in place to ensure the safety and well being of Members of the Council when meeting members of the public and will make recommendations on improvements that can be made simply and hopefully without cost.

Terms of reference

1. To look at the existing security measures and procedures which are in place both within the Civic Centre and at Members surgeries to ensure the safety of Members.
2. To examine the role of security staff within the Civic Centre, particularly in relation to providing security in meeting rooms away from the main reception of the Civic Centre.
3. To look at the procedures which are in place by the London Borough of Hillingdon to effectively manage and respond to violence and aggression within the Civic Centre.
4. To examine the advice and training that Members receive in relation to dealing with members of the public on their own.
5. To examine what systems are in place to provide information to both Members and staff of the London Borough of Hillingdon on those people who have been identified by the Council, as posing a risk to the safety of individuals.
6. To look at the Risk Assessment procedures which are in place in order to assess the potential likelihood of complaints or situation compromise arising.
7. To examine the security procedures which are in place at Ward Surgeries and to assess if there are any gaps in procedures which could put individuals at risk.
8. To make recommendations to Cabinet if necessary, on what the Council can do in relation to improving security measures and advice given to Members and officers.

9. To promote good practice, the do's, the don't and what to do if an event arises.

Reasons for the review

The personal safety of local politicians and officers is important to ensure that members of the public are given access to meeting Members of the Council within the Civic Centre.

The safety of local politicians has recently been brought to light with the recent events in Arizona, United States where a Congresswoman, Gabrielle Giffords was shot when meeting with her constituents.

Stephen Timms, Member of Parliament for East Ham, was stabbed in May 2010, at a Constituency surgery by one of his constituents.

The recent issue of a Member of this Council being stalked.

The internal security measures which the London Borough of Hillingdon has in place to safeguard the personal safety of Members need to be assessed to ensure that people are not put at risk when carrying out their duties.

Security Services

The main objective of the Security services of the Council is to ensure the security and safety of the civic centre, the staff who work here and the visitors to the building, 24 hours a day, 365 days a year.

It is primarily a front of house service based in the main reception area. Other areas within the civic centre that are staffed during office hours by the security team are housing needs reception, social services mezzanine reception, the members and multi storey civic centre car parks and the asylum team based at Weir House.

Other services which security staff carry out are:

- First aid cover in the absence of the occupational health nurse i.e. out of hours.
- Security supervision for problematic interviews.
- Keyholding and alarm response service for schools and other LBH premises.
- Security services including mobile patrols, personal security officers, security teams for short or long term contracts and dog patrols can also be arranged for events outside the civic centre.

Key issues

1. What are the arrangements which are currently in place for Members of the Council when they meet with members of the public within the Civic Centre?
2. Are Security staff within the Civic Centre made aware of all meetings (in all parts of the Civic Centre) which Members of the Council have with members of the public?
3. What training and guidance are Members of the Council given on their personal safety when holding meetings in private with members of the public?
4. Are all meeting rooms within the Civic Centre safe and secure environments for meetings to be held with members of the public?

5. What are the levels and numbers of security staff within the Civic Centre and have they easy and quick access to all meeting rooms?
6. How is the information on the Restricted Persons Register communicated to ensure that Members of the Council are aware of members of the public who have previously become verbally or physically abusive to Council staff?
7. What to do in the event of a problem.
8. What are the arrangements for security at Ward Surgeries?

Methodology

The review will consider evidence from the Council's Facilities Manager and from the personal experiences Members of this Committee have had.

Stakeholders and consultation plan

The review could consult with all Members of the Council to look at potential gaps in security which exists which could leave individuals vulnerable.

Proposed timeframe & milestones

Meeting	Action	Comments
16 March 2011	Consideration of scoping report and review	Steve Smith – Facilities Manager as witness

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Members' Guide:

Personal safety when meeting with residents

Purpose

The Council has a responsibility for ensuring the safety of Members whilst on Council business, as it does for Officers.

A central role Members have is to keep in touch with their residents. This includes helping people with any problems they might have. Overwhelmingly, such contacts are non problematic and are often rewarding for the residents involved. However, this guide sets out some simple personal safety measures and tips which could be taken to prevent and to deal with those rare circumstances when Members may find themselves in potentially difficult situations with residents.

Using suitable meeting rooms

To ensure the full safety of Members when meeting with residents on their own, it is advised that where possible these meetings take place in an area of the Civic Centre where there is a security presence at all times.

Members sometimes use the meeting rooms within Group Offices, but these areas are isolated and potentially risky and may leave a Member vulnerable.

The advice is that Members, when meeting with residents on their own, should ensure they inform the Group Office's Secretariat, who will then book one of the meeting rooms by the main reception at the Civic Centre. These rooms have glass windows and are located nearby Security Staff, who can assist when required.

Using such rooms near main reception also limits the number people wandering through the Civic Centre and enables the Reception and Security staff to know the names of residents visiting to meet with a Member.

Concerned about meeting a resident?

A number of the meeting rooms within the Civic Centre are fitted with panic alarms which can provide assistance to Members if they are faced with a potential threat from an individual. If Members are meeting with a resident whom they have not met before, or they believe there may be the possibility of the individual being very frustrated or upset, it is advised that as a precaution they meet in a room where there is a panic alarm.

The Group Offices' Secretariat has a list of meeting rooms within the Civic Centre which have panic alarms.

Ward Surgeries

The majority of Ward Surgeries are held in public places such as libraries, community centres, one stop shops or the Civic Centre.

However, the arrangements each Member makes for Ward Surgeries will vary according to local circumstance and it is inevitable that not all premises which

are used for Surgeries will meet best security practice.

As such, Members should consider the following simple measures which may prevent against any potential risk:

- If possible do not attend surgeries alone in an otherwise empty building
- Try and ensure that a fellow Member, an officer of the Council or a member of the local party are in close attendance
- In the case of female Members - when they are meeting on their own with a constituent(s), they be accompanied by another Member
- Consider more suitable places for holding Ward Surgeries, such as Council buildings, e.g. libraries
- Surgeries should be held as far as possible during operating hours to ensure there is a security presence
- The Surgery meeting room should be in view of the reception or the public area

Members' Car Park

Whilst Security staff keep an eye on the Members' Car Park at the Civic Centre, in the evening it can still feel a vulnerable area for Members when they use it. The Facilities Manager advises that Members should contact security staff if they feel they would like escorting down to the car park when leaving.

Conservative Group Secretariat:
01895 250316 (0316)

Labour Group Secretariat:
01895 250780 (0780)

Councillors Support & Development
Manager 01895 556250 (6250)

Personal Information

Relevant contact details of all Members are available on the Council's website for residents to use. Some Councillors provide their own personal home or mobile number, others give the Group Office telephone number as their contact.

Members should know that it is their personal choice over which are the best contact details to make public for residents.

Members can seek further advice from their Group Office Secretariat on the do's and don'ts in relation to their personal contact details

Training for Members

Training sessions can be provided to give Members guidance on how to deal with conflict resolution when meeting with residents, helping diffuse difficult situations.

Emergency Telephone Numbers

Members will be provided with a business card which will contain all the emergency telephone numbers, such as emergency security and designated first aiders (including out of hours numbers).

Also all meeting rooms within the Civic Centre will have on display a list of emergency telephone numbers to ensure all Members are aware of who to contact in the case of an emergency.

Security Staff Telephone Numbers

Office hours (Extension 0616)

Extension 2222 (in the case of emergencies)

First Aid (Extension 0616)

CABINET FORWARD PLAN

Contact Officer: Luke Taylor
Telephone: 01895 250 693

REASON FOR ITEM

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

OPTIONS OPEN TO THE COMMITTEE

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

INFORMATION

1. The Forward Plan is updated on the 15th of each month. An edited version to include only items relevant to the Committee's remit is attached below. The full version can be found on the front page of the 'Members' Desk' under 'Useful Links'.

SUGGESTED COMMITTEE ACTIVITY

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

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				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 Services SC = Social Care					
Cabinet - 16 November 2017									
216	Contract extension - Parking Enforcement Service	Cabinet approval will be sought to accept a contract extension for the Parking Enforcement Service from August 2018.	All		Cllr Keith Burrows	RS - Roy Clark / Allison Mayo		NEW	Private (3)
217	Provision of fuel for the Council's fleet	Following a procurement exercise, Cabinet will consider options for the purchase of fuel for the Council's various vehicles that provide day-to-	All		Cllr Jonathan Bianco	RS/FD - Perry Scott / Praveshika Chauhan		NEW	Private (3)
221	Contract extensions for the Maintenance of the Civic Centre & other Corporate Properties	Cabinet authority will be sought to extend the current maintenance contracts (comprising of over 200 sites) with Mitie for 1 year and Honeywell for 1 year.	All		Cllr Jonathan Bianco	RS - Brian Colyer / Michael Breen		NEW	Private (3)
211	Council Owned Subsidiary Trading Housing Company	Cabinet will consider a business plan to establish a Council-owned Subsidiary Trading Housing Company to further develop the local housing offer to residents.	Various		Cllr Jonathan Bianco / Cllr Philip Corthorne	Perry Scott	Internal and external finance and legal advisors		Private (3)

213	ICT Hosting & Application Support of Revenues Benefits & Housing Systems	Cabinet approval will be sought to accept a 5 year contract for the provision of ICT system hosting & application support for the Council's Revenues, Benefits & Housing Service.	N/A		Cllr Jonathan Bianco	RS / FD - Louise Bateman / Jo Allen			Private (3)
Cabinet - 14 December 2017									
218a	The Council's Budget - Medium Term Financial Forecast 2018/19 - 2022/23 BUDGET & POLICY FRAMEWORK	This report will set out the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2018/19 for consultation, along with indicative projections for the following four years. This will also include the HRA rents for consideration.	All	22-Feb-18	Cllr Ray Puddifoot MBE & Cllr Jonathan Bianco	FD - Paul Whaymand	Public consultation through the Policy Overview Committee process and statutory consultation with businesses & ratepayers	NEW	Public
219	Financial Support to Voluntary Organisations	The report to Cabinet will make recommendations on the level of financial support to voluntary organisations for the 2018/19 financial year.	All		Councillor Douglas Mills	CEO - Nigel Cramb	Corporate Services & Partnerships POC	NEW	Public

Agenda Item 9

WORK PROGRAMME 2017 - 18

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
15 June 2017	CR4
25 July 2017	CR4
21 September 2017	CR4
10 October 2017 - CANCELLED	CR4
7 November 2017	CR4
4 January 2018	CR4
1 February 2018	CR4
7 March 2018	CR4

2017 - 2018 DRAFT Work Programme

15 June 2017	Minor Review I - Future Review Topics & Scoping Report
	Update Item - Crossrail Town Centre Development
	Report - Council Apprenticeships Scheme
	Update Item - LBH action on Modern Slavery Act
	Update on Previous Review - Tackling Social Housing Fraud
	Cabinet Forward Plan
	Work Programme

25 July 2017	Report - Homophobic Bullying in Schools
	Budget Planning Report for Administration and Finance Directorates
	Minor Review I (Employee Induction & Retention) - E-Learning
	Cabinet Forward Plan
	Work Programme

21 September 2017	Minor Review I (Employee Induction & Retention) - First Witness Session
	Minor Review II - Future Review Topics & Scoping Report
	Report - Safety at Sports Grounds
	Cabinet Forward Plan
	Work Programme

7 November 2017	Review I (Employee Induction & Retention) - Recommendations
	Review II (HBT Bullying) - First Witness Session
	Update on Review Implementation - Safety at Civic Centre
	Cabinet Forward Plan
	Work Programme

4 January 2018	Review I (Employee Induction & Retention) - Final Report
	Review II (HBT Bullying) - Second Witness Session & Recommendations
	Update Item - Heathrow Business Rates
	Draft Budget Proposals Report for Administration & Finance 2018/19
	Report - Volunteering in Hillingdon
	Cabinet Forward Plan
	Work Programme

1 February 2018	Review II (HBT Bullying) - Final Report
	Draft Budget Proposals 2018/19 - Comments from Policy Overview Committees
	Report - Lighting at the Civic Centre
	Report - Resident Feedback & Broadcasting
	Cabinet Forward Plan
	Work Programme

7 March 2018	Report - Best use of space at the Civic Centre
	Update on Review Implementation - Recruitment in Hillingdon
	Report - Council ICT for Staff
	Cabinet Forward Plan
	Work Programme

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