



HILLINGDON
LONDON



Residents, Education and Environmental Services Policy Overview Committee

Councillors on the Committee

Wayne Bridges (Chairman)
Michael Markham (Vice-Chairman)
Vanessa Hurhangee
Allan Kauffman
Heena Makwana
Stuart Mathers
Paula Rodrigues
Jan Sweeting
Steve Tuckwell
Tony Little

Date: MONDAY, 8 OCTOBER
2018

Time: 7.00 PM

Venue: COMMITTEE ROOM 6 -
CIVIC CENTRE, HIGH
STREET, UXBRIDGE

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

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Terms of Reference

The Following Terms of Reference are common to all Policy Overview Committees (referred to as “The overview role”):

1. To conduct reviews of policy, services or aspects of service which have either been referred by Cabinet, relate to the Cabinet Forward Plan, or have been chosen by the Committee according to the agreed criteria for selecting such reviews;
2. To monitor the performance of the Council services within their remit (including the management of finances and risk);
3. To comment on the proposed annual service and budget plans for the Council services within their remit before final approval by Cabinet and Council;
4. To consider the Forward Plan and comment as appropriate to the decision-maker on Key Decisions which relate to services within their remit (before they are taken by the Cabinet);
5. To review or scrutinise decisions made or actions taken by the Cabinet, a Cabinet Member, a Council Committee or an officer.
6. To make reports and recommendations to the Council, the Leader, the Cabinet, a Policy Overview Committee or any other Council Committee arising from the exercise of the preceding terms of reference.
7. In accordance with the Local Government and Public Involvement in Health Act 2007, to consider ‘Councillor Calls For Action’ (CCfA) submissions.

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

1. Education Services and statutory education authority functions
2. School performance and attainment
3. School Transport
4. Relationships with Local Academies / Free Schools
5. Pre-School & Early Years Services
6. Youth Services & Careers Services
7. Juvenile justice & probation services
8. Adult Learning
9. Education and learning partnerships
10. Music & The Arts
11. Highways, traffic, parking & street environment
12. Local transport, including rail, cycling & London Underground
13. Footpaths and Bridleways
14. Road safety and education
15. Planning & Building Control
16. Libraries
17. The Borough’s heritage and history
18. Sport & Leisure services
19. Waste management & recycling
20. Green spaces, allotments, woodlands, conservation and sustainable development
21. Consumer Protection, Trading Standards & Licensing
22. Registrars & Bereavement Services
23. Local watercourses, drainage and flooding
24. Environmental Health, Air & Noise Quality
25. Local impacts of Heathrow expansion
26. Local impacts of High Speed Rail

Agenda

Chairman's Announcements

- 1 Apologies for Absence
- 2 Declaration of Interest in matters coming before this meeting
- 3 To confirm that all items marked Part 1 will be considered in Public and that any items marked Part 2 will be considered in Private
- 4 To agree the Minutes of the previous meeting 1 - 8
- 5 Restorative Justice Work within the Youth Offending Service 9 - 14
- 6 Quarterly School Places Planning Update 15 - 22
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Minutes

RESIDENTS, EDUCATION AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE

4 September 2018



Meeting held at Committee Room 6 - Civic Centre,
High Street, Uxbridge

	<p>Committee Members Present: Councillors Wayne Bridges (Chairman), Michael Markham (Vice-Chairman), Vanessa Hurhangee, Allan Kauffman, Heena Makwana, Stuart Mathers, Paula Rodrigues, Jan Sweeting, Steve Tuckwell, and Tony Little</p> <p>LBH Officers Present: Daniel Kennedy (Deputy Director, Housing, Environment, Education, Health & Wellbeing) Dalton Cenac (Highways & Traffic Manager), Ian Anderson (Business Manager, Complaints and Enquiries) Roy Thabrew (Street Lighting and Signs Manager) and Neil Fraser (Democratic Services Officer)</p>
19.	<p>APOLOGIES FOR ABSENCE (<i>Agenda Item 1</i>)</p> <p>None.</p>
20.	<p>DECLARATION OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>None.</p>
21.	<p>TO CONFIRM THAT ALL ITEMS MARKED PART 1 WILL BE CONSIDERED IN PUBLIC AND THAT ANY ITEMS MARKED PART 2 WILL BE CONSIDERED IN PRIVATE (<i>Agenda Item 3</i>)</p> <p>It was confirmed that all items were marked as Part I, and would therefore be considered in public.</p>
22.	<p>TO AGREE THE MINUTES OF THE PREVIOUS MEETING (<i>Agenda Item 4</i>)</p> <p>It was highlighted that Tony Little's attendance at the previous meeting had not been recorded.</p> <p>It was requested that Minute 15 be amended to reflect the specific reference to the new swimming pool in West Drayton, within the question regarding the School Capital Programme.</p> <p>RESOLVED: That the minutes of the meeting held on 19 July 2018 be approved, subject to the amendments as set out above.</p>
23.	<p>ANNUAL COMPLAINTS REPORT 2017-18 (<i>Agenda Item 5</i>)</p> <p>Ian Anderson, Complaints and Service Improvement team, introduced the annual complaints report for 2017-18. The report predominantly focussed on Education</p>

services as other complaint areas were to be covered by reports to other Policy Overview Committees.

Key points of the report were highlighted, and included:

Education complaints were logged for issues that the Council could address, such as complaints regarding school admissions. Complaints that the Council was unable to deal with included issues with head teachers or pupils, which would be addressed through the school's complaints procedure. Complaints from parents had increased, as parent complaints to Ofsted were now referred directly to the Council to address.

In the last year, education complaints had risen from six complaints to thirty three, of which twenty nine were referrals from Ofsted. It was expected that this would continue to increase. Approximately 95% of Ofsted complaints related to primary schools, and of the thirty three Stage 1 complaints, two were partially upheld, thirty were not upheld, and one was withdrawn. There were no Stage 2 or 3 complaints within the period.

Time to respond to formal complaints was now 9.36 working days on average, The response time was affected by school holidays as concerns raised had to wait for investigation until the school re-opened.

The Local Government and Social Care Ombudsman had investigated one complaint, which concerned a child's Education and Healthcare Plan. This was a complicated complaint as there was an ongoing court case, with an outcome expected following a hearing in November.

Two compliments had been recorded for 2017/18, though it was likely that more had been received but not recorded. A new process was to be instigated, wherein staff would notify the manager when a compliment was received.

8,502 Member's Enquiries (ME's) had been recorded for 2017/18. This was 7% fewer than the preceding year, but this reduction was caused by individual enquiries from the same Councillor, on the same area, being treated as a single enquiry. The number of ME's relating to education was difficult to confirm due to the way in which they were recorded, but was likely around to be 40-50 across the year.

The Committee sought clarity on a number of points, including:

Would it be possible to record education ME's by way of a separate email address/inbox?

Yes, this was possible and could be looked into.

Could the officer elaborate on the complaint currently underway in the Court?

The matter related to the school placement named within the child's Education and Healthcare Plan. A decision on that placement had been made that the Council was now appealing.

Could the complaints reports being presented at other Policy Overview Committees be shared with this Committee?

Yes, the reports would be available within the published papers for those Committee meetings.

Were complaints regarding Hillingdon Academy Primary Schools under the Council's responsibility?

The referral process had changed, and all Hillingdon schools were now dealt with under a standardised complaints procedure, i.e. to the Head teacher, followed by the Governing body etc. If the complaint was on the matter of leadership and governance at the school, then the council's School Improvements Team would address the matter through advice on policy or through training.

Why was Ofsted now passing complaints to the Council?

It was felt that the aim was to strengthen Council accountability and allow for richer intelligence gathering. Ofsted now meet with the Council 2-3 times a year, at which meetings the Schools At Risk Register was discussed, alongside other matters. Early notification of complaints was helpful when gathering information for use at those meetings.

Were parents fearful of complaining to the school, due to fears that the child would then be discriminated against?

The information received from schools was that this was not the case. All complaints were dealt with professionally, without resulting in negative repercussions for the child. Teachers were eager to engage with parents, particularly during the formative early years when children were still learning and adapting to the formal school structure.

Could the officer provide additional information on complaints from the last 5 years, to allow for a review of trends etc.?

Yes, the information would be passed to the Committee via the clerk.

RESOLVED:

- 1. That the report be noted;**
- 2. That the process by which Member's Enquiries regarding Education were processed and recorded be reviewed; and**
- 3. That complaints information covering the last 5 years be forwarded to the Committee via the clerk.**

24. **PAST REVIEW MONITORING - STREET LIGHTING** (*Agenda Item 6*)

Dalton Cenac, Highways Asset Manager, and Roy Thabrew, Street Lighting and Signs Manager, provided the Committee with an update on street lighting following the review conducted in 2009/10.

The report was summarised, with key points highlighted:

Outsourcing:

Highways Services was restructured in 2016. Street lighting installation and maintenance works previously delivered in-house had been outsourced to a new external service provider to achieve cost efficiencies and service quality improvements. The *Street Lighting Works Term Service Contract* was awarded to JMcCann Ltd for a period of 5 years commencing November 2016, with the option of a 2 year extension.

The scope of the contract included:

1. Capital investment works;
2. Term service works including:
 - a. Routine maintenance, inspection and testing of street lighting and traffic signs;
 - b. Non-routine maintenance of street lighting and traffic signs to include emergency call outs and on-going fault repairs;
 - c. Night scouting;
 - d. 24-hour emergency call out;
 - e. Management of fault reports, complaints and Member enquiries.
3. Task order works as instructed on an ad-hoc basis based on a tendered Schedule of Rates e.g. street lighting design for improvement schemes.

LED Investment Works

Work had now been completed, on schedule in July 2018, to replace the existing 23,700 sodium lights within the Borough with new LED lights. Approximately 0.2% of lights had not been changed, due to inaccessible columns etc. Phase 1 of the process was to change the lights in order to achieve energy savings as soon as possible. Phase 1 also included the replacement of 700 life expired concrete columns.

Savings

The outsourcing to JMcCann Ltd of Street Lighting Services was expected to deliver net savings of £380k against the previous in-house delivery model, with the associated programme of upgrading existing lanterns to LEDs delivering a further £590k savings through a 60% reduction in energy consumption. The overall saving of £970k was expected to be delivered in full for the 2019/20 financial year, with the outsourcing saving delivered for 2017/18 and energy savings being delivered incrementally as the investment programme was progressed.

Partnering Arrangements

To encourage cross-team working/support with other highways service staff, office space at Harlington Road Depot was made available to the Contractor together with desk space at the Civic Centre. Weekly operational meetings, monthly contract meetings, and six-monthly meetings with senior management were being held.

KPIs / Performance Management

Performance was being monitored and assessed monthly, with KPIs across the following areas:

- Operation of the contractor's quality management system;
- Adherence to programme;
- Financial completion and agreement of accounts;
- Attendance at emergency call-outs;
- Term service works;
- Customer care and responses to Member Enquiries.

Routine fault repairs were resolved in within 5 days, though if there were supply problems, this could be extended to 28 days. Member's Enquiries (ME's) aimed to be resolved within 5 days, though the target was 10 days.

Work was now being undertaken to collect data from councils across London, to enable Hillingdon performance to be assessed against neighbouring authorities from 2019/20 onwards.

Future Works and Priorities

After the initial investment works are completed, the Contractor, (in partnership with Highways), will develop annual programmes of works for both routine maintenance operations and future capital investments, a street lighting policy and asset management plan, and proposals for continuous service improvements utilising new technology and innovation. These included the non-destructive replacement of columns, the de-illumination of bollards, and the replacement of lighting in Council housing estate areas.

Work was being undertaken to draft Hillingdon's first Street Lighting policy document, which would aim to strengthen the coordination between the various street lighting stakeholders.

The Committee sought clarity on a number of points, including:

How did the 24 hour emergency call-out work?

The emergency call-out was available to fix issues that constituted a danger to the public, i.e. knocked down columns or exposed wires etc. Residents would call in to the out-of-hours team who would arrange for the work to be carried out by JMcCann Ltd.

Had the team acknowledged the feedback from residents that the new LEDs did not provide the same light coverage as the previous sodium lights?

It was acknowledged that the new LEDs were more directional than the previous sodium lights, with less light spillage and a smaller spread of light. In addition no changes had been made to existing lamp mounting heights or column positions. The new LEDs complied with all current lighting requirements, where many of the previous lights were non-compliant.

Moving forward, the next possible phase of the initiative was to target roads which had lights/columns installed under the old, now outdated, policy requirements. It was accepted that trees could become problematic as they grew in size.

What was to be done with the existing lit bollards located in the middle of roads?

At present, any illuminated bollards that were knocked down were being replaced with de-illuminated bollards. Moving forward, and subject to funding, all bollards would be subject to a phased replacement and de-illumination. Under the terms of the contract, dirty bollards were to be cleaned once every 12 months.

The report made reference to Ward Councillor notification of upgrades, but these notifications were not being received. Why?

This information was made available to Ward Councillors upon request.

Could the Committee be forwarded details of any roads that currently had lighting to old standards or required additional columns, by ward?

This information could be forwarded to the Committee via the clerk.

Performance was being monitored monthly. Could the officers share some details of the performance to date?

Performance and KPIs was being discussed at monthly meetings. Currently,

performance was good and there was no cause for concern.

A next possible phase of the LED replacement was to focus on housing estates. Was there any way that housing associations could be involved in the process?

The next phase, subject to funding, would focus on Council housing roads. Private estates and housing associations were a separate matter outside of Council remit, though they could submit plans for their own works to the Council.

The Committee reminded the officers that lights within parks and open spaces also required upgrading.

RESOLVED:

- 1. That the report be noted; and**
- 2. That information on areas with lighting installations to old standards, by Ward, be forwarded to the Committee via the clerk.**

25. **WITNESS SESSION FOR: 'REVIEW INTO USER PAYMENT EXPERIENCE AND MODERNISATION ACROSS KEY RESIDENT SERVICE AREAS'** (*Agenda Item 7*)

The item was deferred to a future meeting of the Committee.

26. **CABINET FORWARD PLAN** (*Agenda Item 8*)

Members sought clarity that the item on the School Capital Programme was still to be brought to Cabinet at its meeting on 27 September 2018.

The Committee also requested further detail on the item on the Car Parking Season Tickets Policy to be brought to the Cabinet meeting in October 2018.

It was agreed that this requested information be communicated to the Committee outside of the meeting.

RESOLVED:

- 1. That the report be noted, and**
- 2. That the information requested be forwarded to the Committee via the clerk.**

27. **MULTI-YEAR WORK PROGRAMME** (*Agenda Item 9*)

It was requested that officers ensure that the forthcoming item on School Planning include information on how the Strategic Infrastructure Plan related to the Council's school places planning, as referenced within the Local Plan Part 2.

RESOLVED: That the report be noted.

The meeting, which commenced at 7.00 pm, closed at 7.45 pm.

These are the minutes of the above meeting. For more information on any of the resolutions please contact Neil Fraser on 01895 250692. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

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Restorative Justice Work within the Youth Offending Service

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Lynn Hawes, Early Intervention & Prevention Services
Papers with report	None
Ward	N/A

HEADLINES

This report details the delivery of restorative justice practice within the Youth Offending Service including the legal and policy requirements and expectations, the local delivery process and the outcomes for both victims and young perpetrators.

RECOMMENDATIONS:

That the Committee notes the information in the report regarding the application of restorative justice principles and practice as one of the central components of the work carried out by the Youth Offending Service.

SUPPORTING INFORMATION

1. What is restorative justice in a youth offending context?

- 1.1 The majority of definitions of Restorative Justice (RJ) centre on bringing those who have been the victim of an offence, and those responsible together to explore how the harm caused might be repaired. Victims take an active role in the process, meeting or communicating with the young person to explain the real impact of their crime, whilst the young person has the opportunity to take responsibility for their actions and make amends.
- 1.2 The Youth Offending Service (YOS) aims to provide a sensitive and supportive service to those who have been affected by offending from young people in the borough. It seeks to ensure victims have informed consent about what restorative justice is and how their voice can be heard. It enables young people to make up for the harm they have committed not only to direct victims but also the wider community, recognising that restorative processes can be an important tool in supporting rehabilitative processes and community safety.

2. Requirements and expectations re: it's application

- 2.1 Application of Restorative Justice within a Youth Offending context is informed by a range of legislation and guidance including;
 - The Crime and Courts Act (2013)
 - HM Government's Victim Strategy (2018)

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- The Code of Practice for Victims (2015).
- Ministry of Justice National Standards for Youth Justice Services (2013),

In Hillingdon the practices and processes are also influenced by;

- the Principles of Effective practice for Youth Justice
- the Restorative Justice Council's (RJC) Restorative Standards and by
- Training and literature from the International Institute for Restorative Practice (IIRP).

2.2 In both youth and adult justice settings, restorative justice is entirely voluntary for victims and offenders however the right for '*Informed Consent*' by victims is enshrined within the Victim Code.

2.3 In practice Hillingdon's restorative offer includes:

- Restorative Conferences (*A face-to-face meeting*)
- Family Group Conferences (*Involving extended family members*)
- Indirect restorative justice (*Letters of apology, videos, pieces of artwork or other gesture*)
- Direct or indirect reparation (*Unpaid work*)
- Shuttle mediation

SUPPORTING INFORMATION

3. RJ in practice - how we apply the process locally

3.1 The journey to direct and indirect restorative outcomes is a multi-layered process. Beginning with young people who have offended, all those with direct victims will complete a restorative justice screening at the earliest opportunity to assess their level of remorse and suitability to engage in all forms of restorative justice at the earliest opportunity

3.2 The police will seek permission from the victim to share their details with the YOS in order that contact can be made to discuss restorative justice activity and its potential benefits to the victim. Information packs are provided to all victims with an overview of RJ processes so they are able to make an informed choice about engaging with the process. Home or community visits are available for all victims who are considering engaging with the process and these are mainly carried out by a trained volunteer.

3.3 The decision about whether or not to participate can take some time and usually more than one meeting or discussion is needed. It has been YOS experience that victims will often use the contact to share their wider concerns about having been a victim of an offence and there have been occasions where signposting to other sources of support has been necessary.

3.3 All direct work is risk assessed and in certain instances the YOS may not offer services to victims depending on safety & wellbeing, risk of harm and safeguarding concerns.

3.4 Victims who decline direct reparation are given the opportunity to select from a reparation menu of indirect projects which may be completed during an order. All reparative projects evidence benefit to Hillingdon community. Supervised reparative donations to local

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charities such as Michael Sobell Hospice and Hillingdon Mind have also been previously completed subject to the personal circumstances of those involved.

3.5 In addition to its practice with victims and offenders, the YOS has also delivered a significant amount of training to partner agencies to embed restorative principles and reduce first time entrants into the Criminal Justice System. This has included:

- Six days of Restorative Approaches Training has been delivered to a number of local Care Homes in an effort to support the decriminalisation of children and young people looked after by the Local authority through the use of RJ practices in managing challenging behaviour.
- The same training has been delivered to the Young Peoples Academy and the Skills Hub.
- In 2016 14 bite-size training sessions were provided for LBH Police to ensure every Officer on the Borough has an introduction to restorative justice.
- A three-day accredited Conference Facilitation Course (IIRP Europe) was provided to 3 safer schools officers, a Youth Partnership Sergeant, a Safer Transport Officer, the Deputy Head Teacher of Hillingdon's Pupil Referral Unit and a local volunteer in January 2017.

4. RJ outcomes - how the process makes a difference to both victims and perpetrators (case studies)

4.1 Since April 2015 the YOS has supported more than 26 direct restorative meetings between victims and young people who have offended. With respect to the impact of this work the reoffending rate following direct intervention is under 10 percent, in contrast to 43% for the population as a whole (last data available is for the Oct15-Sept 16 cohort). .

4.2 In recognition of the quality of the work Hillingdon delivers the Service was ask to present at the Youth Justice Board Effective Practice Forum in June 2016. Following this Hillingdon was approached by Merton, Camden and Sutton to support to provide advice and guidance on imbedding restorative practice in their services.

Case 1

A 17 year old young woman seriously assaulted a husband and wife on a bus. After engaging in the restorative process the female victim gave the following feedback to the YOS:

"The service were kind and compassionate and showed a real interest in how we felt. I cannot tell you how much it meant to us to discuss how the attack affected us. We then met the offender as we felt it would help us to gain closure and give them the opportunity to fully understand that their actions had consequences. "

"Neither of us were looking forward to it but we are both so pleased to have participated, as we found the whole experience positive, uplifting and empowering. My husband and I both feel that restorative justice is and will be incredibly beneficial for other victims and have offered to act as victim ambassadors."

The young person said *"I felt better afterwards knowing that I'd apologised for what I done. I also think they felt better too and it helped both of us to move on."*

Case 2

A 17 year old male who committed offences of Aggravated Vehicle Taking, No Licence, No Insurance

The young person completed direct and indirect RJ with a victim through conference and restorative canvas. The young person became highly emotional during the meeting describing it as the moment that his actions became *"really real"*.

The victim spoke about how the offence had affected her children and her ability to "see the good" in people. She explained that the meeting had helped changed her mind on this and she praised the young man for having the courage to meet and apologise.

Case 3

A 17 year old female who committed offences of Affray, Actual Bodily Harm and Assault by beating.

This young person was supported by the local authority as a Child in Need (CIN) and was previously part of Hillingdon Sexual Exploitation Matrix. She engaged in direct and indirect RJ with her Victims through conference and restorative canvases. The conference was not only a strong factor for desistance but also appeared to be a protective factor for safety and wellbeing concerns as it strengthened the relationship between her and her social worker.

Case 4

A 16 year old male who committed offences of ABH and Criminal Damage. This young person was described as having high functioning Autism and had a history of past violent behaviour against his family. His parents were the victims and they elected to proceed with an RJ conference as they had *"tried everything"*.

The conference included extended family and a creative canvas was given with the apology. 3 sessions of supervised reparation were also completed in the family home.

A key outcome from the conference was the young person agreeing to take medication after realising how upset his actions had made other people. In the victims evaluation both the direct and indirect RJ was described as *"very helpful"*. This was significant as his parents stated they were considering signing section 20 at beginning of his court order in order to place him in local authority accommodation.

Case 5

A sixteen year old male who had committed offences of criminal damage and violence against the person, in a residential unit. Rather than prosecute the young person through the court the police agree to conditionally caution him.

During the conference the young person expressed that he was very upset on the day in question as he had been thinking about how both his parents are deceased and that he had "*no choice*" about where he lived. The residential worker noted that he had not realised the young person's feelings about being placed in care and explained that staff wanted best for him.

The young person apologised in full and stated the process had made him think people did "*really care*".

This conference contributed to YOS delivering wider training at the residential unit.

Case 6

A fifteen year old male with learning needs offended in school environment.

The conference appeared to have a significant impact on young person's ability to see teacher who was the victim as a person beyond their profession which appeared to be a strong factor for desistance. Completing a restorative canvas for victim also appeared to lead to improved self-esteem

The meeting subsequently led to the YOS delivering two days of training for two special needs schools in the Borough

Case 7

A young woman who committed offences of obstructing police, resisting arrest and assaulting a police officer.

The conference took place at Hayes Police Station.

The YOS staff member observing the proceedings noted that what made this conference most impactful was the genuineness with the Officer spoke with to the young and her mother. The individual spoke as a Police Officer but also displayed heartfelt emotion as to the impact on her own family. Specifically she became tearful in explaining how difficult it was explaining to her two young children why she came home with bruises after the incident. This had a clear impact on the young person and her mother. Although the Officer was honest and direct with young person regarding her unacceptable behaviour she also modelled forgiveness and thanked her for having the courage to meet.

The young person maintained in control of her emotions throughout the conference but repeated several times how sorry she was for her actions and that she would "*take them back if she could*"...She also stated it was particularly hard to hear the impact "*...on you and your family*".

After the young woman had apologised and this had been accepted by the Officer, she passed her completed art canvas to the victim. For her part the Officer expressed how "*touched*" she was and how "*lovely*" this was. She also explained that she would show this to her own children and that her daughter would like the sparkles.

Implications on related Council policies

A role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

How this report benefits Hillingdon residents

It is hoped that the case studies provided adequately demonstrate how the RJ work carried out by the YOS benefits local victims of youth crime in Hillingdon and promotes desistance of further offending by young people. Its application in other environments such as schools and residential units can also support behaviour management policies and reduce the need for formal police involvement in these establishments.

Financial Implications

None. This work is carried out within the existing YOS budget.

Legal Implications

None. The legal framework for service delivery is noted in 2.1.

BACKGROUND PAPERS

None.

QUARTERLY SCHOOL PLACE PLANNING UPDATE

Committee name	Residents, Education & Environmental Services Policy Overview Committee
Officer reporting	Dan Kennedy, Residents Services
Papers with report	None
Ward	All

HEADLINES

The purpose of this report is to provide the Residents, Education & Environmental Services Policy Overview Committee with an update on planning for primary and secondary school places in Hillingdon and an opportunity to question officers, following the annual refresh of the pupil number forecast.

The key points from the 2018 forecast are as follows:

- The future need for primary school places in most areas of the Borough has largely been met through the comprehensive and successful primary school expansion programme and the provision of three new primary schools in the Borough.
- In the primary phase, total pupil numbers (i.e. across all year groups) are forecast to remain fairly stable throughout the forecast period and this is also true of the forecast Reception intake. There are variations in forecast take-up of places between the 14 Place Planning Areas (PPAs) across the Borough. However, at this stage, it is expected that demand for places can be accommodated, which includes two areas which are indicating further growth in demand, largely attributed to further residential development.
- The 2018 forecast has confirmed the outcome of the previous year's forecast - that the need for additional secondary school places is building more slowly. However, based on current Published Admission Numbers (PAN), a significant need for additional places remains - a peak 'excess' demand of 7fe (forms of entry) in the north of the Borough and of 6fe in the south. Further, as the larger primary cohorts of earlier years progress through the secondary phase, the overall number pupils will continue to rise.

RECOMMENDATIONS:

That the Committee:

- 1. Note the update.**
- 2. Question officers about the update.**

SUPPORTING INFORMATION

1. Background

Demand for school places is affected by a number of factors, both local and national, such as birth rates, housing availability and development, parental preference and migration patterns. Pupil forecasts are updated annually, the 2018 update having been finalised in July. However, given that the demand is changeable, monitoring demand for places and related analytical work takes place throughout the year. Following completion of the pupil forecast, the potential implications of any changes from the previous forecast are assessed.

1.1 School Place Planning

The Pupil Forecast

The update of the forecast for school places takes place every year using the latest population projections for Hillingdon from the Greater London Authority (GLA), calibrated by the GLA using actual pupils on a school roll, movement of pupils in and out of Borough to other schools and the latest residential development data. In accordance with the DfE rubric, the pupil forecast can only include housing development within the scope of the Council's Five Year Supply of Deliverable Housing Sites document, or where it can be demonstrated with a strong degree of certainty that the development will go ahead within the timeframe of the forecasts. Developments that meet the DfE criteria for inclusion are factored into the pupil forecast.

The period covered by the forecast is up to the 2025/26 school year. The forecast is the expected position at the midpoint of the school year (i.e. January). As a general point, forecasting demand for school places beyond five years does carry a higher risk of volatility in trend analysis given the various factors at play, including parental preference and housing development.

Capacity Planning

The aim of school place planning is to have sufficient places, with no shortfall nor excessive unused capacity. Some margin of capacity needs to be maintained in order to manage year-to-year fluctuations and to facilitate a level of parental choice. The margin needed will depend upon local factors (such as how volatile demand is), with 5-10% generally being considered an appropriate margin.

Sufficient places also need to be available with a reasonable travelling distance/journey time of children's homes. It may be possible to manage a modest forecast shortfall in places in a particular PPA (Place Planning Area) if places are available in a neighbouring area. Account also needs to be taken of the impact of individual schools' admission criteria e.g. a popular faith school is more likely to admit children from a wider geographical area than popular schools of other types.

Individual Admission Authorities (e.g. voluntary aided schools and academies) are able to determine a change to their Published Admission Number (PAN), thereby adding or removing capacity. There are currently 4 schools that have determined a reduced PAN for 2019/20, subject to the final decision by the Schools Adjudicator.

In the primary phase, schools generally have admission numbers that are multiples of 30 and therefore changes to admission number will reflect this. Whilst a specific school may have unfilled capacity in excess of 30, removing places could leave local capacity below a workable margin.

Admission authorities can decide to admit above the Published Admission Number in a given year and/or can undertake the formal process set out in the School Admission Code to make a permanent change to the PAN. However, schools must be willing to admit up to PAN for the Admission Year (i.e. Reception & Year 7). The lead-in time to make a permanent change to a PAN is around 18 months. For example, for a change to a PAN to be made for 2020/21 school year, the first stage of the required statutory process would need to be completed by January 2019.

1.2 Management of Demand for September 2018 Admission

Factors Affecting Demand for Places

As previously reported, all applicants for Year 7 and Reception were offered places on offer day. Schools have been made aware that lower birth rates in 2014 could affect the number of children starting primary school in London this year. A range of other factors, including property prices in some areas and welfare reform changes, are possible contributory factors. Hillingdon experienced a 0.7% increase in Year 7 applications, reflecting a growing population and a higher demand for school places (a record high of 3,441 applications).

Some schools remain more popular than others with parents. This can be for a variety of reasons, including academic performance, religious ethos, proximity to the parents' home or work, whether the child already has siblings attending or because the school offers a specialism which would benefit the child.

At this early stage in the new school year, pupil numbers for the new intakes have not yet reached a steady state. During late September/early October, information on vacancy levels is requested from own admission authority schools in order to compile the Annual Sufficiency Survey which must be returned to the DfE by 12 October. This means that the position regarding Reception and Year 7 vacancies levels is subject to change. The data used in this report is the most complete data set available for Reception and Year 7 offers (August 2018). Subject to data from schools being available, an update on admissions will be provided at the committee meeting.

Reception (Primary Stage)

	Place Planning Area (PPA)	Remaining Places	Number of schools with more than 30 vacant places
1	Harefield	23	
2	Northwood	64	2
3	Coteford/Whiteheath	36	
4	Ickenham	1	
5	Ruislip	33	1
6	Uxbridge/Cowley	50	1

7	Hillingdon	82	2
8	Charville/North Hayes	27	
9	Belmore/Yeading	38	1
10	Colham Manor/Yiewsley	12	
11	Central Hayes	23	
12	Cranford/Pinkwell	78	1
13	Harmondsworth	7	
14	West Drayton	48	
		522 (11.5%)	8

Given that the above figures are prior to the start of term and the forecasts are for the midpoint of the school year, the final figure for overall Reception vacancies could be lower.

As can be seen, a significant issue is the distribution of the available capacity, which is concentrated in a limited number of schools. The majority of schools were full or close to full for Year 7 entry by August, with only 15 schools with more than 10 Reception vacancies.

Year 7 (Secondary Stage)

Place Planning Area (PPA)	Remaining Places	Number of schools with more than 30 vacant places
North of A40*	97	2
South of A40	142	2
	239 (6.5%)	4

* Note: Douay Martyrs has offered additional places

Total vacancies in August were well within a reasonable margin. As with the primary phase, the majority of the remaining capacity was in a small number of schools. 13 schools had no remaining vacancies (or less than 5 with a waiting list and therefore expected to be full). The effect of the uneven distribution of remaining capacity is there were no free places in some parts of the Borough.

1.3 Primary Places - Key Points from the Forecast

The following tables show changes in demand over the forecast period. The tables assume that the Schools Adjudicator will approve the 60 place PAN reduction at Pinkwell Primary and the 30 place PAN reduction at Bishop Winnington Ingram from 2019/20. This is the expected overall position. However, the position varies from PPA to PPA.

The total number of primary pupils is forecast to remain fairly stable up to 2021/22, then decline slightly (a reduction of 1.3% between 2019 and 2024). In 2017, pupil ‘exports’ to other boroughs was 4.1% (pupils who live in the Borough but attend a school in another Borough), with ‘imports’ at 7.5%.

North of A40 (PPAs 1-5) - Reception

School Year	2018/19	2022/23	2025/26
Forecast	1301	1200	1152
Forecast Vacancies (%)	11	16	19

South of A40 (PPAs 6-14) - Reception

School Year	2018/19	2022/23	2025/26
Forecast	2805	2815	2822
Reception Vacancies (%)	10	10	10

Forecast Deficits of Reception Places

There are only two areas in which more than a marginal deficit is forecast. These are PPA 6 (Uxbridge) and PPA 11 (Central Hayes).

Area 6 - Uxbridge

A small deficit of places is forecast from 2021/22, rising to one form of entry by 2024/25. However, capacity is forecast for PPA 7 that could meet demand in the Uxbridge area. In addition, the popularity of John Locke Primary and the slower than expected completion rate of new housing development in the area has meant that places at the new school have been taken up by children living further away. In time, it is expected that the school will admit more pupils from the local area. Therefore, at this stage it is expected that future demand can be managed, with the position being monitored closely.

Area 11 - Central Hayes

A small deficit of places is forecast from 2020/21, rising to 2 fe by 2025/26. However, there is forecast to be capacity in adjacent areas in the Borough (PPAs 8 & 9). In addition, should intakes to the Free School, Nanaksar Primary resume, this would add up to 120 admission places (4fe). Therefore, it is recommended that the position be closely monitored at this point.

Areas where higher levels of used Reception capacity are forecast

There are some areas in which the forecast take-up of Reception places is such that the level of unfilled capacity will rise and margins increase beyond generally accepted levels. Taking into account the planned PAN reductions at Pinkwell and Bishop Winnington Ingram, the following

PPAs are forecast to see reducing demand for places, such that unfilled Reception places will be above one form of entry by the end of the forecast period or sooner. These are Northwood, Coteford, Ruislip, Hillingdon, Charville/North Hayes, Brookside/Yeading and West Drayton.

A thorough analysis is underway to see how far these places will be needed to meet demand in adjacent areas, whilst still maintaining an appropriate place margin.

1.4 Secondary Places - Key Points from the Forecast

The overall number of pupils is rising as the larger primary cohorts progress through the secondary phase (a forecast increase of 26.3% on the 2017 roll). In 2017, pupil 'exports' to other boroughs was 15.8%, and 'imports' 18.4%, the largest net gains being from Ealing and Harrow. Many more pupils travel from the south to the north of the Borough for a school place. This largely reflects local factors (e.g. the geographical proximity of Vyners to North Hillingdon and the wider geographical intake of Douay Martyrs) and parental choice.

The earliest date for the planned new free school for the north of the Borough is now likely to be the 2022/23 school year. This means that temporary expansions may be needed in advance of this. Based on the forecast, some additional permanent forms of entry will also be needed in the south of the Borough.

Given that forecasts beyond a five year horizon are more likely to be subject to change, it is probably too early to judge whether the reduction in demand towards the end of the forecast period will occur. Therefore, it would be prudent for plans to be based on meeting peak demand, especially considering that a reasonable working margin of capacity also needs to be maintained. One of the factors that will need to be considered is the need to achieve a reasonable geographical distribution of capacity in order to place pupils within a reasonable distance of their homes and offer a degree of parental choice.

Haydon and Uxbridge High have determined reduced admission numbers from the start of the school year 2019/20, by 12 and 20 places respectively. If these reductions are approved by the Schools Adjudicator, the forecast number of forms of entry needed will increase slightly. The peak shortfall of admission places is for the 2022/3 school year in the north of the Borough and in 2023/24 in the south of the Borough. Bulge year groups are likely to be needed in advance of delivery of a free school in the north of the Borough.

1.5 Next Steps

Further analysis of the updated forecasts will be undertaken, together with analysis of take-up of places when information from the October School Census is available. Officers will progress options for meeting the future forecast need for school places and report these to Members in the first instance.

Implications on related Council policies

A role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet which is responsible for the Council's policy and direction.

The outcome of the pupil forecast is fed into updates of the Strategic Infrastructure Plan, which contains details of expected changes to pupil numbers, any consequential requirements for additional places, in which geographical areas these places and the delivery time scales required.

How this report benefits Hillingdon residents

The recommendation of this report ensures that there is effective scrutiny of the school place planning process, thereby contributing to ensuring that there are sufficient school places for Hillingdon residents.

Financial Implications

The possible implications for capital investment in schools arising from any changes in the pupil forecast are considered within the Council's Medium Term Financial Forecasting process. This ensures that sufficient capital resources are available.

Legal Implications

There are no specific legal implications arising out of this report at this time. However, as indicated in the report, a statutory process would need to be followed by the Local Authority in relation to Admission Number changes at community schools. Own admission authorities, such as faith schools and academies, would be responsible for undertaking the required statutory process for changes to their admission arrangements

BACKGROUND PAPERS

None.

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REVIEWING USER PAYMENT EXPERIENCE AND MODERNISATION ACROSS KEY RESIDENT SERVICE AREAS

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Roy Clark, Residents Services
Papers with report	Appendix 1 - details of cashless parking options available
Ward	All

HEADLINES

To review the current methods that residents and customers can pay for parking in Hillingdon and to suggest possible options for cashless payments in the future.

RECOMMENDATIONS:

That the Committee notes and comments on the information presented.

SUPPORTING INFORMATION

The Council's Parking Services section operates a number of areas where payments are taken for services. These include payment for permits, parking suspensions, Penalty Charge Notices and payments for parking in on-street parking bays and in the Council's car parks.

Payments for parking permits currently average £234k per annum and payments can be made from a variety of payment sources. Payments can be made online through a third party payment provider, by cheque/postal order, or by telephone. As all permit and visitor voucher applications are received by post, cash is not accepted. However, cash is occasionally posted to the Council and, if this occurs then the money is banked as normal. If a resident wishes to purchase additional visitor vouchers then these can also be obtained by visiting the local library.

The council makes charges for parking bays to be suspended for road works, etc and for waivers to park on yellow lines during essential works. On average, the council receives a total of £116k in payments for parking suspensions/parking waivers each year. Payments for parking suspensions/waivers can be made by cheque or payment card over the telephone.

Penalty Charge Notices (PCNs) are issued to vehicles that commit a parking or traffic contravention (such as parking in a bay without paying for a pay & display ticket or being in a bus lane, etc). In an average year, the council receives a total of £3.4m in relation to PCNs. Payments for PCNs can be made online by a third party supplier, by an automated telephone service or by cheque/postal order.

The third party payment system for PCNs also allows the motorist to view details of their PCN

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Residents, Education and Environmental Services Policy Overview Committee - 8 October 2018

and see the photographs that the enforcement officer took when they issued the PCN.

The two multi-storey car parks in Uxbridge (Cedars and Grainges car parks) currently operate a barrier control system with Pay on Foot machines. Motorists can pay for their period of parking at the Pay on Foot machines by using banknotes, coins or the contactless credit/debit payment system. The average income from these car parks is £981k per annum. The range of payment options at off-street multi-storey car parks tends to be much wider than on-street parking bays, or off-street surface car parks as they can utilise barriers, etc, and are under protective cover.

The other area where Parking Services receive payments is at the pay and display (P&D) machines which are used to control the majority of the car parks and on-street parking bays. A total of £1.9m is received in P&D payments per annum.

The Council currently has a total of 252 no. P&D machines that operate differential, cheaper, charges for Hillingdon residents (which are triggered by presenting a contactless HillingdonFirst card at the machine) the majority of which were installed in early 2009 to coincide with the introduction of the HFC system. Since then additional machines have been purchased to operate in new residential and shopping parking schemes

Whilst the current P&D machines only accept coin payments, it would be possible to introduce a cashless payment option at the P&D machines in the future. Over the past few years paying for parking by using a debit/credit card has become more popular through increased user confidence in the acceptance of electronic payment, advances in technology and also as people rely less and less on coins/notes as they want to use technology to manage their finances through cashless payment options, such as mobile phone parking systems and contactless payment readers.

The introduction of cashless payment systems reduces the risk of theft from the P&D machines as they are not as attractive to thieves as they do not contain such high levels of cash.

As well as improving the range and ease of payment for motorists, cashless parking systems also provide benefits to councils as there is less cash to collect, count and bank. If a mobile phone payment system was adopted then there is also less wear and tear on the machines which should result in them lasting longer and not requiring high levels of repairs.

There are a number of different options available to enable people to pay for parking at P&D machines without using coins/notes, which are:

- P&D machines with cash only facilities and a card payment system available through a mobile phone system (under this system coin only machines would remain and a separate mobile phone payment system would also be introduced).
- P&D machines with a card only payment system fitted to the machine (under this system only a payment card reader would be available at the machines - there would be no coin payment option available).

- P&D machines with cash **and** card payment facilities fitted to the machine (under this option motorists could pay with coins at the machine and there would also be a payment card reader fitted to the machine).
- P&D machines with cash **and** card payment facilities fitted to the machine, **and** an additional card payment system available through a mobile phone system (under this option motorists could pay with coins at the machine and there would also be a payment card reader fitted to the machine. There would also be a separate mobile phone payment system available).

A mobile phone payment system operates independently of the P&D machines and can be used with all types of P&D machines available.

Cashless parking systems are available nationwide and in many boroughs around Hillingdon. When Hillingdon's original P&D machines were installed, it was not possible to install a machine that operated the HillingdonFirst differential charging system and a card payment system simultaneously but technology has now moved on and both types of system could be incorporated into a single P&D machine. Details of how the various cashless payment options operate are detailed in Appendix 1.

Implications on related Council policies

None at this stage. However, a role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

How this report benefits Hillingdon residents

None at this stage, pending any findings approved by Cabinet.

Financial Implications

It is important that the Committee considers cost effective proposals that benefit residents and taxpayers in relation to this review, which would ultimately be determined by Cabinet as part of the Council's broader budget planning process.

Many of the current P&D machines have nearly reached the end of their life and will need replacement in the foreseeable future. The approved capital programme does not currently include specific provision for the replacement of P&D machines, however this could be taken into account in the MTFP and included in the revised five year programme to be approved by Cabinet and Council in February 2019.

The capital financing costs associated with the potential investment in replacing P&D machines and any other related operating costs would be allocated to the Parking Revenue Account (PRA). Under Section 55 of the Road Traffic Regulation Act 1984, the use of income from PCNs is restricted and a separate Parking Revenue Account is maintained to account for this income, together with other on-street parking income streams, any related expenditure and the use of any surplus.

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The estimated capital cost of purchasing new P&D machines is as follows:

	No. machines	Machine type	
		Cash only - £3,400 per machine	Cash & integrated card reader - £4,125 per machine
2019/20	137	£465,800	£565,125
2020/21	50	£170,000	£206,250
2021/22	45	£153,000	£185,625
2022/23	20	£68,000	£82,500
	252	£856,800	£1,039,500

The final prices would be subject to a competitive tendering exercise.

If a separate Mobile Phone/card payment system was introduced then it is estimated that the additional cost would be in the region of £10k, with on-going annual expenditure of c.£3,500. The system would operate across the population of P&D machines available within the parking industry.

Legal Implications

None at this stage.

BACKGROUND PAPERS

Appendix 1 - details of cashless parking options available.

Pay and Display machine payment options

A1. Introduce new Pay & Display machines with a card payment option

New pay & display machines could be installed so that motorists could make their payments by coins and / or debit/credit (payment) card at the machine. If this option was introduced then a contactless card reader would be available on the machines and when the motorist was ready to pay they would either insert coins and / or present their payment card to the reader. A pay & display ticket would then be issued in the normal manner for them to display in their vehicle.

If a motorist did not want to use the payment card options then they could still pay for their parking using coins only at the pay & display machine, as they can at present. A number of local authorities have converted their P&D machines to card payments only but this is not considered suitable for Hillingdon as it restricts the payment options available to residents and other users.

Whilst some of the existing pay & display machines could be upgraded to include a payment card reader, many of them could not as they are of an older technical specification which could not be upgraded. They would need to be completely replaced if a payment card option was to be installed at the P&D machines. Without doing a detailed technical site survey of each machine, it is not possible to confirm how many of the existing P&D machines could be upgraded.

Some of the pro & cons of this type of system are as follows:

Pros

- Motorists can pay by card and do not have to carry coins.
- It gives motorists greater flexibility on how to pay for parking.
- Coins can still be used if the motorist does not want to use the payment card system.
- Payment by card gives them a written record/history of when they parked and how much it cost.
- Payment by card would work seamlessly with the HillingdonFirst differential charges system.
- It would result in reduced levels of cash and would result in some savings in cash collection and processing costs for the Council.
- The motorist does not have to register separately for this system or provide any details of their vehicle/location.
- Reduced levels of cash in the machines make them less susceptible to vandalism and thefts.

Cons

- If the machine was defective, for whatever reason, then the motorist would not be able to purchase a ticket and there would still be a loss of service to the public and a loss of income to the council.
- There is a relatively high capital outlay to introduce the system.
- The council would be responsible for paying the card transaction fees which would be a percentage of the payment made.

A2. Introduce a mobile phone payment system

Whilst mobile phone parking payment systems have become quite popular these types of systems are, in fact, just systems where you pay for your parking by payment card and use your telephone to access the service.

With a typical mobile phone payment system the motorists registers with the payment system provider and gives them details of their payment card for where the parking charges should be debited from. This information is held against the person's phone number and if they ring up again, then the system automatically recognises the person. This means that they only have to register once with the payment system provider.

If a motorist does not want to use the mobile phone payment system then they can still pay for their parking using coins only at the pay & display machine, as they can at present.

Once they are registered, when they arrive at a location they type in the Location Code (normally a 4/5 digit number) and the system is then aware of the parking regulations (i.e. operating times/days, parking charges, length of maximum, etc) at that location. The motorist then confirms the location and the vehicle registration mark of their car (in case they have a different car on a particular day) and the system takes their payment and authorises them to park, without having to display a pay & display ticket. This triggers an update on central parking records system. When an enforcement officer enters the location, they get details of all the authorised vehicles uploaded onto their handheld computer so that they are aware of which cars have paid for their parking and that no enforcement action should be taken against them.

If Hillingdon was to use a mobile phone parking system then the system would have to be amended to ensure that residents still received their HillingdonFirst (HFC) preferential residents parking rates. This could be achieved by producing a process when people register so that they have to use their HFC number as part of the registration process. This information would then be stored against their phone number (or numbers as it is possible for them to register one or two phone numbers on the same account, e.g. a home number and a mobile number) and the system would calculate the parking charges based on the HFC preferential parking rates.

The charges for using a typical mobile phone parking system are 20p for each transaction on top of the normal parking charge. Some providers may offer lower rates but this would not be known until such a service was competitively tendered. This charge is normally charged to the motorist and not the council.

Users can also opt to get a text reminder when their parking is due to expire so that they can extend their period of parking (if the parking regulations allow it for that location). They are charged a convenience charge, typically 10p or 20p, for this reminder service on each occasion. No charge is normally made to the council for each transaction.

Additionally, there would not normally be much in the way of capital expenditure costs for the council as the majority of the signing required for a mobile phone system consists of vinyl labels stuck to the side of the pay & display machines (or laminated notices placed on local signposts or lamp columns).

Some of the pro & cons of this type of system are as follows:

Pros for the Council

- It would result in reduced levels of cash and would result in some savings in cash collection and processing costs.
- As no ticket needs to be obtained, this type of system reduces the wear and tear on the machines, which should extend their life and also ticket handling/replenish stock costs.
- The system is cheap to introduce.
- Introduction of a mobile phone payment system would enable the council to generate further savings by introducing virtual permits and visitor vouchers.
- Reduced levels of cash in the machines make them less susceptible to vandalism and thefts.
- In the longer term (possibly over the next 5 years), if mobile phone parking proved popular, it may be possible to reduce the number of pay & display machines in use, saving operating costs for the council and reducing street clutter.
- If a mobile phone system was introduced then this would also put in place an infrastructure that would allow the council to introduce virtual permits and visitor vouchers in the future, which would generate further efficiencies.

Pros for the Customer

- It gives motorists greater flexibility on how to pay for parking.
- Coins can still be used if the motorist does not want to use the mobile phone system.
- If a machine was defective, for whatever reason, then motorists could still pay for their parking using the mobile phone system.
- Motorists can pay by card and do not have to carry coins.
- Payment by card gives them a written record/history of when they parked in certain locations and how much it cost.
- A ticket does not need to be displayed.
- A mobile phone payment system could still operate the HillingdonFirst differential parking charges system.
- Motorists would have an option to receive a text reminder when their period of parking was due to expire, thus helping them to avoid a PCN.
- Once registered, a motorist can also pay by mobile phone in other areas where the same supplier is already providing a mobile phone parking system, e.g., in Ealing, Westminster, etc.
- If a mobile phone system was introduced then this would also put in place an infrastructure that would allow residents to use virtual permits and visitor vouchers. This would mean that they would not have to display a permit or purchase visitor vouchers in advance and display them in the vehicle.

Cons

- The motorist would have to register for an account with the mobile phone parking system provider.
- The system provider would have to amend their software to incorporate the HillingdonFirst differential parking charges system.
- Each time that the motorist parked they would need to phone the service provider and provide details of their location and how long they wanted to park.
- The enforcement officer would need to be provided with details of which vehicles had paid for their parking before commencing any enforcement.
- The council would be responsible for paying the card transaction fees which would be a percentage of the payment made.

- There would be a transaction charge made to the motorist on each occasion that they used the system. This would be in addition to the parking charge.

A3. Dual Card Payment and Mobile Phone Payment systems

It would be possible to incorporate both of the above payment systems into one system, by adding a contactless card reader to the machine and also adding a mobile payment system. This would give motorists the option to pay for their pay & display ticket by using coins or by presenting a payment card to the machine and then displaying their pay & display ticket in the normal manner.

Alternatively, they could pay for their parking using the mobile phone system, which would mean that they would not have to display a pay & display ticket and would have an option to get a reminder when their parking was due to expire.

If a dual system was introduced then it would give the motorists a greater range of payment options but would also mean that the council would incur the capital outlay costs for both systems.

If a dual card payment and mobile phone payment system was introduced and the motorists did not want to use either of these systems then they can still pay for their parking using coins only at the pay & display machine, as they can at present.

A number of local authorities have converted their P&D machines to card payments only but this is not considered suitable for Hillingdon as it restricts the payment options available to residents and other users.

CABINET FORWARD PLAN

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Neil Fraser, Democratic Services Officer
Papers with report	Appendix A – Forward Plan
Ward	All

HEADLINES

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

RECOMMENDATIONS

That the Residents, Education and Environmental Services Policy Overview Committee notes and comments on items going to Cabinet.

SUPPORTING INFORMATION

The latest published Forward Plan is attached.

Implications on related Council policies

Policy Overview Committees are at the heart of how the Council shapes policy at Member level.

How this report benefits Hillingdon residents

Policy Overview Committees directly engage residents in shaping policy and recommendations from the Committees seek to improve the way the Council provides services to residents.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

None at this stage.

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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 AD = Administration FD= Finance									
Cabinet – Expected October 2018									
271	Car Parking Season Tickets Policy	Following an Ombudsman Finding, Cabinet Members will be asked to consider a revised policy for season tickets in Council owned car parks, including Terms and Conditions relating to use by car free developments.	All		Cllr Ray Puddifoot MBE / Keith Burrows	RS - Ian Anderson / Roy Clark		NEW	Public
Cabinet – 13 December 2018									
272 a	The Council's Budget - Medium Term Financial Forecast 2019/20 - 2023/24 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	All	21-Feb-2019	Cllr Ray Puddifoot MBE & Cllr Jonathan Bianco	FD - Paul Whaymand	Public consultation through the Policy Overview Committee process and statutory consultation with	NEW	Public

		2019/20 for consultation, along with indicative projections for the following four years. This will also include the HRA rents for consideration.					businesses & ratepayers		
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RESIDENTS, EDUCATION AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE - WORK PROGRAMME

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Neil Fraser, Chief Executive's Office
Papers with report	Appendix A – Work Programme
Ward	All

HEADLINES

To enable the Committee to note future meeting dates and to forward plan its work for the current municipal year.

RECOMMENDATIONS

That the Residents, Education and Environmental Services Policy Overview Committee considers the report and agrees any amendments.

SUPPORTING INFORMATION

- The Committee's meetings will start at 7pm and the witnesses attending each of the meetings are generally representatives from external organisations, some of whom travel from outside of the Borough. The meeting dates for this municipal year are as follows:

Meetings	Room
27 June 2018	CR 6
19 July 2018	CR 6
04 September 2018	CR 6
08 October 2018	CR 6
05 November 2018	CR 6
22 January 2019	CR 5
26 February 2019	CR 6
21 March 2019	CR 6
16 April 2019	CR 6
June 2019 meeting	TBC
July 2019 meeting	TBC
September 2019 meeting	TBC
October 2019 meeting	TBC
November 2019 meeting	TBC
December 2019 meeting	TBC

Classification: Public

Residents, Education and Environmental Services Policy Overview Committee – 8 October 2018

Implications on related Council policies

Policy Overview Committees are at the heart of how the Council shapes policy at Member level.

How this report benefits Hillingdon residents

Policy Overview Committees directly engage residents in shaping policy and recommendations from the Committees seek to improve the way the Council provides services to residents.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

None at this stage.

Multi year work programme

Residents, Education & Environmental Services

2018

2019

Meeting Month	June	July	September	October	November	January	February	March	April	June	July	September	October
Date	27	19	4	8	5	22	26	21	16	TBC	TBC	TBC	TBC

REVIEW A: User payment experience and modernisation across key resident services

Topic selection / scoping stage	Agree topic		Scoping report											
Witness / evidence / consultation stage					Witness Session 1			Witness Session 2		Witness Session 3				
Findings, conclusions and recommendations							Findings		Final Report					
Final review report agreement										CABINET				
Target Cabinet reporting													X	
Post review monitoring														

Title of Review B

Topic selection / scoping stage						Agree topic		Scoping report					
Witness / evidence / consultation stage													
Findings, conclusions and recommendations													
Final review report agreement													
Target Cabinet reporting													
Post review monitoring													

Regular business items

Quarterly School Places Planning Update	X		X		X			X					
Annual complaints & service update report			X										
Standards & Quality in Education (Attainment) report (incl. School Improvements)							X						
Budget Planning Report for Residents Services	X												
Cabinet's budget proposals for next financial year						X							
Cabinet Forward Plan monitoring	X	X	X	X	X	X	X	X	X	X	X	X	X

One-off business items

Introductory report on overview and scrutiny	X											
Information item on Restorative Justice (young offenders)				X								
Information item on Building Control						X		X				
Information item on Flooding							X		X			
Information item Highways Maintenance								X				
Information item on Fly Tipping					X							

Past review monitoring

Regulations & Byelaws: Cemeteries & Burial Grounds							X					
Street Lighting (2009/10)			X									

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