



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:** TUESDAY, 26 FEBRUARY  
2019

**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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Putting our residents first

Lloyd White  
Head of Democratic Services  
London Borough of Hillingdon,  
Phase II, Civic Centre, High Street, Uxbridge, UB8 1UW

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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 - 10
- 5 Building Control in Hillingdon 11 - 24
- 6 Quarterly School Places Planning Update 25 - 32
- 7 Review into Payment Modernisation Across Key Resident Services:  
Discussion on Findings 33 - 34
- 8 Cabinet Forward Plan 35 - 38
- 9 Multi-Year Work Programme 39 - 42

## Minutes

### RESIDENTS, EDUCATION AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE

22 January 2019



Meeting held at Committee Room 5 - Civic Centre,  
High Street, Uxbridge

	<p><b>Committee Members Present:</b> Councillors Wayne Bridges (Chairman), Michael Markham (Vice-Chairman), Allan Kauffman, Heena Makwana, Stuart Mathers, Paula Rodrigues, Jan Sweeting and Steve Tuckwell</p> <p><b>LBH Officers Present:</b> Andy Evans (Senior Service Manager Residents Services), Peter Malewicz (Group Finance Manager), Jim Marsh (Transformation Manager), Dan Kennedy (Director of Housing, Environment, Education, Performance, Health &amp; Wellbeing), Laurie Baker (Interim Head of School Improvement/Education Quality &amp; Strategy), and Neil Fraser (Democratic Services Officer)</p> <p>Also Present: Rachel Mason (CAPITA Account Manager) and Andy Davies (CAPITA Product Director)</p>
45.	<p><b>APOLOGIES FOR ABSENCE</b> (<i>Agenda Item 1</i>)</p> <p>Apologies were received from Councillor Hurhangee.</p>
46.	<p><b>DECLARATION OF INTEREST IN MATTERS COMING BEFORE THIS MEETING</b> (<i>Agenda Item 2</i>)</p> <p>None.</p>
47.	<p><b>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</b> (<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>
48.	<p><b>TO AGREE THE MINUTES OF THE PREVIOUS MEETING</b> (<i>Agenda Item 4</i>)</p> <p>Cllr Sweeting advised that the information on fly tipping, forwarded to the Committee following the previous meeting, had not included all instances of fly tipping within the Borough. It was requested that a full audit be brought as part of a future report to the Committee.</p> <p><b>RESOLVED: That the minutes of the meeting held on 5 November 2018 be approved as a correct record.</b></p>

49. **WITNESS SESSION FOR REVIEW INTO PAYMENT MODERNISATION** (*Agenda Item 5*)

Jim Marsh – Transformation Manager, Rachel Mason – Capita Account Manager, and Andy Davies – Capita Product Director, provided the Committee with information to support the review into Payment Modernisation across Key Resident Services. Key points highlighted included:

The Council's website was due for a refresh, to better enable residents to easily make payments in confidence. The refreshed website would be designed to reduce the number of 'clicks' required to make a payment, and would include payment guidance and confirmation of a successful transaction. The new website's payment options would be designed to mitigate residents' current issues with online payments, which included a lack of signposting towards payments upon logging onto the site, uncertainty over whether their payment had been successful, as well as a lack of confidence in using microsites or third party sites which did not display Hillingdon branding.

Currently, contact from Hillingdon residents to the Council was approximately 70% via the telephone. Email, website and face-to-face contact accounted for the remaining 30%. The aim was to have these figures reversed, with 70% of contact via the website moving forward. It was understood that a subset of Hillingdon residents were either unwilling or unable to use online tools, and so telephone contact options would remain for those residents, alongside the ability to talk to an officer should an issues be complicated and unable to be addressed online.

Only 47% of the current webforms on the website had payment functionality. 15% of webforms provided an online payment option. 6.4% of current transactions resulted in a payment.

Market challenges to the adoption of technology for payments with local authorities included GDPR, PSD2, and Brexit. Whilst there were strong commercial benefits to increasing online payments, it was accepted that a cash option should remain. It was highlighted that the preference of residents would ultimately inform the payment solutions made available.

It had been noted that there was an increase in the use of tablets for the age 60+ demographic, often to the exclusion of desktop computer use. In comparison, ages 15-17 more often used their mobile telephone handsets to conduct online transactions. Direct Debits were the most cost-effective method of payment for Councils to process, though many residents were choosing to use credit cards, which provided rewards such as cashback, air miles etc.

Mature payment methods included card payments via the web, as well as direct debits. Open Banking was in its formative stages, whilst crypto currency was being discussed but was not likely to be a preference for residents.

In the public sector, telephone calls remained the preference of residents overall, However, automated solutions would provide efficiency and cost benefits, and alternatives included web chats, automatic payments, and continuous payments. Online payments reduced risk and overhead, such as postage and paper costs. Web chats had been seen to provide significant efficiencies, allowing a customer service representative to manage up top 7 customers at once through multiple chats, versus a single customer via phone or face to face.

For card payments, integrated solutions offered efficiency and flexibility, while bank

terminals were quick to deploy and had a low technical overhead. Payments via smartphone, such as via Apple Pay) were often limited to a maximum £30 transaction, though higher value transactions were now becoming more common.

A proposed MyAccount, with single sign-in, would allow residents to manage multiple payments, including those of relatives and dependants (following application of the appropriate security checks).

Future plans included:

- Re-designed templates, navigation, and new 'Home Page' for Smartphones
- Branding on all portals/microsites, with payment functionality
- Improved page layouts, e-form structure, and links
- A consistent style, plain language, and minimal use of PDF attachments
- 3 click navigation based on the highest volume customer journeys
- Integrated and consolidated microsites
- Develop a new MyAccount with more services, with a Single Sign On and (potentially) shopping trolley for payments
- A service access process re-design with integrated webforms for the high demand services (Housing, Waste, Adult Social Care)

The rollout of these changes was subject to approval from Cabinet.

The Committee asked a number of question, including:

**Was it the aim that ultimately, all payments to the Council should be through the new website?**

The aim was to ensure that any resident who wanted to use the website, was able to do so quickly, easily and intuitively. Although ultimately, the Council was looking to reduce the amount of cash payments to be processed, payment options would be determined by resident behaviour. It was accepted that a subset of Hillingdon residents would be unable or unwilling to use online payment options, and so alternative payment options would remain available.

**What was the lowest value digital card payment that could be processed?**

Digital card processing charges were applied proportionately to the value of the transaction, so there was no minimum payment value that could be accepted.

**Future plans seemed challenging to successfully implement. Were there other local authorities that had carried out similar refreshes that Hillingdon could learn from?**

It was important to recognise that many of the options presented within the witness session were not subject to the procurement of new technology. In many cases, Hillingdon had existing technology that could be used. A number of London Boroughs were using the same technology as Hillingdon, had conducted similar exercises, and case studies were available for officers to learn from.

**How long would it take for the new payment options available via the website to begin showing a return on investment?**

It was expected that initial costs would total £280k in the first year, for a return of £800k. In the second year, expenditure costs would be in the region of £50-100k, with

third year expenditure being nil. Returns in the second and third year were expected to be approximately £2.4m.

Members highlighted the importance of including a 'log off' button. In addition, Members affirmed the need to provide sufficient payment options for all residents, including vulnerable residents and residents who were unable to read.

**RESOLVED: That the information presented be noted.**

50. **INFORMATION REPORT FOR REVIEW INTO PAYMENT MODERNISATION: THE FUTURE OF PAYMENTS - USAGE TRENDS AND EMERGING TECHNOLOGIES**  
(Agenda Item 6)

**RESOLVED: That the report be noted.**

51. **2019/20 BUDGET PROPOSALS FOR SERVICES WITHIN THE REMIT OF RESIDENTS, EDUCATION AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE** (Agenda Item 7)

Andy Evans – Deputy Director of Corporate Finance, and Peter Malewicz – Finance Manager, introduced the 2019/20 Budget Proposals for services within the Committee's remit. The Committee was advised that:

The Council continued to operate within the constraints of reduced funding from Government. In addition, continuing demographic and demand pressures necessitated a requirement for further savings, totalling £48,155k over the four years to 2022/23.

For the financial year 2019/20, frontline services would be maintained through a £7,776k release from General Balances and a 2.4% increase in Council Tax. The increase in Council Tax was limited to 90% of the average 2018/19 increases for households in the neighbouring boroughs of Ealing, Harrow and Hounslow, and equated to £26.71 per annum for a Band D household.

Proposed savings figures included an assumed increase in Government funding of £10,000k over the four year period, but there remained uncertainty due to Brexit and the in-progress Fair Funding Review. The funding strategy was offset by the aforementioned increase in Council Tax at 2.4% in 2019/20, and indicative inflationary uplifts of 2.99% on Council Tax from 2020/21 securing £13,766k additional income. In addition to this, identified savings would deliver a further £6,366k and planned use of General Balances left £27,973k of savings to be identified over the next three budget cycles.

Recurrent funding available to support the budget requirement was projected to total £213,671k in 2019/20, inclusive of £2,684k additional income linked to the proposed 2.4% increase in Council Tax. This recurrent funding was supplemented by £15,466k of one-off funding, including £6,600k additional income from the London Business Rates Pilot Pool and a £7,776k release from General Balances, to support the £229,137k projected cost of delivering services in 2019/20.

The draft budget included £862k new funding for Priority Growth items which, together with £20k of brought forward resources, would support £632k of specific initiatives and £250k of unallocated growth was available to meet emerging requirements. The Council's capital programme included £448,812k of planned investment in local infrastructure over the period 2018/19 to 2023/24. This included a new swimming pool in the Yiewsley / West Drayton area, a major programme of investment in the

Borough's highways, and re-provision of the Hillingdon Outdoor Activity Centre in response to High Speed 2.

Overall, the Council's financial position remained strong.

Members asked a number of questions, including:

**The report listed savings proposals of £511k for Residents Services and £491k for Social Care, for 2019/20. Could officers provide a breakdown of what areas these savings figures would cover? Did one of these items include the proposed savings of £100k relating to security reductions, and could this be covered by ASBIT officers?**

The report included information specific to the services within the remit of REESPOC, with the overall figures including items that had been reported to the Corporate Services, Commerce and Communities and Social Care, Housing and Public Health Policy Overview Committees. Within the remit of REESPOC, the £491k for Social Care included proposed savings that had been identified within the provision of transport needs for vulnerable children, and was based on a review of route management, contractor fees, and a general streamlining of the service management.

Members felt that the figures within the report were difficult to reconcile alongside the figures previously presented to Cabinet. Officers agreed that they would provide additional information via the clerk, to help Members reconcile the two budget reports and to clarify the proposed savings that related to the Residents, Education and Environmental Services Policy Overview Committee.

**Regarding SEN transport, it was noted that the projected funds required to meet the forecasted growth in demand exceeded the funds allocated. Why was this?**

The forecasted figure set out in the report was for SEN Transport across multiple years. The forecasted growth in demand was aligned to the potential growth in population and that population's needs. However, it was important to note that the needs of one child did not equate to a single transport route/journey. For example, multi-person vehicles could be used to offset costs.

**The report listed a reduction in expenditure projections for Secondary School Expansions. Why was this?**

The forecasted reduction was based on a changing population. In many London boroughs, populations had been seen to stabilise or even reduce, as families moved out of London. The figure had been reached following a re-profiling of need based on population, required spaces, and churn.

**Regarding Cross Cutting, which posts had been deleted?**

Deleted posts were predominantly within business administration and back-office areas. A vacant post exercise was undertaken across the Council with input and final sign-off from the relevant operational service areas, and was focused on long-term vacancies of six months or longer.

**Fees and Charges had seen a significant increase. Why were such large increases proposed?**

All charges had been benchmarked under the 90% of neighbouring boroughs fee principle threshold. In many areas, no increase had been applied for number of years, and fees had therefore fallen behind neighbouring authorities. In some services such as Music Services a policy decision had been taken to phase the increase to the 90% level over more than one year. Existing concessions were being maintained across these services.

**How were services monitored to ensure that they were not compromised as a result of reduced or changed funding?**

Officers were maintaining a close overview of services, which included regular reports alongside resident feedback. The need for strong management and quality front line staff was recognised as important for the effective delivery of services to residents.

Labour Group Members expressed serious concerns over the budget, with specific reference to the reductions outlined within the service transformation.

It was agreed that Councillor Sweeting would liaise with the Chairman and the clerk to request additional information on behalf of the Committee.

Members noted the contents of the report, and Councillor Tuckwell made the following comment:

*'That it was gratifying to see that, despite the financial pressures faced by the Council, the Capital Programme was able to provide adequate funds for projects to maintain and improve services for residents, such as school expansions, street lighting, and highways improvements. The Committee thanked officers for their input and efforts.'*

Following a proposal by the Chairman, the above comments were approved by the Committee as comments to be submitted on the budget. However, Labour Group Members asked that their concerns over the adoption of these comments, and their serious concerns over the proposed budget savings for services under the remit of REESPOC, be recorded in the minutes.

**RESOLVED:**

- 1. That the report be noted;**
- 2. That the Committee's agreed comments on the budget be included in the forthcoming report to the Corporate Services, Commerce and Communities Policy Overview Committee;**
- 3. That officers provide additional information to help Members reconcile the information included within the report against the information previously presented to Cabinet,**
- 4. That officers provide a breakdown of the proposed savings for Residents Services and Social Care; and**
- 5. That Councillor Sweeting would liaise with the Chairman and the clerk to request further information on behalf of the Committee.**

**52. STANDARDS AND QUALITY IN EDUCATION 2017-18 (Agenda Item 8)**

Laurie Baker – Manager: Education Strategy and Quality, and Dan Kennedy - Deputy Director, Housing, Environment, Education, Health & Wellbeing  
Residents Services, introduced a report on Standards and Quality in Education 2017-

18.

The key points of the report were summarised, and it was confirmed that overall academic performance within Hillingdon was strong. Attainment within Early Years had risen, alongside improved outcomes at both Key Stages within primary phases. Within the secondary phase, Key Stage 4 outcomes continued to improve and were outperforming national averages.

However, challenges remained. At post-16 level (academic A level), Hillingdon schools continued to underperform, with academic outcomes lower than national averages. Hillingdon was working to address these challenges, and improving outcomes for vulnerable groups remained a priority for 2018/19.

Members asked a number of questions:

**While overall improvement was recognised, a report to Cabinet setting out Hillingdon's performance versus other London boroughs had stated that, for one measure, Hillingdon's performance was rated as 29<sup>th</sup> out of the 33 boroughs. How was Hillingdon addressing this?**

Hillingdon had seen marked improvement in overall performance in recent years, and now ranked mid-table against statistical neighbours – the key comparator for Ofsted and DfE comparison - for most phase-specific key measures. However, it was understood that challenges remained in some areas and regular dialogue with head teachers and other stakeholders responsible for the direct delivery of education was taking place to highlight these challenges and to better determine the reasons for issues with performance, so that they could be addressed. Further information could be provided to the Committee, if Members wished to forward specific questions to the clerk.

**Attainment of white/English pupils, at both primary and secondary levels, was a concern. Why was this, and how could it be overcome?**

This issue reflected a London-wide and national performance trend that had been evident in Hillingdon for the last three years. The issue has a high profile at a local level and was being looked into in conjunction with head teachers and schools. Possible reasons included wider community issues for sub-groups within this cohort in Hillingdon and the comparison with high-performing pupils with English as a second language in the borough. In previous years, the school sector has led a cross-phase project to explore this challenge. In order to accelerate improvement a new project incorporating school improvement resources and wider Council teams was now being commissioned to look at improving literacy and numeracy outcomes for these pupils.

**Previous reports issued by the Department of Education and the House of Commons Education Committee had highlighted the performance of white/British pupils as a concern some time ago. Would it be sensible to focus on earlier years, such as Key Stage 1, to address the issues before they become more serious?**

Officers agreed that this would be sensible. Key Stage 1 and Early Years cohorts could be focussed on to instil higher aspirations which, it was hoped, would lead to better literacy and numeracy performance over time. It was likely that this would be a focus of the new project previously referred to.

Members suggested that an update report on this topic be considered for inclusion on

future work programmes.

**It was possible that a new Ofsted report on adult learning would be issued in the coming weeks. Could the Committee be briefed on its findings?**

The report could be made available to Committee Members, once available.

**What was being done to address children not in education, employment or training (NEET)?**

The cohort of NEET children was small, though were challenging to engage with. The Council and its partners needed to find ways to better engage and promote education and vocations to these young people. Moving forward, an area of focus would be a review of the success, or otherwise, of steps being taken to address the needs of NEET children.

Members requested that a report on NEET children be considered for presentation at a future meeting.

**The Participation Team offered a service to schools in Hillingdon to provide case-work and advice on matters of school attendance and exclusions. Could officers provide further detail on this service?**

Officers could provide details of this service to Members following the meeting. Exclusions were reducing, and reasons for this included an increased focus on working with schools to manage moves, as well as the adoption of other measures, such as split timetables. The nature of the issue and resultant potential risk of an exclusion would dictate what actions could be taken.

**What powers did the Council have to monitor the attainment of children being home-schooled?**

Council powers to inspect performance of home-schooled children were limited. Information held by the Council on such children included year groups and the reason for the choice to educate at home, but was dependant on parents engaging with the authority. New Government legislation was awaited, which would require parents to register their home-schooled children with a local authority. Further information could be provided to Members following the meeting.

**How could the Council challenge unauthorised absences from schools?**

Council powers varied according to the kind of school in question (i.e. academies). Penalty notices were issued for regular unauthorised absences, and while it was felt that these notices acted as a deterrent for parents, it was accepted that the notices were obviously punitive in nature. Often the reason for the absence was complex and included issues with family situations and vulnerable people. Strong casework, in conjunction with regular contact with families and schools, was important to address such issues. The Council was now reviewing its model for how such interventions were carried out.

**Had the number of Participation Team officers reduced?**

Staffing numbers had remained steady.

**Was home schooling subject to Ofsted Inspection?**

Home schooling was not subject to Ofsted inspection.

Members thanked officers for the report, and their efforts. Some Members requested that future reports to the Committee focus on Hillingdon's performance versus neighbouring authorities and other London boroughs.

**RESOLVED:**

1. That the report be noted;
2. That a further information item on the performance of white/British pupils be considered for presentation at a future meeting;
3. That any future Ofsted report on adult learning be forwarded to Members, once available;
4. That a report on NEET children be considered for presentation at a future meeting;
5. That officers provide Members with additional information relating to the Participation Team's work to address exclusions; and
6. That officers provide Members with additional information on new Government legislation regarding Council powers to monitor and inspect children receiving home education.

53. **CABINET FORWARD PLAN** (*Agenda Item 9*)

**RESOLVED:** That the Cabinet Forward Plan be noted.

54. **MULTI-YEAR WORK PROGRAMME** (*Agenda Item 10*)

**RESOLVED:** That the Work Programme be noted.

The meeting, which commenced at 7.00 pm, closed at 8.37 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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## BUILDING CONTROL IN HILLINGDON

<b>Committee name</b>	Residents, Education and Environmental Services Policy Overview Committee
<b>Officer reporting</b>	James Rodger, Residents Services
<b>Papers with report</b>	HBC Prospectus 2018/19
<b>Ward</b>	All

### HEADLINES

Upon agreeing the Work Programme for the period 2018/19, the Committee requested an information report on the subject of Building Control within Hillingdon. Attached is Hillingdon's Building Control Prospectus, which sets out how Hillingdon carries out its role as part of the Local Authority Building Control Network (LABC).

### RECOMMENDATIONS

**That the Residents, Education and Environmental Services Policy Overview Committee notes and comments on the information presented as part of the presentation.**

### SUPPORTING INFORMATION

The Prospectus is included in the Committee papers, and the item will be supported by a presentation from Anthony Oloyede – Building Control Manager, and James Rodger – Head of Planning and Enforcement.

### Implications on related Council policies

The 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

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.

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Classification: Public

Residents, Education and Environmental Services Policy Overview Committee – 26 February 2019

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HILLINGDON  
LONDON

BUILDING CONTROL

# Prospectus

2018/2019



## LABC National Network

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# Introduction

*As part of the Local Authority Building Control (LABC) network, Hillingdon Building Control plays an integral role in delivering a high quality national building control service.*

*LABC is the largest provider of building control services to the property and construction industry, with a network of 320 offices and more than 3,000 professionally qualified surveyors. We are the preferred building control services provider in the most technically complex projects and developments, such as the West Plaza, Stanwell, Olympic Stadia, Canary Wharf and the Shard.*

## Adding Value

*We are eager to be involved in your project at the earliest possible stage, pre-application advice that can and will add value to your projects. We can help you avoid delays in the planning process, save wasted time and money developing flawed designs and give you the opportunity to explore possible alternative design solutions. We can identify where systems or design details have been over engineered or where cost savings can be achieved, either in terms of construction or life cycle costs.*

## Local engagement and site knowledge

*Hillingdon Building Control has an intimate knowledge of the local area and detailed site information, such as ground conditions, drainage issues, contaminated land etc.*

*We also lease with colleagues in other local authority departments, such as highways, environmental health etc., to ease and streamline the development process. When your project is under construction, we are the local service option.*

## Service

*We offer a prompt, proactive, commercially aware service. We understand the commercial and contractual pressure involved in delivering construction projects and are familiar with the programming issues of major builds. We provide a same-day inspection service, out-of-hours inspections by request and will do our utmost to accommodate any reasonable request. In an emergency, we can usually be on site within 30 minutes, and do not waste your time and money travelling.*



## Cost

*Hillingdon Building Control only recovers the cost of providing the building control service and no more. The building control fee will be calculated and quoted at the outset of the project. There are no profit margins and no shareholders to satisfy. AS with the provision of any service, cost is only one aspect of the package and can only be evaluated alongside equivalent service schedules.*

## Resources

*Hillingdon Building Control is fully resourced and supported. Being a part of LABC ensures the client is never without a surveyor. See appendix A for a detailed resource profile.*

## Key features of our service

- *Unparalleled resource of experienced surveyors, providing expert technical advice.*
- *Pre-application (pre-planning) advice*
- *Building regulations compliance and fire safety*
- *Commercially aware, proactive service*
- *Speedy resolution of queries*
- *Consistency of interpretation*
- *Reduced risk and cost*
- *Value - Service charged at cost*
- *Local Site Knowledge and engagement*
- *Established Relationship with local fire service, highways, etc.*
- *Local Employment*
- *Sustainable method of delivery*

# The Building Control Journey

Hillingdon Building Control ensure a smooth and efficient journey, tailored to match your needs, providing upfront advice and working with you at every single stage to help you find solutions.



What the development team approach means to you.

*Early advice and consultation - third party meetings - fire and structural engineering - Part M - Design for imminent changes in legislation.*

**Initial Enquiry    Consultation    Pre - plans**

## Early Advice

*LABC surveyors work with you to ensure your business needs and initial design meets the requirements of the Building Regulations enabling more detailed plans to be prepared or tenders submitted with the surety that no fundamental changes would be needed.*

*Full plans - electronic submission - amendments and revisions via email - design team meetings.*

**Full Plans    Plan Appraisal    Approval Notice**

## Plan Assessment

*LABC carry out a thorough check of your plans, building on advice given at design stage. Consult with the Fire Service and issue a full plans approval notice. Our surveyors understand that you may already be on site at this stage.*

**Visits at key stages    Initial Inspection**

## Site Inspections

*Regular visits to deal with any off plan matters. Our surveyors can attend at short notice. A tailored site inspection schedule for your scheme, so that key stages are inspected at the right time. We encourage early site engagement to fully utilise the benefit of our local knowledge.*

**Final Inspection    Sign off and Completion Certificate**

## Sign off and Completion Certificate

*By working together every step of the way, the sign off stage should be relatively straightforward. Pre-final/completion inspections are included. Prompt issue of a Completion Certificate to prevent delays at handover and release of payments.*

# Case Study - Commercial

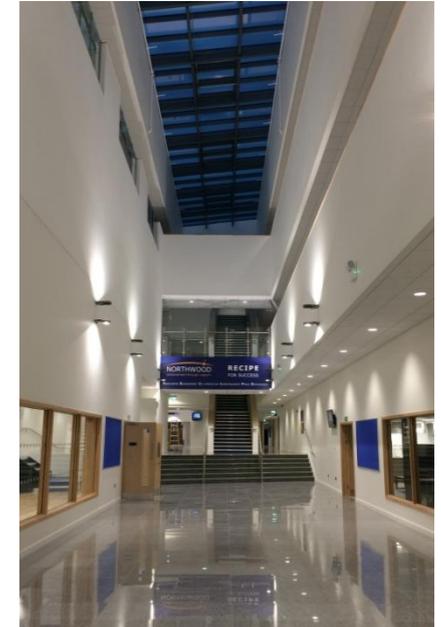
## Northwood Secondary School

Regional winner of the LABC awards 2017, the works at Northwood School consisted of the demolition of the existing secondary school buildings and facilities for a complete new build construction of a three storey 6 forms of entry secondary school with new build sports hall and associated sport facilities.

The building is constructed of brickwork up to the first floor with Alucobond cladding to the main elevations and render to the rear elevations at upper levels. The floors consist of precast concrete planks to the ground and composite metal deck flooring and concrete slab to the upper levels supported on a steel frame. There are large sections of Curtain Walling to the Stairs and Circulation Areas. The building has long linear ribbon windows with Brise Soleil for Solar Shading.

The Sports Hall consists of Brick from Ground to First, then Render upper levels with Kalzip construction for the Roof. The Kalzip construction is an insulated metal cladding system, which is supported off the main steel frame and with intermediate supports through the CP Board and Metsec Infill.

“The Project was delivered on Programme and to the Council's Budget. The Programme was extremely Fast Track. During the high point we required responses back on queries from the Design Team and the Council within a matter of hours/ the same day. For the size of the project, the challenges with Programme, the building needing to be occupied in 15 Months. We achieved the completed building for the Term Opening and with the assistance of Building Control on time and budget.” (Farrans Contractors)



# Case Study - New Build (Residential)

## Wood End Lodge, Littlehurst and Ashurst.

*LABC Award Nominated for best new individual home in the regional finals, Wood End Lodge, Littlehurst and Ashurst were three beautifully designed and constructed luxury properties from Gavacan Homes.*

*Phase 1 of the project involved the construction of Wood End Lodge a 6,000sq ft luxury property directly adjacent to woodland. The design of this property was closely considered alongside the conservation team to ensure minimal impact on the surrounding area.*

*Phase 2 of the project involved the demolition of an existing property at the front of the site and subsequent construction of 2 new luxury homes each circa 4,500sq ft. Again careful consideration was taken with local residents and the conservation team to minimise impact on the surrounding area yet achieve a uniquely exclusive look to enhance the street scene.*

*“The Building Regulations application was submitted on the 14th April 2014, and full approval was granted on the 6th October 2014. Works had commenced before this date, on the 16th May, however this was just for the ground works and we had liaised with the Building Control team to make sure they were happy with the substructure design before starting the works. We were in dialogue with the Building Control on a regular basis, who were generally happy with the standard of work, never raising an issue on site, right through to eventual completion.”  
(Gavacan Homes)*



# Case Study - Change of Use

## Chiltern View Public House

*This Scheme consisted of a conversion, change of use and extension of a derelict public house within a conservation area to form four new self contained residential units and including the erection of two, 2storey semi-detached detached dwelling at the rear of the plot.*

*The walls of the existing public house were thermally upgraded internally by lining the walls with insulated plasterboard. The separating floors and walls between the residential units were upgraded to provide comply with acoustic and fire protection requirements. The new dwellings at the rear of the property achieved Level 4 Code for Sustainable Homes which included solar panels on the roof.*

*The Chiltern View Public House conversion won the best change of use of an existing building or conversion at the LABC regional awards 2017.*

*“A very good working relationship was maintained between the design team, contractor and building control team during the construction process.*

*Any issues or queries were addressed in a timely manner. Inspections were carried out promptly after being requested which prevented any delays to the programme. In my opinion the partnership scheme is invaluable for maintaining that relationship.” (Bernard Murray, Chartered Architect at Bernard Murray Design Ltd)*



# Case Study - Public Service

## Battle of Britain Visitors Centre

*The visitor centre for the historic Battle of Britain bunker is 2,000 square metres in size and set across two levels. The design embraces the central themes of flight and stealth with a shell-like form and winged geometry. There is a 519 square metre main exhibition hall, which houses a variety of exhibits; 100 seat auditorium and lecture hall; a café and gift shop; reception area; toilets and a workspace for schools, corporate events and functions.*

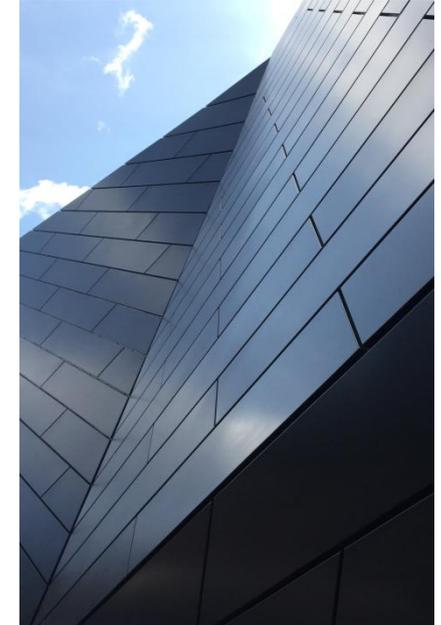
*The build team, the consultants and Hillingdon Building Control met on a very regular basis throughout the build programme to ensure all aspects of required compliance were met. VolkerFitzpatrick also made certain that all their subcontractors were always aware of their responsibilities of not only cooperating, but also achieving the requirements of Building Control.*

*For the pre-application discussions with Building Control, VolkerFitzpatrick and the design team were also particularly important to ensure agreement for the means of escape and the associated works.*

*Close monitoring as the project progressed ensured each team was on site in a timely manner and fully briefed prior to starting work. Building Control attended site at key stages of the project, to ensure any issues and potential problems were dealt with immediately, to reduce the need for any trade to repeat their work.*

*The project was delivered on time taking into account many client variations, the budget was met and the project exceeded expectations.*

*This project won the best public service building at the LABC regional awards 2018.*



# Awards

Every year Hillingdon Building Control nominate several key projects and clients for the LABC Building Excellence awards. The awards celebrate your achievements in the construction industry. They reward excellent buildings, outstanding companies, and partnerships and individuals that go that extra mile.

The LABC networks covers all Local Authorities in England and Wales and is split into twelve regions, each of which holds their own awards. Hillingdon Building Control are located in the central region and in both 2017 & 2018 won several awards for varying projects at the regional finals.



# Meet The Team



**Hillingdon Building Control Team: From Left to Right**

*Ross Chaplin, Andrew Vella, Sharon Benjamin, Peter Hackley, Ian Clarke, Anthony Oloyede, Paul Shannon, Tilman Marsh, Kay Tarrant, Adam Harris, Alex Karaikos*

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## QUARTERLY SCHOOL PLACE PLANNING UPDATE

<b>Committee name</b>	Residents, Education & Environmental Services Policy Overview Committee
<b>Officer reporting</b>	Dan Kennedy, Residents Services
<b>Papers with report</b>	None
<b>Ward</b>	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. The Autumn 2018 school census data shows continuing volatility in rolls with a wide range of impacts on individual schools across the borough. This reflects the London-wide experience.

The key points from the October 2018 census are:

#### Overall:

- Reception intakes are stabilising below the peak of 2012 and overall primary rolls are slightly declining with average surplus places at 11%, just above the benchmark threshold (10%).
- Secondary Year 7 intakes are rising year on year - so almost every school will progressively fill up completely.

The picture is very mixed for individual schools:

- All but four secondary schools were full or over-full in Year 7, but the four had higher levels of vacancies.
- Of the 58 primary and infant schools, nearly half had no vacancies in reception or just one per reception class.
- Ten primary or infant schools had over thirty vacant places in reception
- Overall, around twenty primary and infant schools have experienced some decline in reception numbers for a few years and also the loss of pupils throughout the year across year groups, and they now have above average vacancies.

Therefore there is a need to consider increasing capacity in secondary and managing the transition in primary places take-up. Many schools are now concerned the volatility in rolls requires changes in class organisation and impedes long-term financial planning and is contributing to budget challenges in schools. Officers are updating all schools on the issues and discussing plans to mitigate impact with specific schools.

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Classification: Public

Residents, Education and Environmental Services Policy Overview Committee – 26 February 2019

## RECOMMENDATIONS:

### That the Committee:

1. Notes the update and actions underway to support schools through change; and
2. Questions officers about the update.

## SUPPORTING INFORMATION

### 1. Background

School place planning aims to take a long term overview of the demand for school places across the Borough, in order that schools can make best use of their resources to help pupils progress and succeed. After a decade of continuous rises in rolls there have been a few years of volatility, due to national and local factors and polarised parental preferences which have combined to impact differently on specific schools. Many head teachers, governors and trustees are now concerned and keen for the local authority to coordinate actions to help manage the risks to budgets, staffing and pupil achievement.

#### 1.1 Autumn Census 2018 Primary and Secondary Rolls

The 2018 Autumn Census shows the highest total rolls yet in state schools in the Borough, following over a decade of growth in population:

R	1	2	3	4	5	6	7	8	9	10	11	TOTAL	
3,993	3,939	4,101	4,066	3,940	3,972	3,929	3,426	3,367	3,189	3,223	3,173		
PRIMARY						27,940	SECONDARY					16,378	44,318

However, growth has slowed in reception intakes. Primary rolls are now at a 'bumpy plateau' with some changes between years and in different areas and schools. Secondary rolls are growing with each Year 7, as the large primary cohorts progress upwards.

This is clear from the table below which shows each of the past three Autumn Census years displayed horizontally. The years are off-set so it is possible to see that in the primary phase, as each year group has moved up through the school, most have lost pupils. Until recent year, this was net growth. In secondary the pattern is less clear.

#### 1.2 Context - Autumn Census Primary and Secondary Autumn Rolls 2016 - 2017 - 2018

			Reception	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Primary Total	Year 7	Year 8	Year 9	Year 10	Year 11	Secondary Total	PRIMARY & SECONDARY TO
2016			4,199	4,227	4,033	4,099	4,043	3,708	3,589	27,898	3,308	3,233	3,075	3,208	3,063	15,887	43,785
2017		3,982	4,157	4,167	4,007	4,054	3,981	3,688	28,036	3,403	3,252	3,160	3,261	3,040	16,116	44,152	
2018	3,993	3,939	4,101	4,066	3,940	3,972	3,929	27,940	3,426	3,367	3,189	3,223	3,173	16,378	44,318		

Classification: Public

Residents, Education & Environmental Services Policy Overview Committee 26 February 2019

### 1.3 Individual Schools

The all schools totals and averages mask variations:

#### **Primary - 58 primary and 12 Infant schools with reception**

- Reception intakes are stabilising below the peak reached in 2012. Overall primary rolls are slightly declining, with 11% vacant places - above the national benchmark 5-10%.
- Twenty primary schools had no reception vacancies and twelve had one per reception class, totalling 55% in effect full. Infant class sizes are legally restricted to 30 per teacher.
- Ten primary schools had over thirty vacant places in reception.
- Nineteen primary schools had over 15% vacancies across their year groups and a few more have also experienced some decline in reception numbers for a few years and the loss of pupils in a number of year groups.

#### **Secondary**

- Year 7 intakes are rising year on year - so almost every school will progressively fill.
- Most secondary schools (14 of 18) were full or over-full in Year 7.
- Across all secondary schools there are 6% vacant places but these are concentrated in four schools with between 24% and 64% Year 7 vacancies.

#### **Impact of volatility on schools**

- Some schools have seen rolls move up and down over the past few years. Schools are concerned the volatility in rolls is leading to more in-year changes in class organisation with some disruption to staff and pupils, at worst leading some to change schools and so adding to the instability.
- The Autumn census is the key driver of school budgets and volatility or decline is impeding long-term financial planning and leading to some schools using reserves, or licensed deficits to boost budgets.

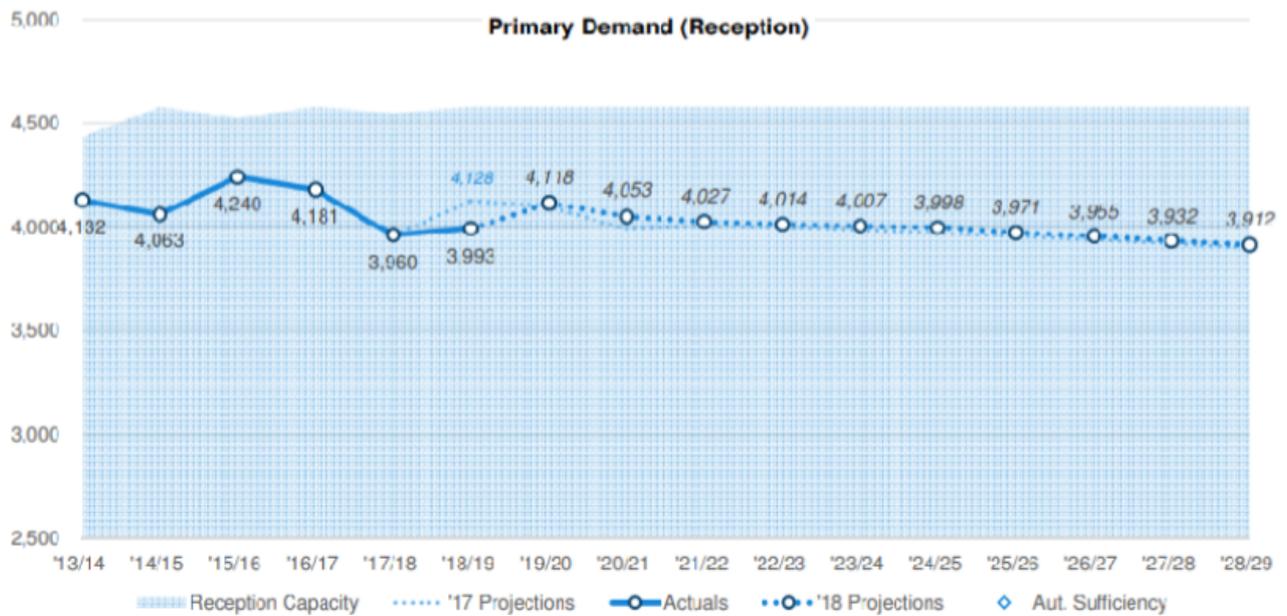
### 1.4 Past Projections and Actual Rolls

All boroughs rely on projections and actual rolls to plan future places. Along with 29 other boroughs, projections are developed by the GLA, using actual rolls, live births and pre-school health data, migration data, cross-borough flows and known housing developments. Forecasts have been relatively close in aggregate in the past but slightly less so at area and individual school level.

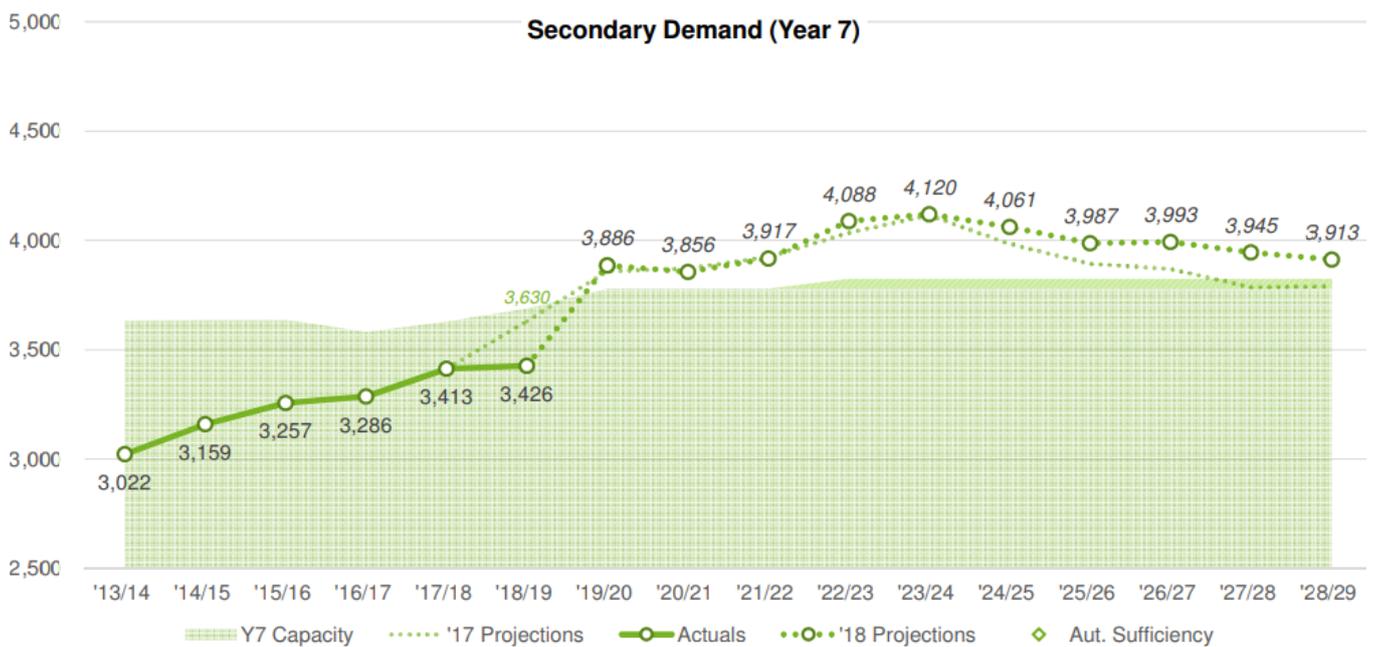
The 2018 reception intake was 103 pupils, 2.5% below the projection, although still slightly above 2017 actual. Other boroughs have noted the lower reception numbers and we are each investigating the specific factors behind the actual numbers of pupils, and will discuss if the projection model can be adjusted. The 2018 Year 7 intake was 206 lower than projected, though slightly above 2017.

The Tables below illustrate this:

**Table 1 - Reception Rolls and Capacity - Actual Rolls to October 2018 and projections**



**Table 2. Year 7 Rolls and Capacity - Actual and Projected October 2018**



**1.5 Drivers of volatility over past two years - a mosaic of factors**

**London-wide factors:**

- The London birth rate peaked in 2012 and has fallen 6% since.
- Over the past two years a big population shift out of London after decades of growth:
  - Migration outwards grown - to EU and rest of UK and far less inwards from rest of UK or EU.

- This is attributed to the fall in the exchange rate, high housing costs, welfare benefits changes, an element of house sales stagnation - all leading to families moving out of London and removing pupils from various age groups.
- There are no signs yet these factors have stopped, stabilised or will reverse soon.
- If they do reverse, growth will be bumpy - across different age groups, areas and individual schools.
- West London Borough Place Planning officers recently discussed issues, noting similar trends, though the decline in primary school rolls is more marked in other boroughs.
- Officers noted projections were likely to be affected by the uneven distribution of all the above demand factors and further blunted since the child-yield of new housing is averaged, whereas much new housing now is for single or childless households. Finally the supply of capacity is also more uneven than can be modelled. The model assumes even parental preferences whereas there is increasing polarisation - in the borough at secondary there is a stark range of first preferences - from under 40 to over 300 across different schools.

### **Local Factors - lead to pockets of greater impact in specific schools**

- There are distinct villages and residential neighbourhoods across the borough that are each served by local primary schools.
- There are some geographic constraints and barriers in the Borough that restrict some communities and constrain access to some primary schools - such as the airports, motorways, dual carriageways, railways, rivers, canals, green spaces.
- Improved educational standards and successful expansion and physical improvement of many schools has contributed to influencing parental popularity and polarised parental preferences, hence filling some schools and creating pockets of vacancies nearby.
- Some developers have completed new house building at a slower rate or fewer family homes than originally planned, such as at St Andrew's, thereby leading to excess school capacity in the short-term.
- Some family homes leased by RAF and MOD have been left vacant or relet to single persons without children.
- There seems an increasing trend for family housing south of the M4 to be vacated by families and leased to adults without children, often working at the airport.

### **1.6 Office of the Schools Adjudicator Judgments**

In 2018 four Academies published proposed reductions in their PAN for 2019/20, subject to the final decision by the Schools Adjudicator. The Borough objected to all four, citing the need to ensure a sufficiency of school places. The Office for the Schools Adjudicator's separate decisions upheld two of the proposals; for a reduction in the PAN of Haydon Secondary Academy from 312 to 300, and at Bishop Winnington Ingram Primary CE Academy from 60 to 30. Both decisions said that demonstrably there had not been parental demand for those places for three years or more, and having the higher PAN was causing the school potential problems in organisation and budget as they would have to accept pupils up to the PAN and even open another class and employ another teacher.

Conversely, the Adjudicator upheld the Council's objections to the proposal to reduce the PAN at Uxbridge High from 230 to 210 and Pinkwell Primary Academy from 150 to 90, for similar reasons - that at points in the past few years their parental preferences had been higher than the proposed reduced number.

This experience has highlighted the importance of planning with all schools and academies and of parental preferences and the need to be clear whether there are specific pupils wishing to go to a specific school, rather than the generalised overall figures. Also, in each report, the Adjudicator made comments and recommendations to improve the compliance of admissions criteria with the statutory Admissions Code, mainly to promote clarity in definitions, such as of sibling or measures of distance. These actions are being followed up by the individual schools.

## **1.7 Links to SEND**

Some schools are noticing no changes, some experiencing rising rolls and others 'shrinkage' across year groups and greater mobility than before. The overall rise in numbers means there are more pupils with SEN. Parental preferences for mainstream provision mean that some schools are seeing larger rises in numbers of pupils with SEND and Education & Health Care Plans. Officers are liaising with colleagues leading the SEND review to find opportunities to better meet the needs of pupils and schools and optimise the use of buildings and resources.

## **1.8 Primary Places - Actions Underway and possible options**

Officers are meeting with individual schools and with the various representative groups to share understanding about the issues schools face, and the impact on pupils, school budgets and organisation, and to reduce the risk of more schools needing licensed deficits.

Specific plans will be developed with schools, the priority is for those with continuous declining rolls over a few years that are experiencing issues affecting pupils' education as a result. This may entail local area discussions to agree plans between schools.

There must be enough unfilled spaces within a reasonable distance across the borough for some in-year movement and there are some relatively isolated villages and communities who must have a school but may not always deliver pupils in units of 30. Some schools have unfilled capacity in excess of 30 this year, but any decisions on reducing available places must be carefully planned both for each school and their local area. The extreme popularity of a number of schools which are always full in every year group to PAN, with waiting lists of parents quick to move into any vacancy, adds to the complexity.

In April, offers will be made for September 2019 reception, based on parental preferences. The outcome will help inform plans, adding another year's data to trends. At this stage it appears there are around 100 fewer applicants than in 2017 but there will be late applicants. Therefore the total is likely to be similar to 2018 but the distribution between schools will be key.

In the primary phase the current total of published admission numbers is 5922, in multiples of 30 except for two schools. Overall, 11% of primary places are vacant, slightly above the benchmark ranges of 5-10%. As an indication, a reduction to around 8% surplus would require reducing around six forms of entry - PAN of 180. The process of reducing PAN takes over a year of consultations and submission to the Office of the Schools Adjudicator by the local authority in respect of community schools. Academies, voluntary aided and foundation schools apply directly, but they are being involved in agreeing an overall plan as the decisions of each school impact on others.

As funding has become tighter, schools can manage with just one or two classes with under 25 pupils. There are only 7 schools with PANs of 30, though in effect, separate infant and junior

schools with PAN 60 have similar or smaller rolls and so face the same pressure to have full classes to generate adequate funding as the national formula has reduced the lump sum.

A common pattern is schools with a PAN of 90 having several year groups of 80 which was tight but financially manageable until recently. Now, some have year groups of 70, which means three classes of 23/24. Some have experienced roll reductions in some or all year groups to 60 and have merged three classes to two, but fear receiving a few more pupils which would require a new class to be opened, a new teacher employed and all the pupils in the year remixed again. This cycle also applies in schools with a PAN of 60, 120 and 150.

To manage this, other authorities have operated temporary admissions caps on specific year groups in a school for a few terms, pending permanent PAN reductions, and to check that parental preferences can be managed within the proposed reduced PAN. This enables more efficient distribution of pupils within and between schools. Now many of the Borough's schools are asking for this. It gives schools more certainty to plan, currently many are employing temporary teachers in case they can reduce classes in the next year or so, but this can impede long term school improvement.

This requires extra work from local authority admissions teams to consider such 'caps' from term to term with schools and steer parents to and from particular schools in different year groups. It is not a legal process in the Admissions Code, and so potentially a parent could legally challenge to access a place available within the PAN, though it reflects a general duty to support the provision of efficient education or the efficient use of resources. Schools are facing problems sourcing permanent or temporary teachers, apart from funding them. Increasingly, headteachers are teaching to help cover a class for a term or so.

The Borough has never needed to use temporary caps before. Several schools are very keen and cannot see an alternative route that will protect their class stability and promote fairness and efficient use of resources, ahead of a permanent reduction in PAN.

Increasing PAN is a far easier process. Any reductions in PAN that are decided will require the school to confirm they are willing to discuss a bulge class in future if rolls rise. We have had some discussion with pairs of neighbouring schools about alternating bulge classes from year to year, should numbers rise, to share and minimise the risk of very small classes.

## **1.9 Secondary Phase Actions Underway**

It was clear from projections and the size of the Year 6 cohort, that the Year 7 intake in September 2019 will be large and may exceed capacity. This has been shared with all secondary schools and contingency plans discussed for some to temporarily increase their Year 7 intake above PAN should all schools be full and extra places be needed. The Year 7 admissions process is driven by parental preferences and the different criteria set by each school. Parents express up to six ranked preferences (for schools across London) and the pan-London computer process aims to match and allocate the highest possible. We are planning for a range of options to ensure that every resident pupil has an offer of a Year 7 school place on 1 March 2019, which, as far as possible, meets one of their preferences and is reasonably accessible. However, some parents may choose schools entailing travel far across or out of the borough.

There have been expansions with extra places open this year at Ruislip High and Vyners to cope with the extra demand, and also two free schools just over north west and the east border ('The Reach' and 'Pinner High') have absorbed some demand from within the borough and some that

previously came into borough schools. Many schools' buildings are full. The DfE is now considering progressing plans to open one of the Free Schools agreed in the borough, though no site has yet been agreed.

## **2. Next Steps**

Discussions will continue with individual schools and consultative groups, and Members will be updated as plans are developed and firmed up.

Further analysis of updated forecasts will be undertaken, together with analysis of offers for September 2019. 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 are needed 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**

NIL.

## REVIEW INTO PAYMENT MODERNISATION ACROSS KEY RESIDENTS SERVICES - DISCUSSION ON FINDINGS

<b>Committee name</b>	Residents, Education and Environmental Services Policy Overview Committee
<b>Officer reporting</b>	Neil Fraser, Democratic Services
<b>Papers with report</b>	None.

### HEADLINES

As part of the Committee's review into payment modernisation across key resident services, a number of witness sessions have been held, with key witnesses attending to provide information and answer questions relating to the review.

With witness sessions for the review now completed, the Committee is asked to discuss and provisionally agree potential recommendations.

### RECOMMENDATION:

**That the Committee comment on and suggest potential recommendations to be included within the final report.**

### SUPPORTING INFORMATION

At the meeting on 26 July 2018, Members agreed that the Committee's first review topic would be 'Payment Modernisation Across Key Resident Services'. At this meeting, a scoping report was approved, and potential witnesses were discussed.

At the meeting in October 2018, testimony was heard from Roy Clark - Parking Manager. Mr Clark provided the Committee with information on the Council's current parking payment infrastructure, both for residents and the Council officers, and advised on potential updates to parking payment options for vehicle users within the Borough.

At the meeting in November 2018, Annette Reeves - Finance Manager and Paul Richards - Head of Green Spaces, provided the Committee with information relating to the overall payment methods used by residents when paying for some key services, as well as actions the Council was taking to improve some of those options.

Jim Marsh – Transformation Manager, Rachel Mason – CAPITA Account Manager, and Andy Davies – CAPITA Product Director, attended the meeting in January 2019 to provide the Committee with the Council's proposed actions to update its website, in order to help residents make payments more easily and in confidence. In addition, the Committee was provided information relating to the current and changing trends for payments within the marketplace, together with current and emerging technologies that were supporting those trends.

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Classification: Public

Residents, Education and Environmental Services Policy Overview Committee – 26 February 2019

Members are welcome to suggest any recommendations that they wish to be included within the report, and these recommendations can then be discussed at the meeting and with officers, ahead of potentially being added to the report.

Please note that the wording of any suggested recommendation is not final, but will be confirmed ahead of the final report. A final list of recommendations will be added to the final report, which will be brought before the Committee in future months.

### **Implications on related Council policies**

The 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**

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**

NIL.

## CABINET FORWARD PLAN

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

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<b>Ref</b>	<b>Upcoming Decisions</b>	<b>Further details</b>	<b>Ward(s)</b>	<b>Final decision by Full Council</b>	<b>Cabinet Member(s) Responsible</b>	<b>Officer Contact for further information</b>	<b>Consultation on the decision</b>	<b>NEW ITEM</b>	<b>Public / Private Decision &amp; reasons</b>
<b>SI = Standard Item each month</b>									
<b>Council Departments: RS = Residents Services SC = Social Care AD = Administration FD= Finance</b>									
<b>Cabinet – 18 April 2019</b>									
288	<b>Air Quality Action Plan</b>	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		Public

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## RESIDENTS, EDUCATION AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE - WORK PROGRAMME

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

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Classification: Public

Residents, Education and Environmental Services Policy Overview Committee – 26 February 2019

### **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.

# Multi year work programme

Residents, Education & Environmental Services

2018

2019

Meeting Month	June	July	September	October	November	January	February	March	April	May	June	July	September	October
Date	27	19	4	8	5	22	26	21	16	N/A	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			Witness Session		Witness 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	X					X					X		X	
Annual complaints & service update report			X		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	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						
Information item on Flooding									X					
Information item Highways Maintenance									X					
Information item on Fly Tipping					X									

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