



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

Date: MONDAY, 5 NOVEMBER
2018

Time: 7.00 PM

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

**Meeting
Details:** Members of the Public and
Media are welcome to attend.

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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 Fly Tipping Information Update 9 - 20
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Minutes

RESIDENTS, EDUCATION AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE

8 October 2018



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

	<p>Committee Members Present: Councillors Wayne Bridges (Chairman), Vanessa Hurhangee, Allan Kauffman, Heena Makwana, Stuart Mathers, Paula Rodrigues, Jan Sweeting and Steve Tuckwell</p> <p>Also Present:</p> <p>LBH Officers Present: Roy Clark (Parking Services Manager), Lynn Hawes (YOS Service Manager), Dan Kennedy (Deputy Director, Housing, Environment, Education, Health & Wellbeing), Laura Baldry (Senior Admissions and Access Officer), Sally Ellis (Restorative Justice Co-ordinator), Tom Murphy (Assistant Director of Early Intervention Prevention & SEND) and Neil Fraser (Democratic Services Officer)</p>
28.	<p>APOLOGIES FOR ABSENCE (<i>Agenda Item 1</i>)</p> <p>Apologies were received from Councillor Markham and Tony Little.</p>
29.	<p>DECLARATION OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>None.</p>
30.	<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>
31.	<p>TO AGREE THE MINUTES OF THE PREVIOUS MEETING (<i>Agenda Item 4</i>)</p> <p>RESOLVED: That the minutes of the meeting held on 4 September 2018 be approved as a correct record.</p>
32.	<p>RESTORATIVE JUSTICE WORK WITHIN THE YOUTH OFFENDING SERVICE (<i>Agenda Item 5</i>)</p> <p>Lynn Hawes - Youth Offending Service Manager, Sally Ellis - Restorative Justice Co-ordinator, and Tom Murphy - Assistant Director of Early Intervention Prevention & SEND, introduced a report on Restorative Justice within the Youth Offending Service (YOS).</p>

Restorative Justice was an initiative which aimed to bring together the victims of an offence, together with those responsible for the offence, to explore how the harm caused might be repaired. This included the victims meeting or communicating with the young person who committed the crime, to explain the impact of the crime and allow the young person to have the opportunity to take responsibility and make amends for their actions.

The Committee was shown a video interview of an adult couple who had been a victim of an offence, (in this instance, an assault by a group of teenage girls), and who had subsequently taken part in the process. The interview set out how the victims had felt following the incident, their initial apprehension at meeting the perpetrator of the assault, and their feelings following the meeting. The victims described feeling overwhelmingly positive about the experience, and the video concluded with their endorsement of the initiative.

The initiative was launched at Hillingdon Council approximately 3 years ago. All known victims were approached but not all wished to engage in the process, sometimes for practical reasons, for example where the victim lived a considerable distance away. Since April 2015, the YOS had supported approximately 25 direct conferences between victims and perpetrators. Since June 2018, a further 20 victims had been identified through links with the Police, from which 1 face to face direct conference had been held. It was forecast that 2 additional conferences would be held in the near future.

Challenges to be overcome included changes to obtaining personal contact information following the launch of GDPR. Discussions on how to address this were ongoing between the Council and the Police.

Members sought additional information, and asked a number of questions including:

How was the YOS addressing young people who were the victims of a crime?

All victims, regardless of age, were offered the opportunity to engage with the initiative. Similar to adults, some young people were willing to engage, whilst some were not. In addition, parents of the young people were often unwilling to allow their child to take part, due to concerns over the potential for victimisation or recrimination.

What training did staff undergo to enable them to carry out direct conferences successfully?

Staff were required to attend a 3 day training course delivered by the Restorative Justice Council. Currently, Hillingdon had four staff trained to moderate direct conferences. Feedback from all parties following the conferences was used to determine areas for improvement.

How was mental health considered within the process?

Hillingdon's team included a part time mental health worker, who was of great benefit in all its work, particularly when facilitating referrals to the Child and Adolescent Mental Health Service (CAMHS). Mental health issues for young people being regularly identified were those of emotional wellbeing and trauma issues, rather than clinical issues such as depression or psychosis. Partnerships with health teams were in place to facilitate services such as counselling or speech and language therapy, where required.

It was confirmed that Hillingdon was operating in line with the statutory victim requirements, and that all victims had the opportunity to explore the options for restitution open to them.

Members requested that any future reports on the topic include data set by year.

RESOLVED: That the report be noted.

33. **QUARTERLY SCHOOL PLACES PLANNING UPDATE** (*Agenda Item 6*)

Dan Kennedy - Deputy Director, Housing, Environment, Education, Health & Wellbeing, and Laura Baldry – Admissions and Allocations Officer, updated the Committee on the Council's School Places Planning.

It was confirmed that every child within the Borough had been offered a primary or secondary school place as part of the latest admission round. Currently, the Council was maintaining sufficient spare places, which allowed for in-year admissions. Common reasons for in-year admissions included parental preference, residential development, or changing Ofsted school ratings.

Figures for primary schools places were showing a slight reduction in demand, which had not been anticipated three or four years previously. A similar reduction had been seen within other London boroughs, and possible reasons for the decline could be the EU referendum or affordability of homes within London, as well as throughput from a lower birth rate in 2014 to the current reception classes. In particular, schools close to physical barriers, or on the edge of heavy residential areas, were seeing a decline. The majority of remaining capacity was located within a small number of schools. Secondary schools had a smaller number of spare places, but like primary schools, spare capacity was within a small number of schools.

Since August 2018, Hillingdon had received 790 applications for primary school places, (200 of which were for children new to the country or Borough), and 430 for secondary school places (180 new to the country or Borough.) The start of a school year was recognised as being turbulent, with many parents moving their children to different schools as higher preferences became available, or as a result of families moving into the area.

It was forecasted that primary school places would remain mostly stable, though pockets of surplus places would need managing in light of the financial impact that unused places had on schools. Residential development within the Uxbridge and Hayes areas was expected to add additional pressure on places at local schools, however there was confidence that schools in nearby surrounding areas could meet any increased demand.

Demand for secondary school places was expected to increase, with many pupils travelling from the south to the north of the Borough for a school place. Modelling was continuing, and it was expected that schools in the north of the Borough would require 7 form entry, with 6 form entry in the south.

Approval had been granted for a new free school in the north of the Borough, though issues with securing a suitable location had resulted in a revised estimate of 2022/23 for its availability. As a contingency, the Council was reviewing options for the temporary expansion of existing schools.

Members sought further clarity and raised a number of questions, including:

Given that children in the south of the Borough were having to attend school in the north or outside of the Borough, and the difficulties in expanding schools in the south, why was the Council not exploring options for a new school in the south?

Council officers were reviewing all options through a defined process. The potential expansion of existing schools was reviewed first, before moving to the potential creation of new schools. Options for expansion would be assessed alongside planning officers, to take into consideration minimum space standards, parking provision, playing field space etc. If expansion was deemed unsuitable, then officers would then look at the creation of a wholly new school.

Was the forecast of secondary school need to 7 form entry in the north, and 6 form entry in the south, now completed/planned for?

The forecast had identified this need, but implementation was subject to planning approval. Some schools had already been expanded, e.g. Oakwood and Swakeleys, whilst expansions at other schools was underway, such as Vyners and Ruislip High.

The Local Plan Part 2 had identified an urgent need for 5 form entry at primary schools. Had this changed?

Demand for primary school places remained high in certain areas, such as Hayes. However, the reduced demand for places in other areas, such as Townfield, had helped to offset this. The Council was monitoring the situation and was confident that demand could be met. In the short term, bulge classes were an option, and there was unused classroom space available to accommodate these bulge classes. Officers were keeping the situation under close review.

How were geographic pinch points and fluctuating resident numbers factored into the school places forecast?

Such information was built into the forecast, with population numbers of neighbouring Boroughs regularly reviewed. Currently, population was fairly stable, though it was understood that this could change and affect demand for school places within Hillingdon.

Were bulge classes in secondary schools likely?

It was too early to comment on this. A report was being prepared to be presented to Members by the end of October, which would include details of potential school expansions, as well as the latest news on the new free school in the north of the Borough.

Officers were reminded that significant residential development in Yiewsley and other places would need to be closely monitored when forecasting demand for school places and assessing unfilled capacity.

It was agreed that Councillor Sweeting would forward a request for further information to officers outside of the meeting.

RESOLVED: That the report be noted.

34. **WITNESS SESSION FOR REVIEW INTO PAYMENT MODERNISATION** (*Agenda Item 7*)

Roy Clark – Parking Services Manager, provided evidence as part of the Committee's review into payment modernisation across key resident services, focussing on the ways that residents and customers can pay for parking within Hillingdon.

The Committee was informed that the Council's Parking Services receives a number of payments for parking services, including permits, suspensions, Penalty Charge Notices and payments for parking in on-street parking bays and within the Council's car parks.

Payments for parking permits average £234k per annum and payments can be made online through a third party payment provider, by cheque or postal order, or by telephone. As all permit and visitor voucher applications are received by post, cash payments are not encouraged. However, on occasion cash is received by post and in such instances, the cash is banked as normal. Additional visitor vouchers can be purchased at Hillingdon libraries. A newly introduced parking ticket system allows motorists to view CCTV footage, and pay or appeal fines, online.

Payments for parking bay charge suspensions and waivers to park on yellow lines during essential works average £116k per annum. Payments for parking suspensions/waivers can be made by cheque or payment card over telephone. For Penalty charge Notices (PCNs), the Council receive a total of £3.4m per year. Payments for PCNs can be made online via a third party supplier, by an automated telephone service or by cheque or postal order.

The two multi-storey car parks in Uxbridge (Cedars and Grainges car parks) operate a barrier control system with Pay on Foot machines. The machines accept banknotes, coins or contactless credit/debit cards. The average income from the car parks is £981k per annum.

The majority of other parking charges are received via Pay and display (P&D) machines, which account for a total of £1.9m per annum. The Council currently operates 252 Pay and display machines, that provide cheaper parking rates to owners of the Hillingdon First card. Use of these sites of predominantly short stay (i.e. ½ - 2 hours), and 75% of all payments are at the Hillingdon First cheaper rate.

While Pay and display machines currently accept coins only, advances in technology now allow for a cashless option via credit or debit cards, which also allows for use of the Hillingdon First cards.

Options for cashless machines include:

- 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).

There are benefits and drawbacks to all optional options, set out in detail within the appendix to the report. Introduction of cashless machines would reduce the risk of theft from the P&D machines. In addition to improving the range of options and ease of payments for motorists, cashless parking systems provide a cost benefit to the Council as there is less cash to collect, count and bank. The introduction of a mobile phone system would also reduce wear and tear on the machines, resulting in a longer term of life and less of a requirement for maintenance. However, officers are mindful of the need to retain a cash option.

The P&D machines have an expected working life expectancy of 10 years, and many are now at the end of that life and will need replacement. However, there would be significant financial implication to replacing, or updating machines to incorporate new technology. Replacement with a cash-only machine would cost £3,400 per machine. Replacement by a cash machine with integrated card reader would total £4,125 per machine. Replacement of all 252 machines across 4 years would therefore total £856,800 and £1,039,500, respectively. A competitive tendering exercise could help to confirm and/or reduce these estimates.

A mobile telephone/card payment system, which would operate independently of existing P&D machines, would provide a greater range of payment options to motorists without the requirement for large capital investment. The cost to implement such a system would total an estimated £10k, with ongoing annual expenditure of circa £3,500.

Members asked a number of questions, including:

How many P&D machines were currently active?

Currently, approximately 20 of the total 252 machines were out of service. These tended to be machines that were in less popular parking spots and that subsequently took very small amounts of money.

Were machines online or offline?

The machines were currently online. If a machine had a card reader, it would need to be online in order to function.

Were contactless machines separate from card reader machines?

Machines could be fitted with dual options, to allow for card payments via pin code as well as by contactless. Alternatively, machines could be installed with the option of one or the other.

Would a mobile phone system include a smartphone app?

Yes, such a system would allow motorists to call and pay for parking via telephone, or via registration through a smartphone app. Smartphone apps had the added benefit of storing payment details, car registrations and most used parking sites, as well as providing the option for virtual permits and visitor vouchers. Safeguarding options for

single use of tickets, time allocations and similar, could be implemented dependant on how the system was configured.

Did the cost estimates outlined in the report include provision for changes to signage, handheld devices for parking wardens, etc.?

The cost implication to update signage was not included, though there were several cost-effective options available to the Council such as the use of vinyl sheets and laminated notices. A recent refresh of parking equipment for wardens meant that there was no need to replace current devices.

How did the machines currently report their status or cash deposits to the Council?

The current system allowed machines to report faults, allowed for changes to electronic messaging, and reported the amount of money within each machine, to Council officers. Machines in parking hotspots had their money collected 3 times a week. All machines, including machines that only collect low levels of income, are collected within a maximum of 2 weeks.

Members suggested that if a cashless option was implemented, signage and instructions at parking sites would need to be bright and clear.

Members suggested that future witnesses could include a charitable organisation that dealt with people in deprivation, such as Step Change.

RESOLVED: That the report be noted.

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

It was confirmed that the Car Parking Season Tickets Policy was no longer due for consideration at Cabinet. It was agreed that the clerk would provide the Committee with details on the policy, once available.

RESOLVED: That the report be noted.

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

RESOLVED: That the report be noted.

The meeting, which commenced at 7.00 pm, closed at 8.30 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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FLY TIPPING INFORMATION UPDATE

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Bill Hickson - Residents Services
Papers with report	None
Ward	All

HEADLINES

The Committee have requested an update on fly-tipping, the incidents and actions being taken by the Council to address and enforce this.

This report covers the process by which residents notify the Council of a fly tipping incident/s, how the Anti-social Behaviour and Environment Team (ASBET) works to resolve the issue, and statistics covering the number of reports, actions taken over the last five years.

RECOMMENDATION:

That the Committee note the contents of the report.

SUPPORTING INFORMATION

The definition of fly tipping has been summarised by the National Fly tipping Prevention Group as:

Fly-tipping is the illegal dumping of waste. It can be liquid or solid in nature and can vary in scale significantly from a single bin bag of waste to large quantities of waste dumped from trucks. Fly-tipping differs from littering in that it invariably involves the removal of waste from premises where it was produced with the deliberate aim of disposing of it unlawfully, or as a result of legitimate outlets not being available.'

Fly tipping is a criminal offence under section 33 of the Environmental Protection Act 1990 that states:

A person who commits an offence under this section is liable -

- (a) on summary conviction, to imprisonment for a term not exceeding 12 months or a fine not exceeding £50,000 or both;
- (b) on conviction on indictment, to imprisonment for a term not exceeding five years or a fine or both.]

Residents and businesses are encouraged to report witnessed and un-witnessed incidents of fly tipping to the Council in three main ways. These are either by telephoning our Contact Centre, completing an online "report it" form or by email to our Contact Centre where the incident details

are recorded onto the Onyx system and given a unique reference number and assigned to an ASB & Environment officer.

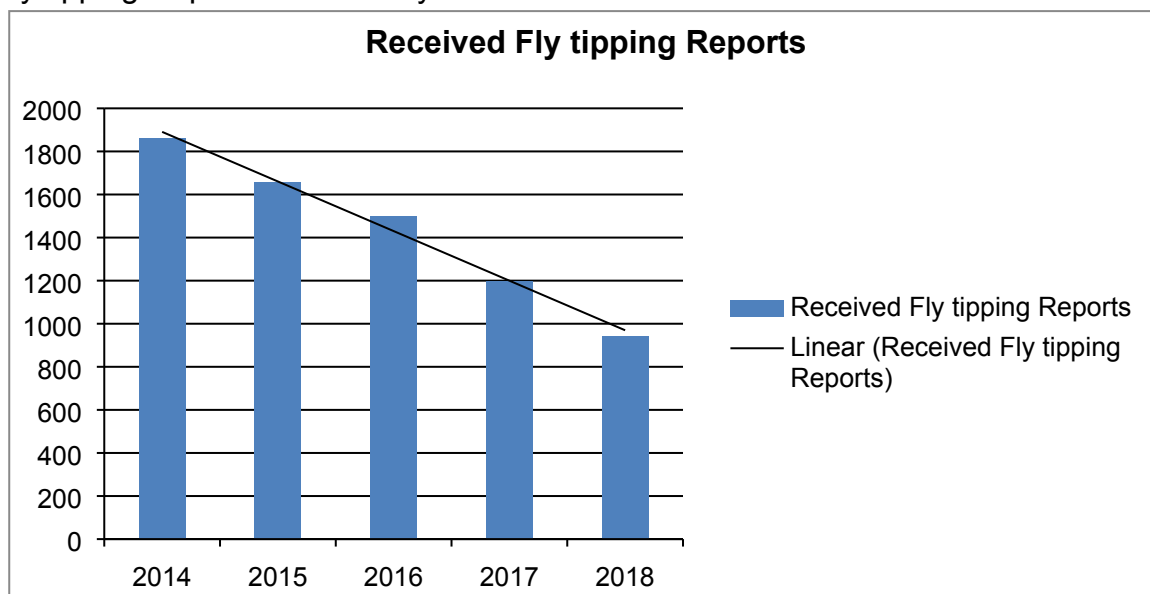
Investigation Process

On receiving the reported incident details, an officer will undertake the following steps:

- Contact the witness & confirm incident details and obtain a witness statement from them.
- Secure any physical evidence from the deposited waste such as correspondence or other material that may lead to the offender and take photographs of the deposit.
- Secure any available CCTV footage and review as fly tipping inevitably involves vehicles being off loaded. Any vehicle registration numbers or signed written details are then captured.
- The necessary and legal background enquiries are made to reveal the identity of the vehicle owner and subsequently the driver.
- Interviews of alleged offenders will take; these interviews must be conducted in accordance with the appropriate codes as set out under the Police and Criminal Evidence Act 1983 (as amended).
- Once an officer is satisfied that a case can be proved beyond all reasonable doubt, a case file is prepared and submitted to the Councils legal team for consideration.
- Should the case be accepted by the legal team, a trial date is then set.

Fly tipping volumes over the past five years are shown in the graph below:

Fly tipping Reports received by ASBET

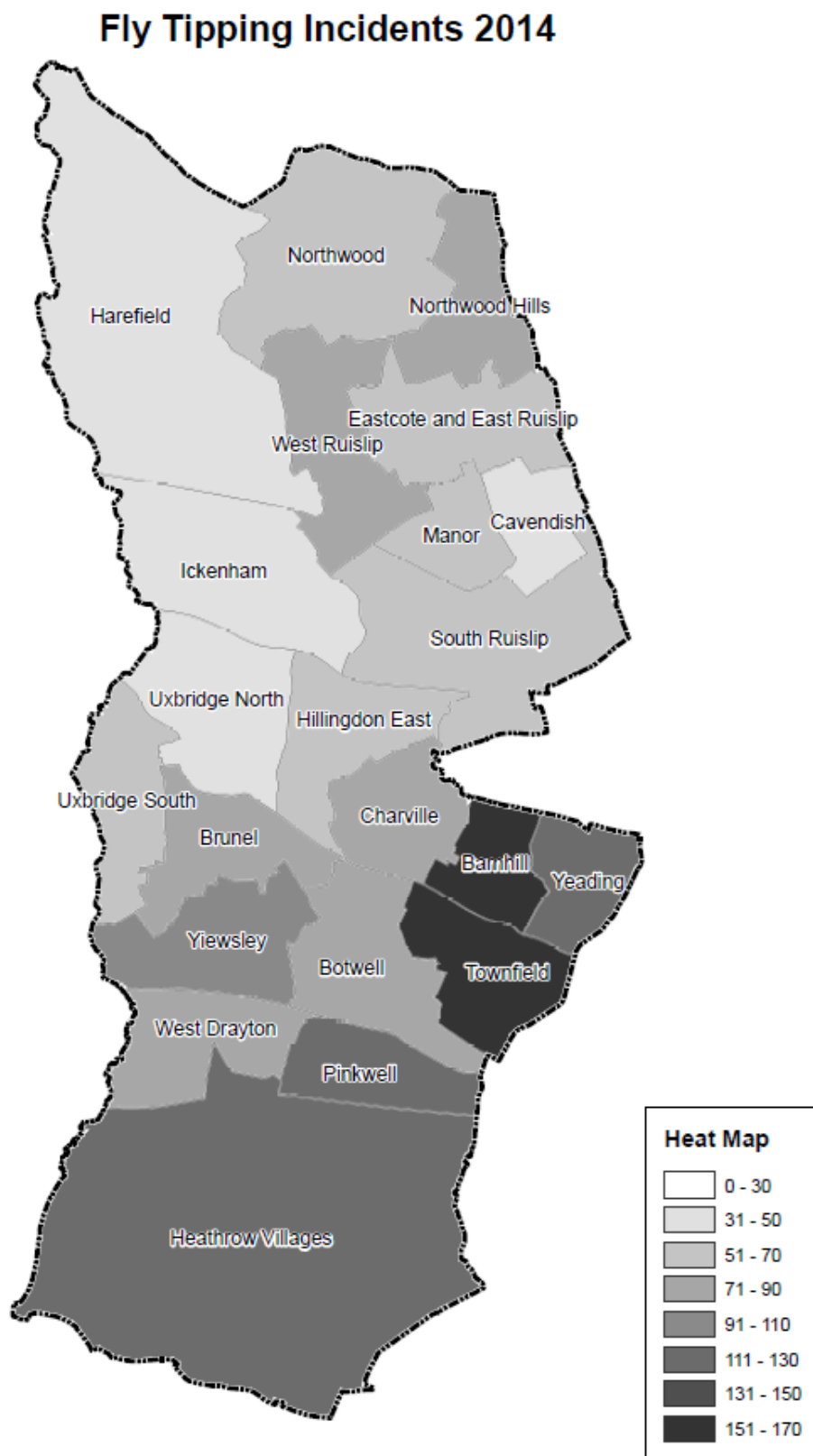


Fly tipping reports received by ASBET by Ward:

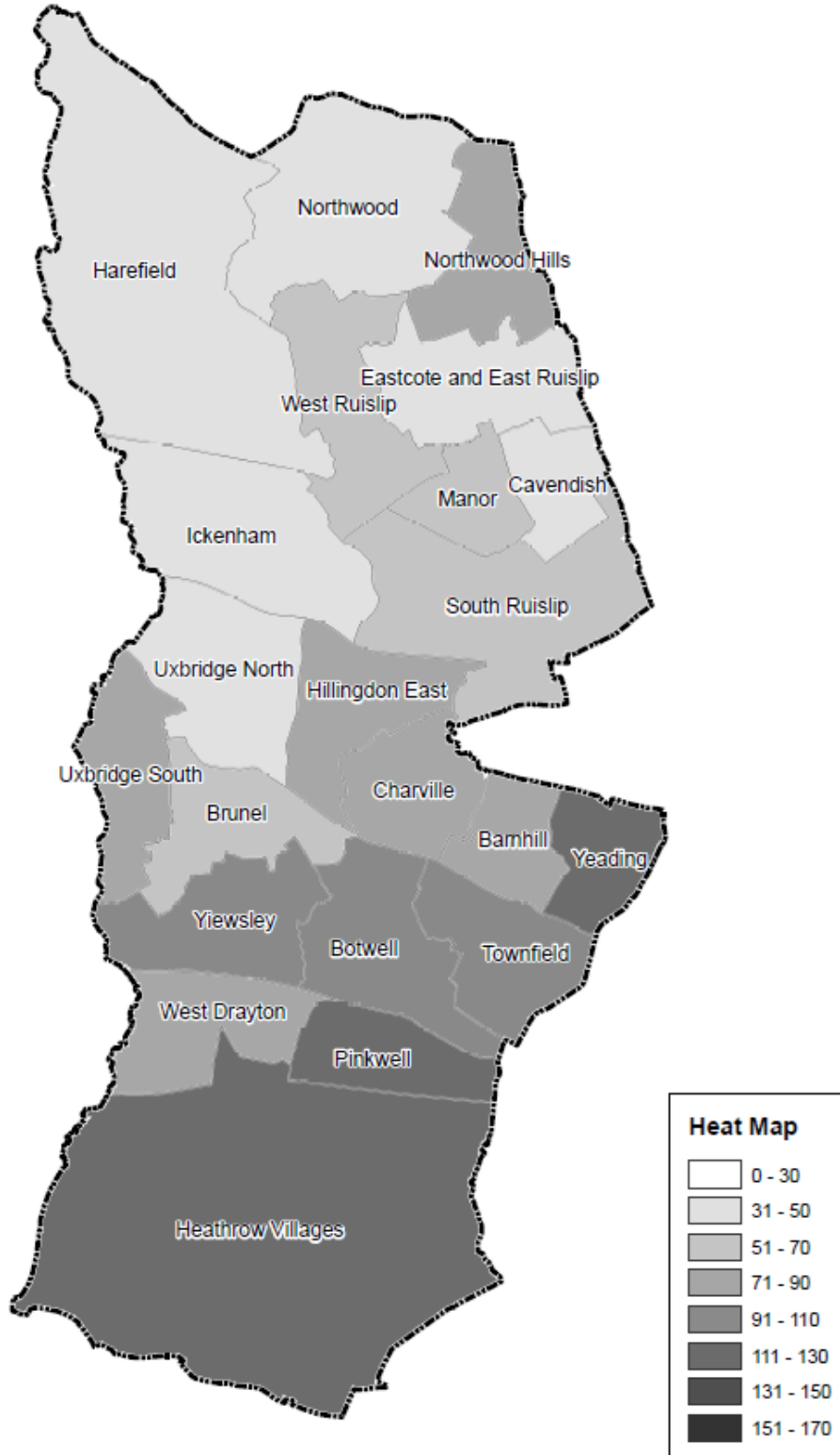
	2014	2015	2016	2017	2018	Sum:
Barnhill	158	74	65	63	55	415
Botwell	88	97	105	75	72	437
Brunel	83	63	67	68	60	341
Cavendish	37	40	36	18	18	149
Charville	84	75	69	65	42	335
Eastcote	55	43	29	32	22	181
Harefield	47	34	38	22	12	153
Heathrow Villages	126	116	108	79	58	487
Hillingdon East	57	78	55	60	58	308
Ickenham	36	31	19	19	20	125
Manor	54	51	45	30	26	206
Northwood	54	38	32	39	25	188
Northwood Hills	87	75	73	44	40	319
Pinkwell	118	118	92	72	62	462
South Ruislip	56	54	29	34	21	194
Townfield	164	96	99	84	82	525
Uxbridge North	44	45	35	34	10	168
Uxbridge South	67	81	93	59	57	357
West Drayton	86	79	89	78	46	378
West Ruislip	71	56	29	22	15	193
Yeading	112	120	107	71	53	463
Yiewsley	94	97	88	54	40	373
No Location	83	95	96	75	45	394
Sum:	1861	1656	1498	1197	939	7151

Note: No Location = service requests logged under name of reporter by Contact Centre agent rather than location.

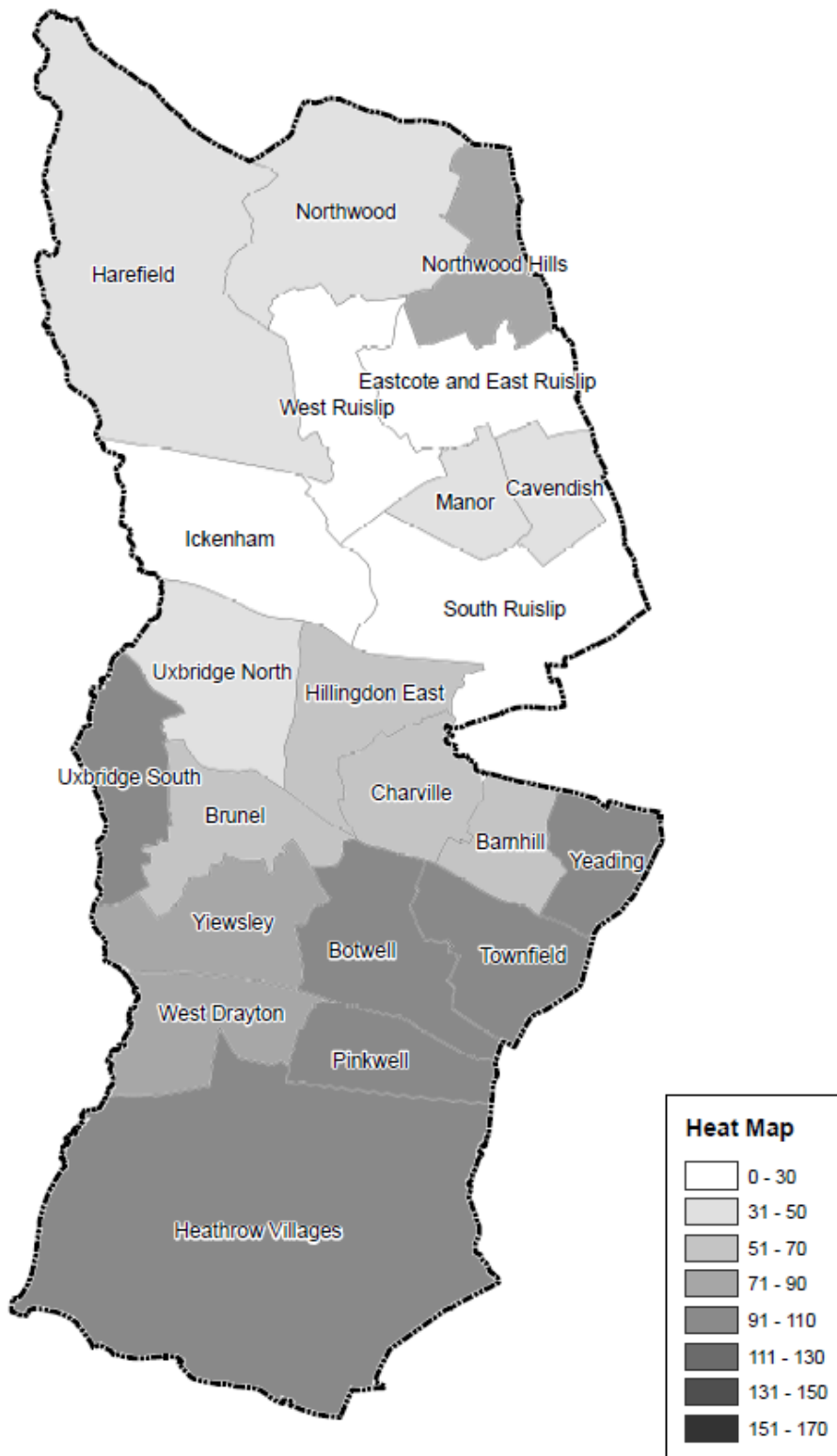
Following heat maps show reports received by ASBET by Ward over the last five years:



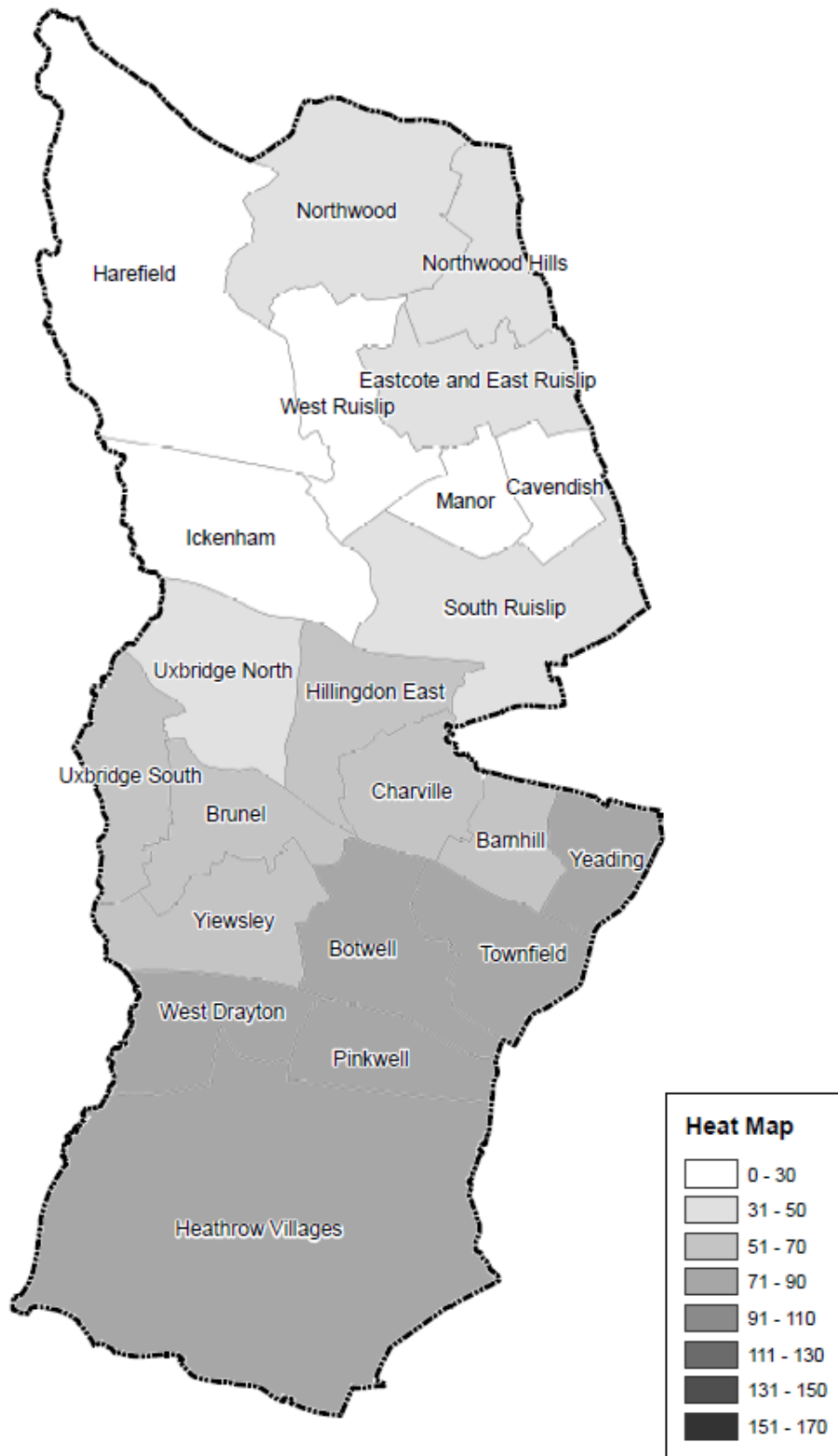
Fly Tipping Incidents 2015



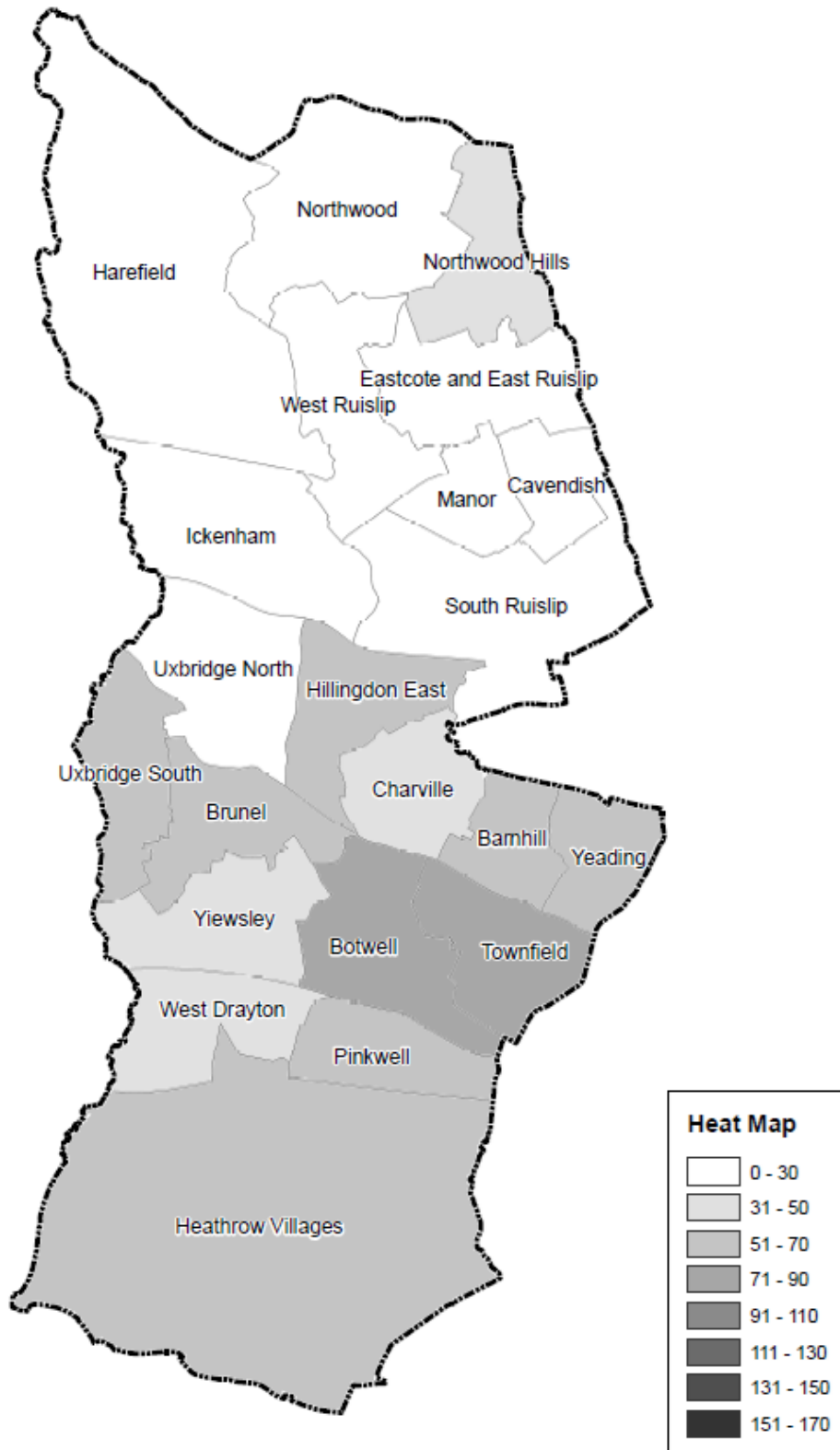
Fly Tipping Incidents 2016



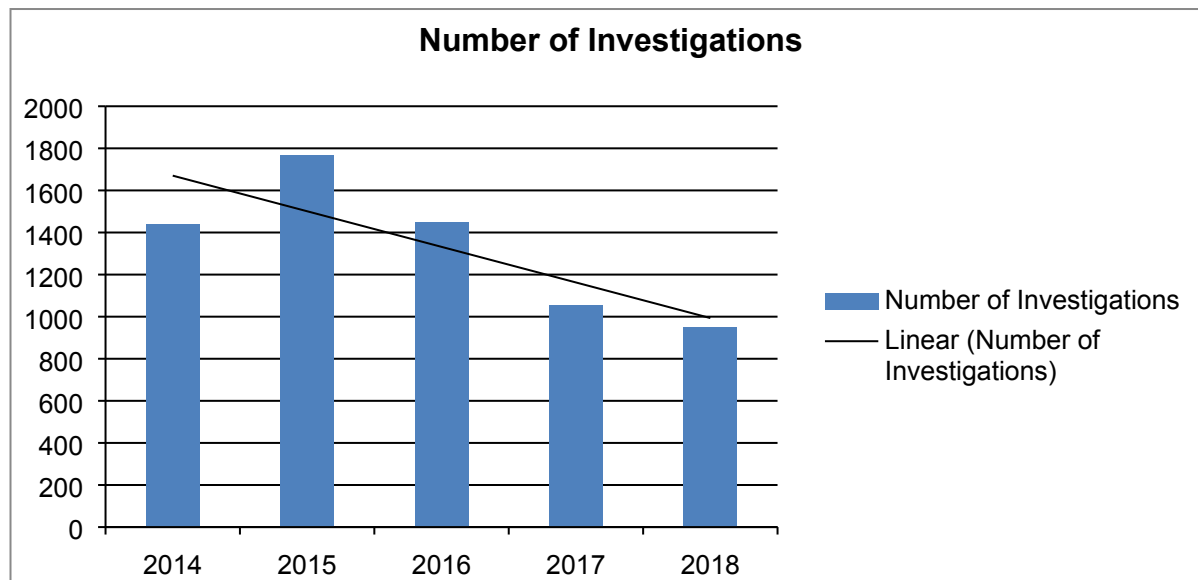
Fly Tipping Incidents 2017



Fly Tipping Incidents 2018



Investigations of fly tipping incidents undertaken by ASBET



Summary of data

From the data shown above it can be seen that the quantity of service requests received by ASBET has decreased over the last five years. Although it is recognised that the overall volume is decreasing, it remains an acute problem predominately in the South of the Borough. However, there are several wards in the North of the Borough where fly tipping volumes remain high. For example the total number of fly tipping incidents in the wards of Townfield, Heathrow Villages and Pinkwell add up to 1474 incidents over the last 5 calendar years. In the North of the Borough the most affected three wards Manor, Northwood Hills and South Ruislip total 719 incidents over the last five years.

From the data obtained from the Council's case management system (Onyx) the number of investigations of fly tipping incidents mirror the number of service requests received.

It is acknowledged that the number of prosecutions and alternative enforcement actions needs to be increased and the future developments proposed that are set out below will indicate how this might be achieved.

Proactive Action

Over recent years ASBET have focused upon enforcement actions relating to litter and other forms of anti-social behaviour covered under Community Protection Notices. This has resulted in 5585 fixed penalty notices being served between August 2016 to August 2017 and 5598 fixed penalty notices being served during the period September 2017 to September 2018.

ASBET have also introduced targeted waste carrier operations that are conducted with the assistance of the local Police. These operations involve the stopping of vehicles that are carrying

waste or are likely to carry waste across the Borough to ensure that drivers or companies hold a licence to transport waste. Under the Control of Pollution (Amendment) Act 1998 a person who collects and transports waste that other people have produced as part of their business activity or transports construction or demolition waste, must register and hold a Environment Agency waste carrier licence. Failing to hold the necessary licence can result in a fixed penalty notice being issued.

Officers conduct these operations monthly and are seen as a proactive way of addressing potential fly tippers before offences occur.

A further area of work is being undertaken to address businesses that do not transfer or dispose of their waste correctly. Inspections of premises are carried out where traders are required to produce evidence of how they dispose of their trade waste and that it is stored correctly until collected.

Such inspections have resulted in 84 fixed penalty notices being served between August 2016 to August 2017 and 40 fixed penalty notices being served during the period September 2017 to September 2018 for failing to comply with waste management duty of care legislation.

Since November 2017 officers have been working jointly with colleagues from our Waste Services team. This work involves the inspection of regular fly tipping hot spot areas; deposited waste is searched for evidence of perpetrators. In many cases officers are establishing that the deposited waste is of a domestic nature that has been placed by residents prior to their scheduled collection day. Once evidence is found the perpetrator is sent an advisory letter that contains full information concerning when and where waste should be placed for collection and other waste collection services supplied by London Borough of Hillingdon.

This work is showing a reduction of repeat perpetrators and that personal information such as names and addresses are being removed from domestic waste, this is likely to be due to anti fraud awareness.

It is considered that these areas of proactive work are a contributing factor to the reducing number of reports being received.

Ongoing Developments

The future developments related to fly tipping are summarised below:

- The Council could consider introducing a new fixed penalty notice for lower level fly tipping offences. Such a fixed penalty notice is a new power for councils that came into effect in May 2016. Councils can use these for small-scale fly-tipping and can decide the penalty within limits, depending on the severity. The minimum is £120 and can range to £400. Any decision on this would be subject to further Cabinet Member consideration and Cabinet approval.
- Work with the Corporate Communication team to develop a publicity campaign aimed at residents and businesses focusing on the penalties of committing this offence, providing knowledge of the duties persons have to deposit waste in a correct way and the waste services provided by the Council.

- Continue and increase the current "waste carrier" operations being undertaken in partnership with the local Police services.
- Extend the number of "waste management duty of care inspections" of business premises carried out by officers.
- Reinforce a zero tolerance approach to all offences relating to the management of waste.
- Build closer working relationships with the Environment Agency in terms of the larger scale fly tipping that they have the duty to enforce.
- Continue and increase the current "cage van" operations being undertaken in partnership with Waste Services during which evidence is sought from small to medium scale fly tipping that occurs mainly on the public highway.

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

Action and enforcement against fly-tipping leads to a cleaner Borough for residents.

Financial Implications

None, this is an information report only.

Legal Implications

Fly tipping offences are covered under section 33 of the Environmental Protection Act 1990.

BACKGROUND PAPERS

NIL.

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Review into Payment Modernisation Across Key Resident Services WITNESS SESSION: Current and emerging payment methods

Committee name	Residents, Education & Environmental Services Policy Overview Committee
Officer reporting	Annette Reeves - Finance / Neil Fraser - Democratic Services
Papers with report	Appendix A - Breakdown of payment methods Appendix B - Chip and Pin Sites Appendix C - Cash Collection Sites Appendix D - Cost Comparison
Wards	All

HEADLINES

To provide the Committee with information on current payment data and back office technologies used to support the Committee's review, providing a baseline of where we are now. The report also highlights some emerging technologies that Members may wish to explore further.

Annette Reeves, Finance Manager - Control Accounting, will attend this witness session to answer any questions Members have on existing payment practices, back office systems and services provided by the Council.

RECOMMENDATIONS:

That the Committee note the report and seek the necessary information from officers in support of their ongoing review.

SUPPORTING INFORMATION

Background

In 2010 the Council purchased a number of modules from CAPITA; an income management system, a cash receipting system and payment modules. The payment modules accept card payments online, via touchtone (automated telephone payments), via the contact centre and by chip and pin. These modules integrate with the CAPITA Income Management system which generates export files for the General ledger and other client systems. CAPITA is a payment service provider (PSP).

The CAPITA income management system provides for a large volume of income to be posted automatically into the general ledger and into client systems. It should be noted that for new payment systems, integration with the CAPITA modules would alleviate the need for additional back office processing.

A breakdown of method of payments for a sample of Resident Services is shown in Appendix A.

A breakdown for the library service has not been included as currently it is only possible to pay by cash or cheque. Almost 100% of the card income for Planning is via their portal.

Card Processing

Residents can now pay for over 50 Council services by credit or debit card using varying methods; touchtone, internet, MOTO (over the phone), and chip and pin (includes contactless).

In addition, the Council accepts contactless payments (including Apple Pay) at 19 sites across the Borough (Appendix B). Contactless is now a mainstream way of paying, and is also rapidly expanding as a technology. Payments are becoming increasingly common not only on cards but also on wearable and mobile devices. Seven of these sites use stand alone chip and pin devices which are rented and which do not integrate with the Council's CAPITA modules, but which meet the service need. (The CAPITA paye.net solution is a slow option for cardholder present transactions).

The Council is currently piloting a tablet EPOS (Electronic point of Sale) till solution in the Registrars' office. This solution integrates with the Council's CAPITA Income Management system and would be an alternative for the stand alone chip and pin devices.

The Council also uses other third party Payment Service providers (PSPs) for Parking Penalty Notices, for online theatre ticket purchases and for Cedars and Grainges car parks pay on foot facility. These systems are not integrated with the CAPITA Income Management system. All the PSPs used by the Council are fully PCI DSS (Payment Card industry Data Security Standard) compliant. The Council uses a Qualified Security Assessor (QSA) to report its own PCIDSS compliance annually.

Some services provide for card payments through portals which connect to the CAPITA web payment page on the Council's website.

The Council saw a 3.5% increase in card payments between 2016/2017 and 2017/2018 (279 thousand transactions increasing to 289 thousand). For this financial year this is estimated to rise to 322 thousand; an increase of 10%.

Cash and Cheque

The Council accepts cash and cheque at various sites across the Borough. Cash and cheques received at the Civic Centre are processed in the cashiers back office using the CAPITA cash receipting module. Outstations that bank cash and cheques complete online banking slips using CAPITA e-returns. The Council's security carrier contractor collects from 29 outstations and the Civic Centre (Appendix C). Cash collections currently cost £15 per collection (excludes car parking).

There is also a kiosk in the Civic Centre reception area at which residents can pay for Council Tax, Rates, Rents, Parking fines, Litter fines and Social Services debtors. The kiosk only accepts cash.

Cost Comparison

Appendix D shows the cost of processing different methods of payment. It should be noted that the cost of processing cash and cheque does not include the employee cost of processing or the cost of collection. Card charges are made up of three elements; the Merchant Services Providers' transaction charge, the Scheme fee (imposed by Mastercard and Visa), the Interchange fee (the fee paid by the retailer's bank to the cardholder's bank). Interchange fee levels vary depending on the type of card and its' associated risk.

Payments Service by gov.uk

In a bid to standardise payment pages in the public sector, the government have launched their own payment platform which provides the software and part of the Payment Services Provider function. If this platform were to be used, the Council would still need to contract with a PSP and currently gov.uk do not integrate with CAPITA.

Smart Mobile

Members may wish to note other technology, such as Smart Mobile, which is CAPITA's app that allows staff to take card payments wherever required. For example, on the street, at one off events or on the customers' doorstep. Payment is taken using a bluetooth device and a receipt can be emailed or printed using a bluetooth printer.

Chatbots / use of Artificial Intelligence

Members may wish to note emerging technology that is evolving regarding payment options, such as Chatbots, as a way of improving user payment experience using Artificial Intelligence (AI).

A chatbot is a computer program or an artificial intelligence which conducts a conversation via auditory or textual methods. Chatbots are typically used in dialog systems for various practical purposes including customer service or information acquisition.

While chatbots are still in their infancy, examples of chatbots currently in use include Amazon's Alexa or Apple's Siri. Last year, brands including AirBnB, Evernote, and Spotify started using chatbots on Twitter to provide 24/7 customer service. The goal of these customer support chatbots is to quickly provide answers and address customer complaints, and in doing so make considerable cost savings. The cost to set up a chatbot service is often less than the cost to set up a single call centre, and a good chatbot will be able to resolve 80% of the queries and recognize quickly when the customer needs human intervention. Chatbots are slowly replacing existing 'live chat' services that many companies use with a human employee at the other end of the messaging interface with the user.

Many companies, including banks and credit card providers, are now looking to use chatbots to take payments, and various models are being created, including the storing of payment data in the messaging platform to allow payment with any current payment method, like a credit card or PayPal. This means that users need only share their payment information with a single provider. This method is currently used by Uber, via Facebook Messenger integration.

Alternatively, Chatbots themselves could also be designed to receive payments via a central platform operator using payment data. It would also be possible for chatbots to replace retailer-

specific apps, and for these chatbots themselves to contain payment functions. The chatbot would approach customers and offer them a convenient way to pay; this is the concept of 'conversational commerce' via a users' computer, mobile or other smart device. Of course, any chatbot payment system would need to be robust and secure so that residents and customers can make payments in confidence.

The cost to set up a chatbot service depends on the type of chatbot being created. For example, a simple Facebook Messenger Chatbot for a small to medium business would likely cost between £2,500-£4,000, while large enterprises can often pay upwards of £40,000 for such a service. Costs will vary based on the industry, company/organisation size, and requirements of the bot.

This is still in its infancy across the public sector, and Members will be conscious of the wider debate, concerns and also opportunities about moves to automate services, reducing reliance on direct human interface.

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

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

Financial Implications

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

For background financial information, the cost of the CAPITA bluetooth EPOS till solution is £1,820 per unit. Annual licence costs are £405 and optional maintenance support is £220 per annum. Installation is £1,045 per day (up to 4 devices).

The initial set up fee for the CAPITA SmartMobile solution is approximately £6,500 depending on the number of devices. The chip and pin device costs £250 with annual licence / maintenance charges of £625 per device.

Any payment solutions that automate processing, i.e. chatbots may require start-up costs, but could potentially reduce the need for manual inputting and may result in back office cost savings depending on the service area.

Legal Implications

None.

BACKGROUND PAPERS

NIL.

BREAKDOWN OF PAYMENT METHODS

Appendix A

2017/2018	CASH & CHEQUE	CARD	LIBRARIES CASH	BACS	TOTAL
	£	£	£	£	£
PARKING SERVICES					
Car Parks - Pay and display	3,066,717	0	0	0	3,066,717
Parking Waiver	57,570	74,940	0	0	132,510
Resident Permits	36,114	151,412	58,390	0	245,915
ADULT LEARNING CENTRES	44,783	283,926	0	1,424,572	1,753,280
GOLF COURSES	318,934	362,454	0	0	681,388
RURAL ACTIVITIES GARDEN CENTRE	34,039	28,862	191	0	63,093
NEW YEARS GREEN LANE	0	650,903	0	0	650,903
PLANNING	997,973	764,838	0	1,345	1,764,156
BREAKSPEAR CREMATORIUM	1,823,635	205,082	0	377,603	2,406,320
STREET ENFORCEMENT (includes £25k cash paid into the kiosk)	45,466	173,079	0	0	218,545

Integrated with CAPITA:

Council Tax Reception
Breakspear Crematorium
Registrars
Hayes Early Years
South Ruislip Early Years
Uxbridge Early Years
Brookfield ALC
Harlington ALC
Ruislip Manor ALC
South Ruislip ALC

Stand alone terminals:

New Years Green Lane
RAGC
Ruislip Golf Course
Uxbridge Golf Course
Northwood Golf Course
Winston Churchill
Compass Theatre
Bunker Visitor Centre

Golf Courses

Ruislip Golf Course
Uxbridge Golf Course
Northwood Golf Course

Libraries

Hayes Library
Oak Farm Library
Eastcote Library
South Ruislip Library
Yiewsley Library
Manor Farm Library
Ruislip Manor Library
Harefield Library
Hayes End Library
Harlington Library
Ickenham Library
Charville Library
Northwood Hills Library
Northwood Library
West Drayton Library
Yeading Library
Uxbridge Library

Adult Learning Centres

Brookfield ALC
Harlington ALC
Ruislip Manor ALC
South Ruislip ALC

Other

Civic Centre
Compass Theatre
Rural Activities Garden Centre
Queenswalk Resource Centre
Breakspear Crematorium
Bunker Visitor Centre

COST COMPARISON

Appendix D

Method of Payment	Cost per transaction	Cost of processing a £20 payment
Direct Debit	£0.01	£0.01
Cheque	£0.06	£0.06
Bulk cash (cash collected)	Free under current contract	Free
Card Payment	£0.05 + minimum of 0.46% of payment value	£0.14 (minimum)

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 – 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 2019/20 for consultation, along with indicative projections for the following four years. This will also include the HRA rents for consideration.	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 businesses & ratepayers		Public

272 b	The Council's Budget - Medium Term Financial Forecast 2019/20 - 2023/24 BUDGET & POLICY FRAMEWORK	Following consultation, this report will set out the Cabinet's proposals for the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2019/20 for consultation, along with indicative projections for the following four years. This will also include the HRA rents for consideration. Subject to Cabinet's decision, the budget will then be referred to full Council for approval.	All	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 businesses & ratepayers	NEW	Public
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287	The Schools Budget 2019/20	Cabinet will be asked to agree the Schools Budget for the next financial year, following a recommendation from the Schools Forum.	All		Cllr David Simmonds CBE, Cllr Jonathan Bianco & Cllr Ray Puddifoot MBE	FD - Peter Malewicz	Schools Forum	NEW	Public
288	Air Quality Action Plan	Following public consultation, Cabinet will be asked to approve the Council's updated Air Quality Action Plan aimed at tackling air pollution in Hillingdon.	All		Cllr Philip Corthorne / Cllr Keith Burrows	RS – Val Beale	Residents' & Environmental Services Policy Overview Committee in 2017/18	NEW	Public
289	Standards and quality of education in Hillingdon during 2017/18	The Annual Report to Cabinet containing information on educational performance across the Borough.	All		Cllr David Simmonds CBE	RS – Daniel Kennedy	Residents, Education & Environmental Services Policy Overview Committee	NEW	Public

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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 – 5 November 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 / Fitness Session / Fitness Session 3												
Findings, conclusions and recommendations	Findings												
Final review report agreement	Final Report												
Target Cabinet reporting	CABINET												
Post review monitoring	X												

Title of Review B

Topic selection / scoping stage													
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													
Annual complaints & service update report													
Standards & Quality in Education (Attainment) report (incl. School Improvements)													
Budget Planning Report for Residents Services													
Cabinet's budget proposals for next financial year													
Cabinet Forward Plan monitoring													

One-off business items

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

Past review monitoring

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

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