



HILLINGDON
LONDON



Corporate Services and Partnerships Policy Overview Committee

Date: THURSDAY, 1 FEBRUARY
2018

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

Duncan Flynn

Raymond Graham

Henry Higgins

Robin Sansarpuri

Published: Wednesday, 24 January 2018

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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, 4 January 2018
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)
Beulah East
Jazz Dhillon
Wayne Bridges
Duncan Flynn
Raymond Graham
Robin Sansarpuri

Apologies:

Henry Higgins

Officers Present:

Gemma McNamara, Finance Manager for Transformation, CEO and Finance
Luke Taylor, Democratic Services Officer
Iain Watters, Financial Planning Manager

Also Present

Ms Sarah Rose, Senior Account Manager, Stonewall
Mr Colin Tucker, Headteacher, Ryefield Primary School

42. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Henry Higgins.

43. DECLARATIONS OF INTEREST

There were no declarations of interest.

44. MINUTES OF THE MEETING HELD ON 7 NOVEMBER 2017

RESOLVED: That the minutes of the meeting held on 7 November 2017 were approved as a correct record.

45. EXCLUSION OF PRESS AND PUBLIC

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

46. 'HOMOPHOBIC, BIPHOBIC & TRANSPHOBIC BULLYING' REVIEW

Ms Sarah Rose, Senior Account Manager at Stonewall, and Mr Colin Tucker, Headteacher at Ryefield Primary School, were in attendance at the meeting to speak to the Committee as part of the review's witness session.

Mr Tucker noted that the issue of homophobic, biphobic and transphobic (HBT) bullying is far more nuanced than in previous years, as children are more likely to identify themselves differently, and schools must ensure that they are well equipped to deal with changing times and opinions. Mr Tucker confirmed that bullying does happen at every school, but is not prevalent at Ryefield Primary School. With regards to HBT bullying, there were not cases of this, although the term "that's gay" is sometimes used; however, the phrase is used much less today than in previous years and is not heard much at all anymore. It was noted that this term is used more commonly among years 5 and 6, although it is not necessarily always used in a homophobic manner.

Responding to Members questions, Mr Tucker confirmed that his school does teach children that all people are different, and respect and inclusiveness is used in the subject matter that is taught. Primary Schools historically have not addressed these issues as it is not included in the curriculum and it was not possible to teach children about LGBT rights until 2003 (section 122 of Local Government Act 2003), but the topic would not be pushed aside if it was raised, and is now welcomed by teachers. Different families should be reflected in schools (e.g. same sex parents) and Ofsted now have a focus on the issue, supporting a better understanding of LGBT rights among pupils.

The Committee heard that it was important that children were taught about relationships and friendships, as well as their body in primary school; this does not necessarily mean sex education though, which is taught in secondary schools. Members agreed that the younger children understand that all families are different, the more accepted these perceived differences are as the societal norm. It was noted that children are more aware of relationships, differences and related topics at an earlier age now as it is more visible, either on TV or film, or through social media and the internet.

With regards to sex education, Mr Tucker confirmed that 9-11 year olds were taught about sex, as per the curriculum, focussing on the scientific aspects of the topic in a loving relationship. This does not explicitly reference LGBT sex, but does not exclude same sex couples who are in relationships. Ms Rose noted that from 2019 onwards, relationship education would be made compulsory in every English primary school, and relationships and sex education would be made compulsory in every English secondary school.

Mr Tucker was asked whether parent involvement was required as the influence at home is stronger than from school, and confirmed that in many instances children make the changes first, and then ask parents to change, which often leads to changes in the home as well.

The Committee heard that 40% of trans people between the age of 18-25 knew they were trans before the age of 11, but it is not legal to medically transition before the age of 16. Ms Rose also noted that there were case studies that included children as young as three years old who believed they were a girl, although they were born a boy, and it was important that the topic was not ignored in schools, as primary school pupils may come into contact with other children who feel this way from a very young age.

Mr Tucker confirmed that his school follow a bullying policy which has a section regarding HBT bullying, and although other school's policies may have something similar included in them, all policies were different so that could not be confirmed. Members noted that it was important that any policy was proactive, and not reactive, and any bullying issues need to be eradicated early due to concerns for the mental health of the victim. The Committee noted that Mr Tucker believed most schools would likely find it very useful if the Council released a template or some guidance which helped schools form anti-bullying policies that included best practice regarding dealing with HBT bullying. Schools could then use this guidance or template and adapt it to suit their own schools' needs. Councillors commented that if such guidance was put together, it was important that the victim of the bullying was supported, but there should also be a focus on the bully - bullying takes place due to ignorance, and it can help reduce bullying by educating the perpetrators on the issue. Members noted that it was vital the local authority could support and help teachers to address the issues with parents too.

The Committee confirmed that in addition to guidance regarding bullying, schools may also benefit from some guidance regarding gender in PE and sport at school.

Ms Rose commented that Stonewall's "No Bystanders" campaign focused on how others (who were not victims) act towards bullies and instances of bullying, and other London Boroughs had been involved in this campaign.

The Committee suggested officers look into the possibility of becoming a "Stonewall accredited" Council, as it would be another useful step to support schools, and could help with training for schools on these topics. It was noted that headteachers' conferences could be a good platform for speakers or further training.

The Democratic Services Officer informed the Committee that a survey on combating HBT Bullying was to be sent to all the schools in the Borough, and Mr Tucker offered to help advertise the importance of the survey at primary school forums.

The Committee thanked Ms Rose and Mr Tucker for their time and input, which was very useful for the review.

RESOLVED: That the Committee noted the evidence from the witnesses, and agreed to progress the review to the next stage.

47. 2018/19 BUDGET PROPOSALS FOR SERVICES WITHIN THE REMIT OF CORPORATE SERVICES & PARTNERSHIPS POLICY OVERVIEW COMMITTEE

The Finance Manager for Operational Finance and Financial Planning Manager for Strategic Planning were in attendance to discuss the item with the Committee.

Responding to Members' questioning, Officers confirmed that £7m of savings were outlined in the budget report to Cabinet, and this information would be included in the report to the February Committee meeting, and that £250k allocated for the Uxbridge Police Station was kept aside until there was agreement on the matter with the Mayor of London.

The Committee asked for confirmation on the number of Council houses that had been built, and how these figures compared with the Council's target, and officers confirmed that they would confirm the figure with the Committee via a written answer before the next meeting.

Officers informed Councillors that the £200k additional funding for Counter Fraud Activity which has not all been allocated, but some has been earmarked for an officer from Border Control to work within the team.

RESOLVED: That the budget proposals for services within the remit of Corporate Services and Partnerships Policy Overview Committee were noted.

48. 'EMPLOYEE INDUCTION & RETENTION' REVIEW

The Committee was presented with a draft copy of the 'Employee Induction and Retention' review.

Members commented that they were happy with the draft report, but noted that the recommendations were more weighted towards staff retention. The Committee expressed a wish to include one further recommendation regarding staff induction, and expressed their support for the suggestion that a recommendation be added requesting Human Resources facilitate an informal meeting for new starters at the organisation to give them the opportunity to introduce themselves to other new starters who worked outside the department.

The Committee confirmed that they were happy with the report, and agreed to delegate authority to finalise the report, subject to the addition of the additional recommendation.

RESOLVED: That:

- 1. A recommendation be added to the review, to request Human Resources facilitate an informal meeting for new starters at the Council to give them an opportunity to meet other new starters who worked in a different department at the organisation; and**
- 2. The Committee delegated authority for the drafting of the Committee's final report to the Clerk and Workforce and Organisational Development Manager, under consultation with the Chairman of the Committee.**

49. FORWARD PLAN

Councillors requested further information, by way of a written response to the Committee, on the Council's Print Contracts regarding how the tender would be structured.

RESOLVED: That the forward plan was noted, and a written response from officers regarding 'The Council's Print Contracts' was requested.

50. WORK PROGRAMME 2017/2018

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

- **The Work Programme for 2018/19 be added as an item to the March agenda;**
- **That the meeting in January 2019 includes an item on potential review topics; and**
- **That the meeting in March 2019 includes a further item on review topics.**

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RESIDENT ENGAGEMENT IN DEMOCRACY: THE COUNCIL'S YOUTUBE LIVE BROADCASTING OF COUNCIL MEETINGS AND RELATED SOCIAL MEDIA

Contact Officer: *Mark Braddock*
Telephone: *01895 250470*

HEADLINES

Resident engagement with Hillingdon's democratic process is at an all-time high. This is evidenced not only through formal ways, such as by the number of petitions submitted and the continuing high satisfaction participating in meetings, but increasingly through digital and social channels such as watching council meetings on YouTube and social media.

All Members will be aware of the YouTube filming of council meetings. This report to the Committee presents a detailed analysis of the broadcasting outcomes for viewers since 2016. In short, it has enabled Hillingdon councillors and local decision-making to take a leap forward in engaging with thousands of Hillingdon residents and others watching in a modern, immersive and direct way.

Members should take note of the analytics section later on in this report which shows some interesting statistics on viewership for broader consideration, along with some ideas for smarter approaches to such digital engagement in the future.

RECOMMENDATION:

That the Committee note the report and provide any comments, suggestions or improvements to Democratic Services to take forward as appropriate.

INFORMATION

Background

In early 2016, the Cabinet Member for Finance, Property and Business Services agreed a project to broadcast our main council meetings to increase resident interest and engagement in local democracy. Partly, this was also in response to the need for a definitive record of proceedings given that the public have the legal right to undertake their own filming and recording of meetings.

A Joint Project Team reviewed the options for this and different to most other local authorities who had experimented with webcasting, the Council decided to adapt its existing CCTV and WiFi infrastructure and integrate it with Google technology (YouTube Live) to provide a modern, viewer friendly and cost effective solution. The only one-off expense related to new cameras and a much-needed upgrade of the audio package and microphones in the Council Chamber and Committee Rooms 5 & 6. As YouTube is free to use, there are no annual running costs of broadcasting our council meetings.

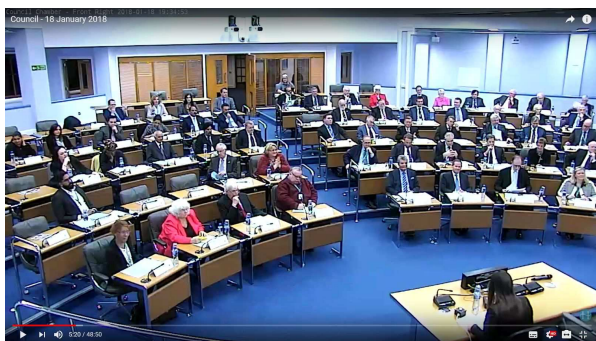
The broadcast studio is located in the Democratic Services Office by the Council Chamber, which controls the live feed(s) coming in and the output via encoding software. To be fully mobile, a laptop can then be used by Democratic Services Officers to control the output feed into YouTube during a meeting, thereby creating the live broadcast. Resilience is very good and technical issues with the broadcasts are rare and out of the one or two that we have experienced it has primarily been down to internal WiFi or audio issues.

Meetings agreed to be broadcast are Full Council meetings, Planning Committees, Licensing Sub-Committees, Cabinet and we have also filmed one Petition Hearing, with the principles behind these being those meetings that involve residents and/or are of major interest to them.

We have the ability to stream three feeds in the Council chamber and individual feeds in each of Committee Rooms 5 & 6 (5 in total). However, currently only three different feeds can be broadcast on YouTube simultaneously which is deemed satisfactory given the official meeting calendar. We currently stream Council meetings using multiple feeds, where viewers can switch between different views to get a 360 degree experience.

The main chamber feed and Mayor feed in the Council Chamber are the only feeds where we have linked up an automatic zoom facility of the camera with the microphones so the camera closes in on those speaking. Below are example feeds:

Council Chamber - main chamber feed



Council Chamber - Mayor feed view



Council Chamber - Rear View



Planning Committee - CR5



Cabinet - CR6



Licensing Sub-Committee - CR5



Optics, promotion & searchability

Meetings are extremely simple for Democratic Services staff to set-up to broadcast and they are, by default, promoted one week before the meeting on the Council’s YouTube channel. Attractive, news-style and clean promotional thumbnails (see below) are inserted into YouTube to be used primarily as adverts for each meeting on the different digital platforms/devices residents may interface with. Large backdrops are used in the Committee Rooms to reinforce the professional look of the meeting and promote the Council.



Broadcasts of Full Council and Cabinet meetings are shared via twitter and facebook leading up to the meeting and sometimes during the live broadcast which Democratic Services co-ordinate. This has led to meetings being shared to friends and followers on social media.



The YouTube video page for each meeting has a standard direct link to the agenda for viewers to find out more and also a link to an online version of our feedback form. The live chat and comments facilities available via YouTube during broadcasts have been disabled due to the potential for inappropriate use. Suitable short intro music and 'stings' have been added at the start of the videos to engage viewers and add yet a more professional feel.

Democratic Services Officers also insert Youtube Video Tagging or "key words" into videos. According to YouTube, tagging is one of the most important ways to rank videos in YouTube and other search engine results. Tags help users find videos when they search the site and it has shown to increase overall viewership of our council meetings. Tagging is impartial and relevant to the agenda for the meeting.

For further viewer engagement, Democratic Services sometimes add suitable "cards" and "end screen" promotional material during and at the end of the broadcast. This can sign-post viewers to related content or help promote other council events as shown below.



Cabinet - 27 July 2017

Broadcasts are then archived afterwards on the Council's YouTube channel in a dedicated playlists for each municipal year for ease of chronological reference. As a safeguard, videos are also stored on Google Drive periodically in the event our YouTube channel goes down.

As a public organisation, monetization and external advertisements on YouTube videos have been disabled for obvious reasons. However, this does not prohibit the Council linking videos to other suitable content.

Resident feedback

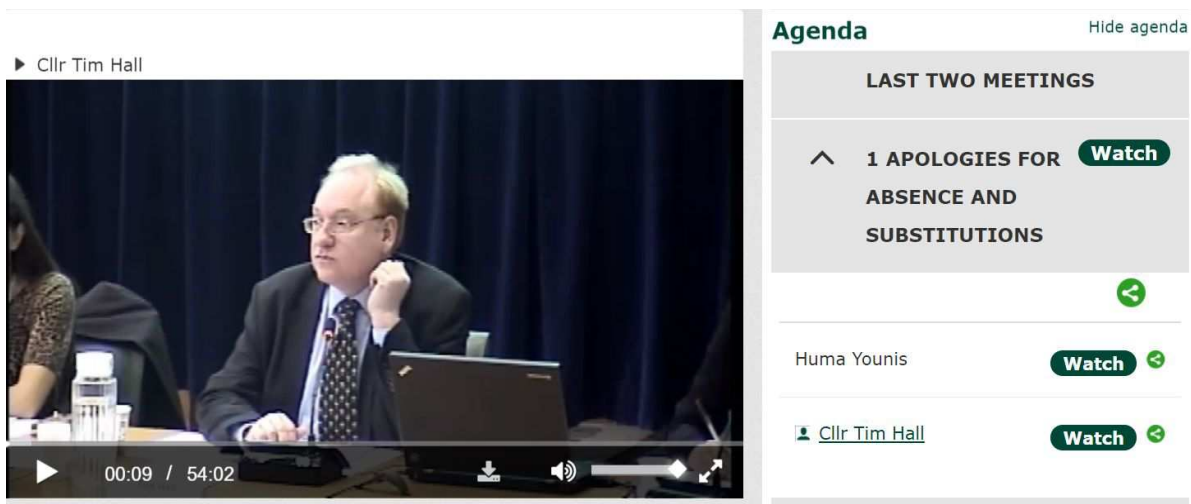
We have not had any negative feedback from residents who attend to speak during live broadcasts. This may be in part because our letters/emails to petitioners, agents etc... sent prior to the meeting provide a range of useful information, including how we broadcast and what it will look like in the room so they can get a good feel for it before they arrive.

Member views

Whilst Members may have their own individual experiences, it seems generally they have taken to live broadcasting extremely well when attending and speaking in meetings. Chairmen have also ably taken the time to involve online viewers watching at the start of the meeting (along with those in the room attending), by clearly setting out the procedures and indicating where the Councillors and officers are sitting etc... Sometimes, Councillors “wave” at the camera to indicate who they are. All this adds to an engaging and positive viewer experience.

Local government comparisons

Ongoing research into other local authorities using webcasting show that around 100 UK councils use another bespoke solution called Public-I (see screenshot below). Hillingdon did review this option, and whilst it has the benefit of directly linking the webcast to specific agenda items on the website and councillors speaking, the running costs are high and it could potentially require additional staff resource for each meeting.



In terms of the smaller (yet increasing) number of local authorities using YouTube, Hillingdon is successfully broadcasting on this platform and we have had visits and interest by other local authorities who plan to follow our initiative. To get some idea of how other councils broadcast their meetings on YouTube, visit [Wokingham Borough Council](#), [York City Council](#) and [Monmouthshire County Council](#). Outside the entertainment and music world, the YouTube live broadcast platform is predominantly used in Canada and the United States for live broadcasting of government meetings, from The White House to States and City Councils. Visit [Toronto City Council](#) on YouTube for an interesting international comparison.

Viewer Analytics

Worldwide, YouTube is the second most visited website in the World (after Google and above Facebook). Data from 2018 indicates it has almost 5 billion videos, with over 30 million visitors per day and in an average month, 8 out of 10 18-49 year-olds watch YouTube. Gender-wise, while YouTube's total user base might be closer to 50/50, studies have found that men make up the majority of viewers in most of YouTube's content categories. More than half of YouTube views come from mobile devices. 'Watchtime' statistics are more relevant to actual “viewers” in

that they better indicate user engagement in the content. People can subscribe to particular channels to be made alert of new videos, show their “thumbs up/or down” on specific videos or share them with colleagues and friends further on social media.

Locally, the Council’s YouTube channel ([Hillingdon London](#)) features a broad range of video content from 2007 including resident, council and events, such as Advent Calendar videos and performances by the Hillingdon Music Service. Since 2016, the broadcasting of council meetings has been the main content provider for our YouTube channel. YouTube offers the ability to pull detailed analytic reports about viewership of any video or group of videos. It is not possible to drill-down data to a Hillingdon level, only UK and abroad. Detailed viewing reports for each municipal year attached as appendices. They are summarised below:

Period: 25 February 2016 - 19 January 2018	
25,444	people have tuned in to watch council meetings on YouTube
12%	watch live on the night/day, 88% watch at a later time (on demand)
169	is the total number of meetings on video (includes multiple feeds for Full Council)
60	minutes is the average length per meeting video
6	minutes is the average viewer engagement time watching videos
205	viewers have shared a council meeting with other friends or followers on social media or by email.
64%	viewing via a computer, 34% on mobile or tablet devices.
1,718	people watched Cabinet on 27 July 2017, being our most watched broadcast, followed by Budget Council on 25 February 2016 (1,255 views)
54% to 79%	are male viewers *
40	being the average age of viewers *

**Note: gender and age statistics may not be fully representative as they are captured only from those who have logged into YouTube via a Google account.*

The Council’s YouTube channel has just over 300 subscribers, which is relatively low, but recent growth in it has primarily been gained by people watching council meetings. The vast majority of viewers are from UK, but with some watching from abroad. It is clear that the topics being considered influence viewer engagement. For example, the Licensing Sub-Committee on 23 May 2017 considered the South Ruislip Cineworld application and attracted 574 viewers. The Petition Hearing on Children’s Centres on 1 February 2017 attracted 447 viewers. Generally speaking, the more significant the planning application the higher viewer rate. Trends in viewing during the year show no correlations, other than an increased viewership for Budget

Council meetings each year, which can be easily attributed to greater local interest and social media.

Possibilities for increasing viewer engagement

Live broadcasting has demonstrated a giant leap in the number of residents able to see how decisions are made in Hillingdon - and also in a way that is directly accessible to them through their phones, computers, TVs and even X-boxes.

Democratic Services have been in discussion with Whips previously about enhancements to the viewer experience. For example, for Council meetings we now include a link directly to each Question/Motion etc... as a shortcut for viewers.

Like in mainstream news broadcasts, from the user perspective, understandably it would be helpful for the names of councillors speaking, the title of questions being put etc... to be displayed during the active part of the live broadcast. And for planning committee meetings, the plans and maps shown to Members in the room, to also be displayed in the video to benefit viewers.

Members should be aware that enhancements are largely restricted to the upgrades and changes that YouTube rolls-out across the world. We can be more creative with the live display via the encoding computer directly (not YouTube). However, this would require additional live and post production editing by staff. Therefore, it is advised that such optical improvements are explored when more automation is available to introduce such features.

Other enhancements that could be explored are increasing the promotion to residents of our channel so they can "subscribe" to it. Furthermore, a more targeted promotion of upcoming videos to key stakeholders, e.g. planning agents, residents groups, schools or interest groups depending on topic being discussed would be more relevant and increase viewers. We already seek to do this where possible, for example, if residents submit an electronic petition in relation to a planning application, we can automatically email all signatories with details of the meeting and a link to the broadcast where their petition will be heard.

It should be recognised that all of the above is part of the Council's wider digital efforts to engage with residents about public services, information and events in a more personalised way. Daily, the council communicates with residents online and through social media. There is, therefore, a wider theatre of opportunity to engage yet more residents in local democracy.

Financial Implications

None directly from this report.

Legal Implications

There are no legal implications.


BACKGROUND PAPERS

NIL

2015/16 Municipal Year - summary of YouTube analytics for meeting broadcasts

Please note first broadcast was in February 2016 towards the end of the year

Videos & viewings

	No. of broadcasts	11	Total no. of unique viewers	2,201	Av broadcast length	N/A	Av total watch time per video (mins)	N/A	Watchtime - average time a viewer watches a video	7.21 mins	Net subscribers gained	4	Shares (of video to others)	15	Likes	34	Dislikes	2	Watching Live vs Demand	82% on demand, 18% live
	Notes	Includes additional feeds, e.g. council On council YouTube channel through watching council meetings Video shared via email, or other social media Thumbs up watching Thumbs down watching Split between those watching live on the night and those afterwards																		

Top 5 broadcasts

Meeting	Views
Council Meeting (budget setting) - 25 February 2016	1255
Cabinet - 17 March 2016	273
North Planning Committee - 7pm, 22 March 2016	137
Major Applications Planning Committee - 22 March 2016	133
Cabinet - 21 April 2016	114

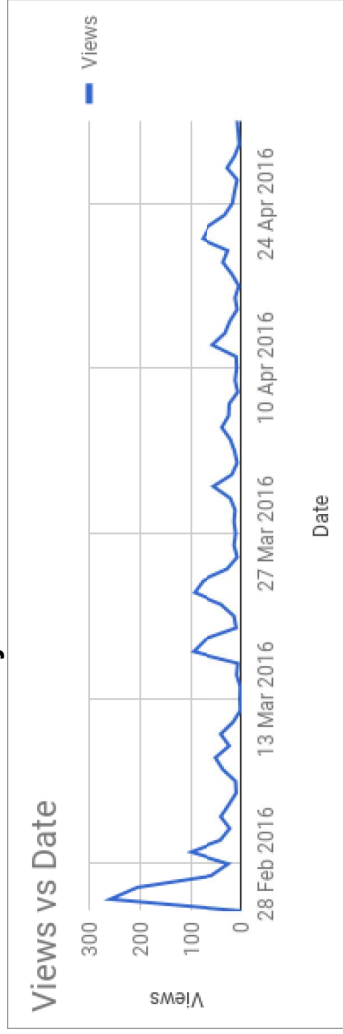
Geographic

Country	Viewers
United Kingdom	2,067
United States	51
Germany	10
Australia	8
Philippines	8
India	7
Others	50

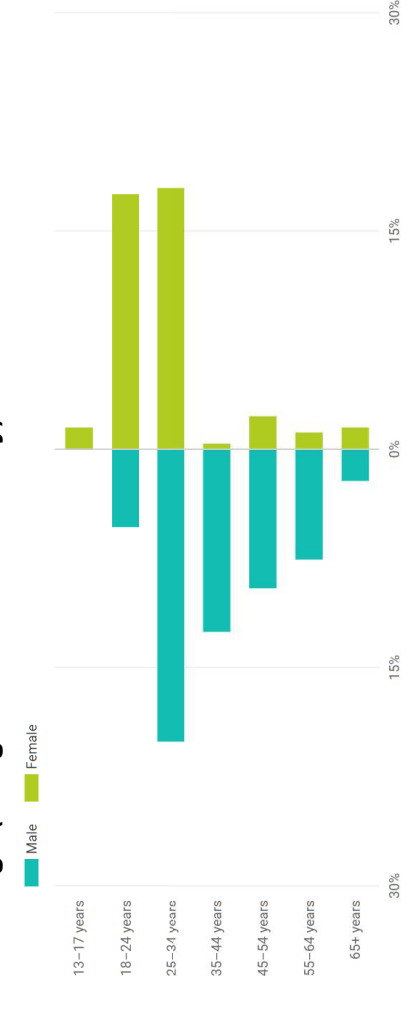
User playback

Device type	% Views
Computer	67%
Mobile Phone	19%
Tablet	12%
TV	1.40%
Unknown	1.00%
Game console	0.10%

Trend in views vs time of year



Gender/Age (Google account users only)



2016/17 Municipal Year - summary of YouTube analytics for meeting broadcasts

Videos & viewings

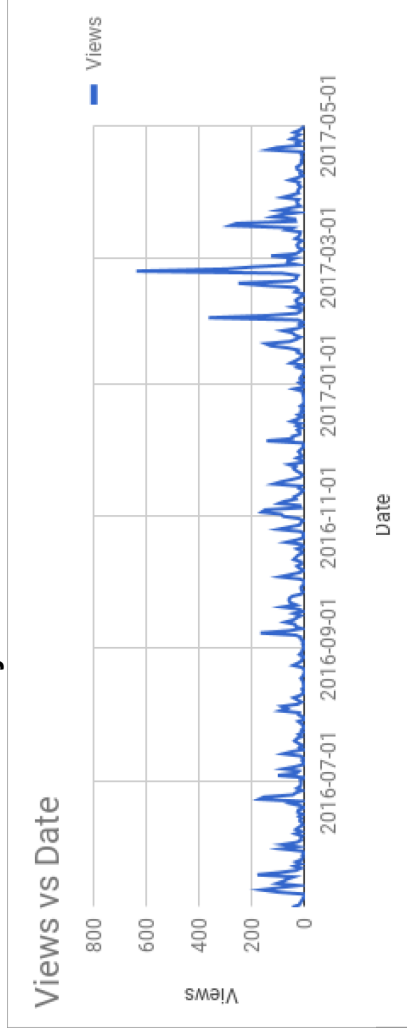


No. of broadcasts	94	Total no. of unique viewers	14,002	Av broadcast length	63 mins	Av total watch time per video (mins)	840 mins	Watchtime - average time a viewer watches a video	5.17 mins	Net subscribers gained	19	Shares (of video to others)	98	Likes	59	Dislikes	9	Watching Live vs Demand	91% demand 9% live
Notes	Includes additional feeds, e.g. council																		
	On council YouTube channel through watching council meetings																		
	Video shared via email, or other social media																		
	Thumbs up watching																		
	Thumbs down watching																		
	Split between those watching live on the night and those afterwards																		

Top 10 broadcasts

Meeting	Views
Council (Budget Setting) - Part 1 - 23 February 2017	992
Cabinet - 7pm, 16 March 2017	510
Cabinet - 16 February 2017	507
Petition Hearing Children's Centres - 1 February 2017	447
Cabinet - 19 May 2016	420
Council - 8 September 2016	414
Major Applications Planning Committee - 11 May 2016	410
Council AGM - 7:30pm, 12 May 2016	407
Council - 3 November 2016	391
Council - 19 January 2017	298

Trend in views vs time of year



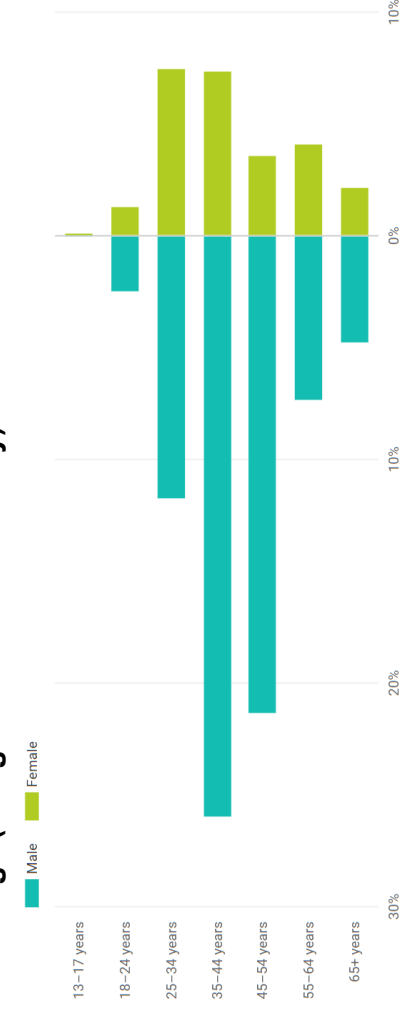
User playback

Device type	% Views
Computer	60
Mobile Phone	24
Tablet	14
TV	1.1
Unknown	0.1
Game console	0.2

Geographic

Country	Viewers
United Kingdom	10255
United States	1443
Italy	331
Germany	302
France	279
Russia	149
India	139
Spain	137
Greece	128
Canada	75
Others	764

Gender/Age (Google account users only)



2017/8 Municipal Year - summary of YouTube analytics for meeting broadcasts [up to 19/1/2018]

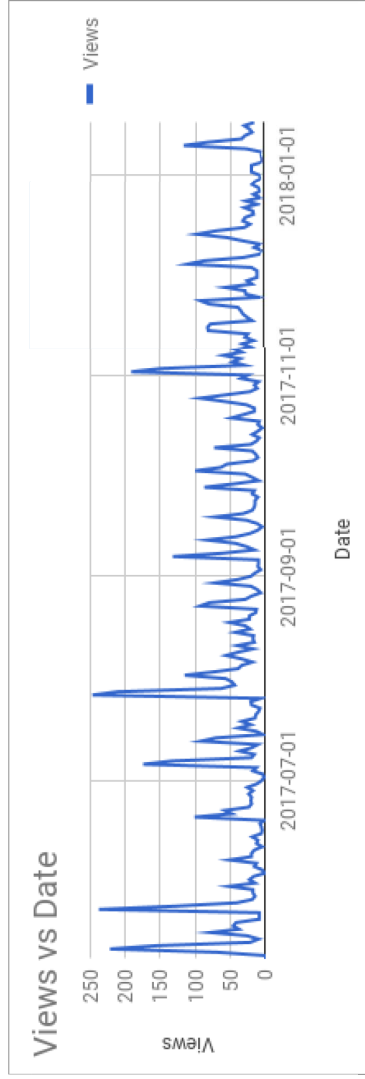
Videos & viewings

YouTube		No. of broadcasts	Total no. of unique viewers	Average broadcast length	Average total watch time per video (mins)	Average time a viewer watches a video	Net subscribers gained	Shares (of video to others)	Likes	Dislikes	Watching Live vs Demand
		64	9,241	56 mins	699 mins	5.3 mins	6	92	55	2	92% on demand, 8% live
Notes		Includes additional feeds, e.g. council									
		On council YouTube channel through watching council meetings									
		Video shared via email, or other social media									
		Thumbs up watching									
		Thumbs down watching									
		Split between those watching live on the night and those afterwards									

Top 10 broadcasts

Meeting	Views
Cabinet - 27 July 2017	1718
Licensing Sub-Committee - Tuesday 23 May 2017	574
Council - 2 November 2017	488
Council AGM Mayor Making - 11 May 2017	463
Council - 6 July 2017	322
Council - 7 September 2017	268
Cabinet - 28 September 2017	262
Hillingdon Cabinet - 14 December 2017	255
Cabinet - 16 November 2017	216
Central & South Planning Committee - 16 May 2017	189

Trend in views vs time of year



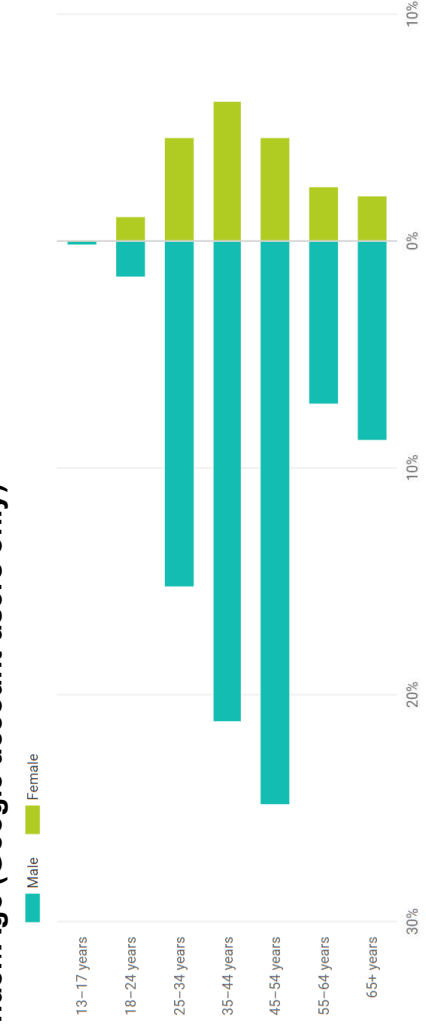
Geographic

Country	Viewers
United Kingdom	5836
United States	1465
Italy	329
Germany	271
France	232
Russia	97
Spain	86
Greece	86
Belgium	77
Canada	74
Others	661

User playback

Device type	% Views
Computer	65
Mobile Phone	21
Tablet	12
TV	1.6
Game console	0.4
Unknown	0

Gender/Age (Google account users only)



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Agenda Item 7

'HOMOPHOBIC, BIPHOBIC AND TRANSPHOBIC BULLYING' REVIEW

Contact Officers: Luke Taylor
Telephone: 01895 250 693

REASON FOR ITEM

The Committee has progressed its review on the topic through two witness sessions, and is now ready to discuss potential recommendations to be put forward in the final report.

OPTIONS OPEN TO THE COMMITTEE

The Committee is asked to suggest potential recommendations, and confirm or suggest changes to the possible recommendations outlined in the report.

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.
- The Committee has heard evidence from the Council's Target Programmes Manager, Stonewall and a Headteacher at the previous two meetings, to shape the discussion and recommendations of the Committee.
- These discussions gave rise to a number of ideas for recommendations, and, following consultation with officers, it is proposed that the following recommendations be considered by the Committee and potentially included in the final report:
 1. *That officers attend the Headteachers' Forum and Governors' Forum to promote all elements of equality, including a focus on LGBT issues and homophobic, biphobic and transphobic bullying, and how to report it*
 2. *That the Council follow up the five recommendations outlined in the 2012 assessment of homophobic, biphobic and transphobic bullying in Hillingdon*
 3. *That homophobic, biphobic and transphobic bullying be added to the Council's programme tackling hate crime and extremism in schools.*
 4. *That officers look into the possibility that the Council becomes a "Stonewall Diversity Champion".*
 5. *That the Council release a template / guidance regarding LGBT bullying for schools, including best practice to combat homophobic, biphobic and transphobic bullying, that can be used or adapted by schools to ensure it meets their individual needs.*
- Members are welcome to make any comments or changes to the recommendations listed above, and any further suggestions for recommendations can be discussed further with officers ahead of potentially being added to the report.
- Please note that the wording of any recommendations is not final, but will be confirmed ahead of the final report.

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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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Ref	Upcoming Decisions	Further details	Ward(s)	Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Public / Private Decision & reasons
SI = Standard Item each month Council Departments: RS = Residents Services SC = Social Care CEO = Chief Executive's Office FD= Finance									
Cabinet - 15 February 2018									
228	Award of Contract for Card Payment Services (Housing & Revenues)	In order to continue to deliver card payment services to tenants for paying their rent & Council Tax, Cabinet will consider the award of a 4 year contract for such services, following a procurement exercise using the Northern Housing Consortium.	All		Cllr Jonathan Bianco	FD - Rob Smith / Allison Mayo		NEW	Private (3)
218b	The Council's Budget - Medium Term Financial Forecast 2018/19 2022/23 BUDGET & POLICY FRAMEWORK	Following consultation, this report will set out the Cabinet's proposals for 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. Subject to Cabinet's decision, the budget will then be referred to full Council for approval.	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		Public
212	The Schools Budget 2018/19	Cabinet will asked to agree the Schools Budget for the next financial year, following a recommendation from the Schools Forum.	All		Cllr David Simmonds CBE, Cllr Jonathan Bianco & Cllr Ray Puddifoot MBE	FD - Peter Malewicz	Schools Forum		Public

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Agenda Item 9

WORK PROGRAMME 2017 - 18

Contact Officer: Luke Taylor
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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) - Draft Final Report
	Review II (HBT Bullying) - Second Witness Session
	Draft Budget Proposals Report for Administration & Finance 2018/19
	Cabinet Forward Plan
	Work Programme

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

7 March 2018	Review II (HBT Bullying) - Final Report
	Update on Review Implementation - Recruitment in Hillingdon
	Update Item - Heathrow Business Rates
	Report - Best use of space at the Civic Centre
	Report - Council ICT for Staff
	Report - Lighting at the Civic Centre
	Report - Volunteering in Hillingdon
	Cabinet Forward Plan
	Work Programme

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