



HILLINGDON
LONDON



Corporate Services and Partnerships Policy Overview Committee

Councillors on the Committee

Scott Seaman-Digby (Chairman)
Richard Mills (Vice-Chairman)
Wayne Bridges
Beulah East
Jazz Dhillon
Duncan Flynn
Raymond Graham
Henry Higgins
Robin Sansarpuri

Date: WEDNESDAY, 7 MARCH
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

Published: Tuesday, 27 February 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

Useful information for residents and visitors

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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

- 1 Apologies for absence
- 2 Declarations of Interest
- 3 Minutes of the meeting held on 1 February 2018 1 - 4
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Minutes

Corporate Services and Partnerships Policy
Overview Committee
Thursday, 1 February 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)
Jazz Dhillon
Wayne Bridges
Duncan Flynn
Raymond Graham
Henry Higgins
Robin Sansarpuri
Shehryar Ahmad-Wallana (substitute)

Apologies:

Beulah East
Richard Mills

Officers Present:

Luke Taylor, Democratic Services Officer

51. APOLOGIES FOR ABSENCE

Apologies for absence was received from Councillor Mills and Councillor East, with Councillor Ahmad-Wallana substituting.

52. DECLARATIONS OF INTEREST

There were no declarations of interest.

53. MINUTES OF THE MEETING HELD ON 4 JANUARY 2018

RESOLVED: That the minutes of the meeting held on 4 January 2018 were agreed as a correct record.

54. EXCLUSION OF PRESS AND PUBLIC

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

55. DRAFT BUDGET PROPOSALS 2018/19 - COMMENTS FROM POLICY OVERVIEW COMMITTEES

The Committee received the comments from Policy Overview Committees on the Cabinet's draft budget proposals for 2018/19.

The Labour Group noted the comments from the Labour Members on the budget proposals that were included in the minutes of the four Policy Overview Committees, attached as an appendix to the report.

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

RESOLVED: The Committee noted the budget proposals and submitted the agreed set of comments to Cabinet for consideration.

56. RESIDENT ENGAGEMENT IN DEMOCRACY: UPDATE ON THE COUNCIL'S YOUTUBE LIVE BROADCASTING OF COUNCIL MEETINGS

The report introduced by the Democratic Services Officer outlined the background to the Council's Youtube broadcasting of council meetings and feedback from residents in relation to meetings that were attended or watched online.

Members heard that the viewing of council meetings online compares favourably with the few other local authorities that also do this within the UK, with over 25,000 people having watched meetings online since broadcasts began in 2016. The Committee was also informed that resident feedback was overall positive, with 81% satisfied.

Members noted that the satisfaction at Planning Committees was lower than other meetings, and heard that in some cases this was due to the respondent being unhappy with the decision made at the meeting, as opposed to the meeting process.

It was noted that satisfaction at Planning Committees may also improve if the maps and plans were made more visible on the screens, and the quality of photos taken by officers was improved. Members requested that this information was relayed to the Planning Department.

Responding to Members' questioning, the Democratic Services Officer confirmed that Petition Hearings were not usually recorded on Youtube, although if a hearing was held regarding a high-profile petition that had attracted a number of signatures, then it was possible to broadcast the meeting. It was noted that broadcasting equipment was only available in the Council Chamber and Committee Rooms 5 and 6.

Councillors asked whether a breakdown of the 25,000 views could be achieved to find out how many viewers were residents of Hillingdon, and questioned whether it would be possible to subtitle broadcasts or look into transcriptions to ensure that the broadcasts were accessible for deaf residents.

The Committee thanked the Democratic Services Manager for the quality of the report, and noted that the content was very interesting.

RESOLVED: That the report regarding Resident Engagement in Democracy was noted.

57. 'HOMOPHOBIC, BIPHOBIC AND TRANSPHOBIC BULLYING' REVIEW - RECOMMENDATIONS

Members considered the draft recommendations that were to be included in the Committee's review regarding Homophobic, Biphobic and Transphobic Bullying, and noted that they wanted to ensure the recommendations were as strong as possible.

It was agreed that a further recommendation be included to ensure the Council put out a press statement celebrating LGBT awareness on the occasion of the London Pride festival, and fly the rainbow flag outside the Council on this date. Members noted that it was vital the Council led by example and action that was supportive of the LGBT community would send an important message to the rest of the community.

Members also agreed that the wording of recommendation four be changed to state that "The Committee recommend that the Council becomes a 'Stonewall Diversity Champion'".

The Committee also noted that the review should be publicised in the Hillingdon People magazine, with comments from both the Chairman of the Committee and Labour Lead Member, to advertise the review.

RESOLVED: Members agreed to publicise the final report into homophobic, biphobic and transphobic bullying in the Hillingdon People magazine, and confirmed the recommendations for the review, subject to the following changes:

- 1. The addition of a recommendation which ensures the Council put out a press statement and fly the rainbow flag outside the Council on the date on London Pride to celebrate LGBT awareness; and**
- 2. That recommendation four be reworded to state that "the Committee recommend that the Council becomes a Stonewall Diversity Champion".**

58. FORWARD PLAN

RESOLVED: That the Forward Plan be noted.

59. WORK PROGRAMME 2017/2018

The Chairman confirmed he was unable to attend the meeting scheduled for June 2018, and asked that the Vice-Chairman be informed and asked to chair the meeting.

RESOLVED: That the work programme be noted, subject to the addition of the Work Programme for 2018-19 to the meeting in March 2018.

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VOLUNTEERING IN HILLINGDON

Contact Officer: Kevin Byrne
Telephone: 01895 250 665

REASON FOR ITEM

At the Committee meeting on 11 April 2017, it was suggested that a review take place into Volunteering in Hillingdon. Following advice from Officers, Members agreed that a different topic was more suitable for a review, but requested an update on the topic in the absence of a review.

RECOMMENDATION

That the Committee noted the report on Volunteering in Hillingdon.

BACKGROUND

What do we mean by Volunteering?

Volunteering takes many forms across all communities, all sectors and all parts of our Borough. It is driven by a desire on behalf of individuals to help and support others, to seek and influence change, through pride and/or concern for our community and environment, or to pick up skills and experience and to enjoy sport, leisure and culture.

Common themes that mark out volunteers are a selfless commitment towards helping others for no financial reward or personal benefit other than perhaps satisfaction, learning and enjoyment.

The term "Social Capital" was developed about 20 years ago to describe the glue that bonds communities together through the networks, groups and relationships. Volunteering is at the heart of effective Social Capital.

Volunteering in Hillingdon

Hillingdon is home to a vibrant and diverse voluntary and community sector (VCS or third sector), consisting of more formal and well-known charities, to sport, youth and uniformed groups, faith groups, resident and community associations, through to very informal sometimes ephemeral groups and networks.

All of these groups will rely on volunteers to provide governance as trustees, to lead and manage organisations and to deliver functions and services to residents around Hillingdon. Many will consider themselves as getting involved as and when to help out rather than as any formal role. Many of our VCS groups would struggle without the regular throughput and commitment of keen and able volunteers.

In addition, employers may consider supporting volunteers from outside their workforce to gain experience or skills, or from within their workforce to encourage philanthropy and to support projects or groups.

The significant student population at Brunel University and at Uxbridge College is actively involved in volunteering, with students being encouraged to support a number of activities and initiatives and make a valuable contribution to the local community. Brunel holds an annual awards dinner for its students, in order to recognise their efforts and celebrate with local partners in order to strengthen the relationship with the wider community.

Hillingdon Council Supporting and Encouraging Volunteering

Hillingdon Council provides nearly £2m through a **programme of core grants** to 38 groups, designed to enable them to meet some of their central core costs and to provide capacity so that they may generate further investment and promote volunteering. They range from well-known groups such as Age UK Hillingdon, Hillingdon Carers, Citizens Advice Bureau, Hillingdon MIND and Disability Association of Hillingdon (DASH), through to smaller groups such as the Pinner and Ruislip Beekeepers Association. Each of these groups depends heavily on volunteers to deliver their services and the Council-core grant enables them to support and develop their volunteering offer.

Recycle-a-Bike (RAB) is a **social enterprise based** in Fassnidge Park Uxbridge. RAB offers **volunteering opportunities** including training to residents who experience mental health problems. Opportunities exist in both their bike workshop and in the park cafeteria. Many participants have moved into paid employment after they have gained skills and confidence at RAB. The Council supports the operations via a small voluntary sector grant.

Through the **Leader's Older Peoples Initiative**, voluntary groups are encouraged to provide activities and events for older people in our communities, offering opportunities to promote wellbeing and to reduce loneliness. Last year, over 44 individual grants were awarded to groups. The Council also provides grants to support older peoples dining centres.

The Council, through the work of its Strong and Active Communities Partnership, recognises that volunteering plays an important role in **building strong and cohesive communities**, bringing people together and building social capital. From schools to faith communities to the fire/police service the partnership identifies opportunities to collaborate together and engage local people in local projects and initiatives. Supported by the Mayor of Hillingdon, the partnership has delivered an **annual Volunteer Awards** ceremony, gaining sponsorship from local businesses, to recognise and thank the variety of volunteers across the borough.

The Council is also **promotes and encourages volunteering via its Hillingdon People** residents magazine and use of website and social media. Hillingdon People has dedicated pages to volunteer stories and opportunities. The Council website provides a number of links to volunteering opportunities with established local charities and groups, including in parks and gardens, as well as residents associations and community centres.

Hillingdon Council also has in place **policies to enable volunteering**, where appropriate, within and alongside its services. Guidance sets out the process officers should consider when seeking to recruit a volunteer, including ensuring that volunteers do not replace paid staff. Whilst processes are in place, in practice, it is mostly front-line services where volunteers can contribute, for example libraries, youth centres, and the new WWII bunker visitors centre etc.

How to Volunteer

The simplest way to find an opportunity to volunteer is to log onto the Do-it.org website, which is set up to broker opportunities between those seeking to volunteer and opportunities that exist locally. On 21 February 2018, there were 167 opportunities within 5 miles of Uxbridge, 970 within 10 miles, and 5,181 within 20 miles. Local groups were seeking volunteers for office support/receptionist roles, charity shop assistants, social media support, listening volunteers, trustees and volunteer drivers, amongst many others.

In addition, the H4All voluntary sector consortium (consisting of AgeUKH, Hillingdon Carers, MIND, DASH and Harlington Hospice) has established its own volunteering hub to co-ordinate its efforts in recruiting and supporting volunteers (see: <http://www.h4all.org.uk/volunteer-hub>).

Brunel University also brokers and develops volunteering opportunities for its student base (see <http://brunelvolunteers.com/>), and Uxbridge College offers similar support.

Data on Volunteering

There is a lack of good quality data on local volunteering. The only meaningful way to obtain data would be via a representative survey. There are some, rather out of date, surveys we can consider to give some sort of local picture:

- The Taking Part Survey, conducted by DCMS and published via the GLA data store, sets volunteering in Hillingdon at 24% of the adult (16+) population based on a three- year average between 2010/2011 and 2012/2013;
- The former Place Survey, last undertaken in 2008, put adult volunteering in Hillingdon at 21.8%;
- A Cabinet Office Community Life Survey 2015-2016 sought data through surveys on formal, informal and overall volunteering (adults at least once a year). This set a national percentage figure at 70% for overall (60% informal and 41% formal), though the survey also shows that number would be lower for London at 54%. The survey does not break down to borough level.
- The last Sport England active people survey in 2014, identified that some 15% of the population in Hillingdon had volunteered in sport.
- Our 38 core grant recipients reported that they benefitted in total from involvement of some 1,360 volunteers in 2017/18.

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Agenda Item 7

'HOMOPHOBIC, BIPHOBIC AND TRANSPHOBIC BULLYING' REVIEW

Contact Officers: Luke Taylor

Telephone: 01895 250 693

REASON FOR ITEM

This item is to provide an update on how the review into 'Homophobic, Biphobic and Transphobic Bullying' (HBT) in the Borough has been progressed since the last meeting.

OPTIONS OPEN TO THE COMMITTEE

The Committee is asked to note the update on the review and agree to delegated authority to the Chairman of the Committee, Labour Lead Member and Democratic Services Officer to circulate a final copy of the report to Committee members, agree the final draft of the report, and schedule the review to be presented to a future Cabinet meeting.

BACKGROUND

- At the previous meeting of the Committee, the draft recommendations for the review were confirmed by Members. Following this meeting, the Chairman of the Committee and the Chairman of the Children, Young People and Learning Policy Overview Committee, met with a number of young people who attend the Fountain's Mill LGBT Youth Group.
- At this meeting, a number of points and suggestions were raised, which are summarised below:
 - Teachers must be better educated on the issues of HBT bullying.
 - General anti-bullying campaigns have not had much impact; schools need to be hands-on and approach the problems directly. Educating the bullies themselves was vital towards any success.
 - Students must be educated about homophobic language. HBT language is normalized, and is painful to hear. Improved Communications and awareness of this should be considered.
 - HBT language could be included in any guidance / templates that are issues to schools to tackle HTB bullying.
 - An LGBT Youth Group that was activity-based might be a popular idea. It would not just be somewhere to sit and talk, but to interact and engage in activities (such as sport). This would likely be more popular among LGBT youths, and might increase attendance at these groups.
 - Groups outside school would also be beneficial. Currently there are a number of events in/after schools, but nothing provided for weekends.
 - The Council could consider looking into so-called "safe havens" from bullying for people who felt under threat, similarly to the "Ask Angela" campaign that was aimed at protecting people who did not feel safe on a date. It was suggested that libraries could be used for this.

- More LGBT information should be put on the relevant websites; e.g. the Young Hillingdon website. Information on youth groups and advice, or links to other websites that provide advice, would be supported.
- The Youth Council might have some useful input to the review to open up more ideas and concepts.
- The Youth Group was very supportive of the idea of flying the Rainbow flag on the day of London Pride. It was noted that this took place in Harrow, and it was a nice gesture to the LGBT community that made them feel valued and supported.
- It was suggested that a LGBT-friendly event might be popular among LGBT youths. Suggestions for the event included sessions on the history of LGBT issues, role models, and breakout sessions to discuss experiences and support structures, with involvement from guest speakers, companies who were interested in supporting LGBT issues and Stonewall.

Agenda Item 8

COPROPRATE SERVICES & PARTNERSHIPS POC - CONSIDERATION OF FUTURE REVIEW TOPICS

Contact Officer: Luke Taylor
Telephone: 01895 250 693

REASON FOR ITEM

To discuss possible future topics that could be considered by the Committee in a major review.

OPTIONS OPEN TO THE COMMITTEE

The Committee is asked to note any suggestions for future review topics.

INFORMATION

1. The Committee is responsible for undertaking the 'policy overview' role in relation to the Administration and Finance area of the Council. The full range of services under the Committee's remit is outlined in the terms of reference at the start of the agenda.
2. In suggesting topics, Members are reminded of the Committee's work in from 2007 to 2018, which included reviews of:

2007/8

- Community Cohesion
- Review of Voluntary Sector Grants

2008/9

- Wireless Town Centre in Hillingdon

2009/10

- Impact of a Pandemic in Hillingdon and the Effects on Council Services
- The Impact of Public Funded Business Support and the Success of New Business Start Up within Hillingdon and how the Council could improve Business to Business Support with the Borough's Industrial Estates

2010/11

- Census 2011 – to look at how this Council can contribute to improving the population data for the Borough
- Personal Safety of Members of the Council when meeting with members of the public.

2011/12

- Effectiveness of the Audit Committee and its Terms of Reference
- Operation and Function of Hillingdon First Card

2012/13

- Community Cohesion and the Accessing of Council Services
- Crime Prevention Resources

2013/14

- Crime Prevention Resources
- Reducing Our Carbon Footprint

2014/15

- Council's Corporate Complaints Procedure
- Social Housing Fraud

2016/17

- Recruitment

2017/18

- Staff Induction and Retention
- Combating Homophobic, Biphobic and Transphobic Bullying

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 March 2018									
230	Award of a Contract Extension for the Catering & Vending Service for the Civic Centre and other Hillingdon Properties	Cabinet will consider extending the life of the current contract for the catering and vending service to the Civic Centre and 8 other sites across the Council's non-housing property portfolio.	N/A		Cllr Jonathan Bianco	RS - Brian Colyer		NEW	Private (3)
232	Contract for the full maintenance and Repair of the Council's Fleet	Cabinet will consider a contract for the Full Maintenance and Repair of the Council's Fleet at the Harlington Depot.	Brunel / All		Cllr Jonathan Bianco	RS / FD - Gary Clarke / Praveshika Chauhan		NEW	Private (3)
235	Redevelopment of the former Woodside Day Centre, Uxbridge Road, Hayes	Cabinet will be asked to declare the site surplus to requirements and appoint consultants to progress its redevelopment.	Townfield		Cllr Jonathan Bianco	RS - Julie Markwell		NEW	Private (3)
Cabinet - 19 April 2018									
231	Award of a Contract Extension for the Servicing, Gas Safety Checks and Maintenance	Cabinet will consider a one year extension to the Gas Servicing, Safety Checks and Maintenance of the Council's Domestic (individual units) and District Heating Systems contract.	Various		Cllr Jonathan Bianco	RS - Gary Penticost		NEW	Private (3)
233	Extension of contract to Royal Bank of Scotland for the use of Purchasing Cards	Cabinet will be asked to consider the contract extension for a further year with the Royal Bank of Scotland to issue Council staff with Purchasing Cards, to allow them to make low value purchases when authorised to support the day-to-day delivery of services to residents.	N/A		Cllr Jonathan Bianco	FD - Tracy Tully		NEW	Private (3)

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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) - 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) - Update
	Consideration of Future Review Topics
	Report - Lighting at the Civic Centre
	Report - Volunteering in Hillingdon
	Cabinet Forward Plan
	Work Programme 2018-2019

2018 - 2019 DRAFT Work Programme

20 June 2018	Major Review - Future Review Topics
	Update Item - Heathrow Business Rates
	Report - Best use of space at the Civic Centre
	Report - Council ICT for Staff
	Cabinet Forward Plan
	Work Programme

24 July 2018	Major Review - Scoping Report
	Report - "Infrastructure Development" in the Borough
	Cabinet Forward Plan
	Work Programme

20 September 2018	Major Review - First Witness Session
	Update on Review Implementation - Recruitment in Hillingdon
	Cabinet Forward Plan
	Work Programme

9 October 2018	Major Review - Second Witness Session
	Cabinet Forward Plan
	Work Programme

6 November 2018	Major Review - Final Report
	Minor Review - Scoping Report
	Cabinet Forward Plan
	Work Programme

8 January 2019	Minor Review - First Witness Session
	Draft Budget Proposals Report for Administration & Finance 2018/19
	Cabinet Forward Plan
	Work Programme

5 February 2019	Minor Review - Final Report
	Draft Budget Proposals 2018/19 - Comments from Policy Overview Committees
	Potential Future Review Topics - 2019
	Cabinet Forward Plan
	Work Programme

6 March 2019	Potential Future Review Topics Follow-Up - 2019
	Cabinet Forward Plan
	Work Programme

9 April 2019	Update on Previous Review - "Combating Homophobic, Biphobia & Transphobic Bullying in Hillingdon"
	Cabinet Forward Plan
	Work Programme 2019-2020

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