



HILLINGDON
LONDON



Corporate Services, Commerce and Communities Policy Overview Committee

Councillors on the Committee

Richard Mills, Chairman
Wayne Bridges, Vice-Chairman
Lindsay Bliss
Nicola Brightman
Farhad Choubedar
Alan Deville
Jazz Dhillon
Vanessa Hurhangee
Kerri Prince

Date: THURSDAY, 20
SEPTEMBER 2018

Time: 7.30 PM

Venue: COMMITTEE ROOM 4 -
CIVIC CENTRE, HIGH
STREET, UXBRIDGE

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

Published: Wednesday, 12 September 2018

Contact: Luke Taylor
Tel: 01895 250693
Email: ltaylor3@hillington.gov.uk

This Agenda is available online at:
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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
www.hillingdon.gov.uk

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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. Democratic Services
2. Localism
3. Central Services, incl. Human Resources, ICT, Communications & Legal Services
4. Capital programme, property, construction & facilities management
5. Financial Planning & Financial Services
6. Enforcement and anti-fraud activities
7. Procurement
8. Performance Improvement
9. Economic development & town centres and regeneration
10. Local commerce, employment, skills and job creation
11. Local Strategic Partnership and Sustainable Community Strategy;
12. Community engagement, partnerships and the voluntary sector
13. Equalities and Community Cohesion
14. Community Safety
15. Public Safety & Civil Protection
16. Energy use and carbon reduction
17. Health & Safety

Agenda

CHAIRMAN'S ANNOUNCEMENTS

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Minutes

Corporate Services, Commerce and Communities
Policy Overview Committee
Tuesday, 24 July 2018
Meeting held at Committee Room 4 - Civic Centre,
High Street, Uxbridge



Published on:

Come into effect on: Immediately (or call-in date)

Members Present:

Councillors Richard Mills (Chairman)
Wayne Bridges (Vice-Chairman)
Lindsay Bliss
Nicola Brightman
Alan Deville
Vanessa Hurhangee
Kerri Prince

Substitutes Present:

Councillors Lynne Allen
Alan Chapman

Apologies:

Councillors Farhad Choubedar
Jazz Dhillon

Officers Present:

Brian Colyer, Head of Facilities Management, Fleet Services, Civil Protection and
Emergency Management
Gemma McNamara, Finance Manager - Transformation, Finance and Chief
Executive's Office
Jacqui Robertson, Service Manager for Community Safety
Luke Taylor, Democratic Services Officer

12. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Choubedar and Councillor
Dhillon, with Councillor Chapman and Councillor Allen substituting.

13. DECLARATIONS OF INTEREST

There were no declarations of interest.

14. MINUTES OF THE MEETING HELD ON 20 JUNE 2018

RESOLVED: That the minutes of the meeting held on 20 June 2018 was agreed
as a correct record.

15. EXCLUSION OF PRESS AND PUBLIC

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

16. 2019/20 BUDGET PLANNING REPORT FOR SERVICES WITHIN THE REMIT OF CORPORATE SERVICES, COMMERCE & COMMUNITIES POLICY OVERVIEW COMMITTEE

The Finance Manager for Transformation, Finance and the Chief Executive's Office was in attendance at the meeting to introduce the 2019/20 Budget Planning Report. The future savings requirements and the budget process was highlighted to Members, and it was confirmed that a further budget report would return to the Committee in January 2019.

Councillors noted the projected budget gap and strategy, and thanked the Finance Department for their work in successfully managing the Council's finances.

RESOLVED: That the 2019/2020 Budget Planning Report for Services within the Remit of the Corporate Services, Commerce and Communities Policy Overview Committee be noted.

17. FACILITIES MANAGEMENT CIVIC CENTRE PROJECTS

The Head of Facilities Management, Fleet Services, Civil Protection and Emergency Management introduced the report to the Committee and highlighted a number of the recent projects that had taken place, or were scheduled to take place, at the Civic Centre. These were a mixture of projects that took into account priorities, the finances available, as well as included some projects that may help improve staff morale.

Members heard that the work was split into three categories: compliance work, work based on life cycles, and work requested in staff feedback. The latter had resulted in upgrades to kitchens and bathrooms. Future projects included, but were not limited to, a replacement of carpets and redecorating, roof repairs in the Middlesex Suite and Mezzanine, the replacement of fire doors, and improvements to air conditioning within the Middlesex Suite.

The Committee was also informed that security upgrades were also planned, and in addition to the installation of security items, FM are considering additional improvements that would not involve much capital investment, and were centred on plans to lock doors and other cost-effective policies.

Responding to Councillors' questioning, the Head of Facilities Management, Fleet Services, Civil Protection and Emergency Management confirmed that the yearly expenditure on these projects was similar to previous years, and that it would not have been cost effective and appropriate to replace carpets with laminate and wooden flooring.

It was confirmed that, in the event of a fire, the Council prioritised the quick removal of staff and visitors from the building, as the building was aging and its layout meant

that it was not designed to be compliant with current fire regulations. As such, the cost to ensure the building was compliant with current building standards would be vast, and instead there was a focus on improving the office layout to ensure that the risk of fire is reduced and escape routes were as accessible and visible as possible. This approach has also been agreed with Building Control and the Fire Officer.

RESOLVED: That the Facilities Management Civic Centre Projects report be noted.

18. FIRST REVIEW - SCOPING REPORT

The Service Manager for Community Safety was in attendance to answer any queries relating to the Draft Scoping Review for the Committee's first review.

Members commented that they were pleased that CCTV was included in the Terms of Reference, following recent investment in local CCTV, and confirmed that it would be helpful to discuss how footage was used and shared between the Council and the Metropolitan Police. Councillors also noted the possibility of discussing the funding to the CCTV Control Room, and the quality of the images that were provided.

Questions were also raised by Members surrounding Police Officers being moved around local ward areas, and the reporting of anti-social behaviour to the Police. Furthermore, it was suggested that Ward Panel Chairman may be approached as potential witnesses for the review.

The Chairman noted that the three proposed witness sessions could potentially involve witnesses from the Metropolitan Police, Ward Panels and resident-facing organisations, and the Council's own officers.

The Committee agreed that it was a very detailed report and thanked the officers for their work in preparing the report. The scoping report was noted, and it was agreed to move forward with the review into Community Safety and Policing in Hillingdon.

RESOLVED: That the scoping report was agreed, and the Committee move forward with the proposed review topic.

19. FORWARD PLAN

RESOLVED: That the Forward Plan be noted.

20. WORK PROGRAMME 2018-2020

RESOLVED: That the work programme was noted, subject to potentially moving one of the reports one-off business items from September to October.

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ANNUAL COMPLAINT REPORT FOR CORPORATE SERVICES FOR 1 APRIL 2017 TO 31 MARCH 2018

Committee name	Corporate Services, Commerce & Communities Policy Overview Committee
Officer reporting	Ian Anderson - Business Manager, Complaints and Enquiries
Papers with report	Appendix A

HEADLINES

This report provides information and analysis of complaints and Members' Enquiries received between 1 April 2017 and 31 March 2018 for Corporate Services.

RECOMMENDATIONS:

That the Committee:

- 1. note the contents of the annual complaint report; and**
- 2. discuss any concerns with the relevant Cabinet member.**

SUPPORTING INFORMATION

Report information can be found in Appendix A.

Implications on related Council policies

None.

How this report benefits Hillingdon residents

Provides assurance that complaints and Members' Enquiries are being processed in accordance with our published policies.

Financial Implications

There are no direct financial implications associated with this report.

Legal Implications

None.

BACKGROUND PAPERS

NIL.

Classification: Public
Corporate Services, Commerce & Communities Policy Overview Committee – 20 September 2018

Appendix A

SUMMARY OF ANALYSIS

Informal complaints

- Informal complaints (service requests) have fallen by 47% (194) when comparing the same period for 2016/17 of 416 with 2017/18 of 222.

Stage 1 complaints

- There were 15% (42) fewer Stage 1 complaints when comparing the figure for 2016/17 of 285 with 2017/18 of 243. The average time taken to respond to a Stage 1 complaint is 6.81 working days. with 99% of Stage 1 complaints being responded to within ten working days.

Stage 2 complaints

- There were 43% (17) fewer Stage 2 complaint when comparing the figure for 2016/17 of 40 with 2017/18 of 23. The average time taken to respond to a Stage 2 complaint is 4.30 working days, with 100% of Stage 2 complaints responded to within ten working days.

Stage 3 complaints

- There were no Stage 3 complaints registered for 2017/18.

Local Government Ombudsman (LGO) referrals

- Ten complainants escalated their complaint to the LGO, but the Ombudsman either decided not to investigate or found no evidence of fault.

Compliments

- Four compliments were recorded for this period.

Members' Enquiries (ME)

- 8,502 MEs were recorded for 2017/18. This is 683 (7%) fewer than 2016/17 figure of 9,185. The service areas with the highest number of MEs is Waste (3,340), Anti-Social Behaviour (1,273) and Planning (1,227) Services. These are outlined at the end of this report.

BACKGROUND INFORMATION

1. The Council's Vision

The Council's vision is about 'putting our residents first'. Feedback in the form of complaints and compliments is seen as a very important source of information from residents about the quality of services and care provided by the Council. In cases where something has gone wrong, we are committed to putting it right and ensure that it does not happen again.

2. What is a Complaint?

In general terms, a complaint can be considered as:

"an expression of dissatisfaction by telephone, personal visit or in writing, about the standard of service, actions or lack of action by the Council or its staff affecting an individual or group of customers."

3. How can people complain?

Complaints can be made in person, by telephone, in writing, via our website or email, either directly to the service area, Contact Centre or to the Complaints and Enquiries Team.

4. Remedies for redress

The purpose of redress is to remedy the injustice or hardship suffered, and, where possible, to return a complainant to the position they would have been before the situation went wrong. Types of redress include:

- an apology;
- providing the service that should have been received at first;
- taking action or making a decision that the Council should have done before;
- reconsidering an incorrect decision;
- improving procedures so that similar problems do not happen again; and
- if after an investigation by council staff or the Ombudsman, it is concluded that as a result of maladministration there is no practical action that would provide a full and appropriate remedy or if the complainant has sustained loss or suffering, financial compensation may be the most appropriate approach.

5. Mediation

For some complaints it will not be appropriate, or possible, to resolve a complaint through the complaint process - particularly where there has been a breakdown in the relationship between the service provider and the service user, or where emotions are running high. In such situations, the Business Manager for Complaints and Enquiries, will consider whether mediation is an option that should be considered. If both parties are agreeable, mediation by an independent mediator allows both parties to come together to see if they can reach a solution through dialogue.

CORPORATE SERVICES

The Complaint Procedure

For those complaints where this Local Authority has a statutory duty to investigate, we will deal with these complaints under the corporate complaints procedure as follows:

- The Informal Complaint (service request)
- Stage 1 – response from the Deputy Director for Housing, Environment, Education, Health and Wellbeing or a Head of Service.
- Stage 2 – response from the Deputy Chief Executive and Corporate Director of Residents Services.
- Stage 3 – response from the Chief Executive of the Council.
- Local Government and Social Care Ombudsman.

A more detailed explanation of how the complaint procedure operates, the main complaint themes and statistical data for each stage of the complaint process is provided below.

CORPORATE COMPLAINTS

The Corporate complaints procedure includes complaints registered against all services provided by the Council, except for Children and Adults services, which have their own statutory complaint procedures. Set out in table 1 is the total number of formal Stage 1 complaints registered under the Corporate complaints procedure.

Please be aware that many of these complaints are reported on to the Residents', Education and Environmental Services and Social Care, Housing and Public Health Policy Overview Committees. This report contains annual complaint information in relation to Administration and Finance Services namely Housing Benefit and Council Tax.

Table 1 - Total number of Stage 1 Corporate complaints

Period	Corporate complaints (except Housing Benefit and Council Tax)	Housing Benefit and Council Tax	Total number of Corporate complaints registered
2017/18	489	243	732

A. THE INFORMAL COMPLAINT

This local authority will attempt to consider all concerns as close to the point of contact as possible, and in cases where minor or day-to-day concerns are raised, these are dealt with as service requests.

Classification: Public

Corporate Services, Commerce & Communities Policy Overview Committee – 20 September 2018

1. THE INFORMAL COMPLAINT

Table 2 - Informal complaints received – (Service requests)

Year	1 April to 30 June (Q1)	1 July to 30 Sept (Q2)	1 Oct to 31 Dec (Q3)	1 Jan to 31 March	Total
2016/17	97	73	64	182	416
2017/18	129	36	26	31	222

47% (194) fewer informal complaints (service requests) when comparing 2016/17 figure of 416 with the 2017/18 figure of 222. The main reason for the significant fall in informal complaints when comparing quarter 1 with quarter 2, 3 and 4 is the change in service providers from Northgate to Liberata.

2. STAGE 1 COMPLAINTS

Table 3 – Total number of Stage 1 complaints Admin and Finance

Period	Housing Benefit	Council Tax	Finance	Total
2016/17	105	179	1	285
2017/18	91	141	11	243

15% (42) fewer Stage 1 complaints when comparing 2016/17 figure of 285 with the 2017/18 figure of 243.

Table 4 – Outcome of complaints

Period	Upheld	Partially upheld	Not upheld	Withdrawn	Total
2016/17	72	34	174	5	285
2017/18	40	37	161	5	243

Proportionally, the number of upheld complaints has fallen from 72 in 2016/17 to 40 for 2017/18. The outcome in the other areas remains broadly similar to previous years.

Table 5 – Time taken to respond to a complaint at Stage 1 – working days

	Administration and Finance directorate average
2016/17	6.22
2017/18	6.81

The average time taken to respond to a complaint was 6.81 working days, which compares favourably against the target of 10 working days.

Table 6 - Number and % of complaints dealt with within 10 working days

Period	Total number of complaints	Number responded to within 10 working days	% responded to within 10 working days
2016/17	285	283	99 %
2017/18	243	241	99 %

99% (241 out of 243) of the Stage 1 complaints were responded to within the 10 working day target. This continues to remain a high performing area.

3. STAGE 2 COMPLAINTS

Table 7 - Total number of Stage 2 complaints - Admin and Finance

Period	Housing Benefit	Council Tax	Finance	Total
2016/17	11	28	1	40
2017/18	7	16	0	23

The number of Stage 2 complaints has fallen from 40 for 2016/17 to 23 for 2017/18. This was expected and will continue to fall as officers are using their discretion to escalate a complaint direct from Stages 1 and/or 2 to the Local Government Ombudsman where it is felt that the decision cannot be overturned through the complaint process.

Table 8 – Time taken to respond to a complaint at Stage 2 – working days

	Administration and Finance directorate average
2016/17	5.35
2017/18	4.30

The average time taken to respond to a Stage 2 complaint is 4.30 working days against the target of 10 working days.

Table 9 - Number and % of complaints responded to within 10 working days

Period	Total number of complaints	Number responded to within 10 working days	% responded to within 10 working days
2016/17	40	38	95 %
2017/18	23	23	100 %

All Stage 2 complaints were responded to within 10 working days.

3. STAGE 3 COMPLAINTS

Table 10 – Total number of Stage 3 complaints Admin and Finance

Period	Total number
2016/17	3
2017/18	0

There were no Stage 3 complaints registered. This was expected.

4. LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN INVESTIGATION (LGO)

Where it appears that a Council's own investigations have not resolved the complaint, the complainant is entitled to refer their complaint to the Ombudsman and at any stage of the complaint process. However, the Ombudsman normally refers the complaint back to the Council if it has not been considered fully using local procedures first.

Table 11 – Total number of LGO investigations - Admin and Finance

Period	Total number
2016/17	8
2017/18	10

The findings and decision of the LGO are set out below.

Complaint details	LGO decision
Complaint ref: 5824745 Ms X complained about the way Council dealt with her council tax account for a property she owns but does not live in.	Not Upheld The Ombudsman found no evidence of fault in how the Council dealt with Ms X council tax account.
Complaint ref: 6123536 Mr X complained that the Council had failed to properly consider his claim for housing benefit as a student.	Did not investigate The Ombudsman will not investigate this complaint because the matter has been determined and there remains a right of appeal to a tribunal.
Complaint ref: 6065376 Ms X complained about the Council's decision to take enforcement action against her over an unpaid council tax bill.	Did not investigate The Ombudsman will not investigate Miss X's complaint about the Council's enforcement action over an unpaid council tax bill. This is because there is no evidence of fault by the Council and it is unlikely further investigation would find any.

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<p>Complaint ref: 6224085 Ms X complained that the Council had incorrectly calculated her housing benefit.</p>	<p>Did not investigate The Ombudsman will not investigate this complaint because there is a right of appeal to a tribunal.</p>
<p>Complaint ref: 6241355 Mr X complained that the Council unfairly charged £125 costs in relation to his council tax account. Mr X wanted a refund.</p>	<p>Did not investigate The Ombudsman will not investigate this complaint about council tax arrears. This is because there is insufficient evidence of fault by the Council</p>
<p>Complaint ref: 6032964 Mrs X complained that the Council unreasonably asked her to supply her child's birth certificate & delayed processing her claim for housing benefit.</p>	<p>Did not investigate The Ombudsman cannot investigate this housing benefit complaint because the complainant has appealed to the tribunal.</p>
<p>Complaint ref: 6147262 Mr X complained that the Council will not backdate his housing benefit.</p>	<p>Did not investigate The Ombudsman cannot investigate this housing benefit complaint because the complainant has appealed to the tribunal.</p>
<p>Complaint ref: 6483322 Mr X complained about the Council's decision to bill him rates for a business he did not own.</p>	<p>Did not investigate The Ombudsman did not investigate this complaint because the matter has been remedied by apology from the Council. Any remaining issue is for the Information Commissioner Office.</p>
<p>Complaint ref: 6458643 Mr X complained about the Council's decision to end his housing benefit.</p>	<p>Did not investigate The Ombudsman cannot investigate this complaint about a housing benefit decision because the complainant is appealing to the tribunal.</p>
<p>Complaint ref: 6545699 Miss X complained about the Council's refusal to backdate her housing benefit.</p>	<p>Did not investigate The Ombudsman will not investigate this complaint because Miss X has appealed to a tribunal and a complaint about the wording of the letter does not warrant an investigation.</p>

5. COMPLIMENTS

Table 12 – number of compliments received

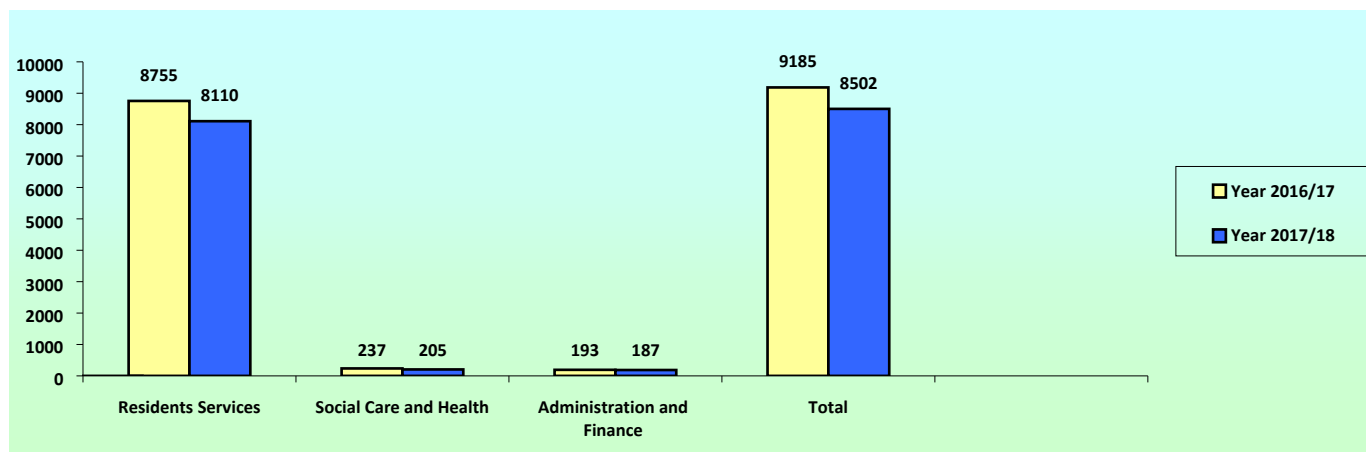
Period	Total number
2016/17	0
2017/18	4

Officers are being asked to send copies of compliments to the complaint team so that they can be recorded.

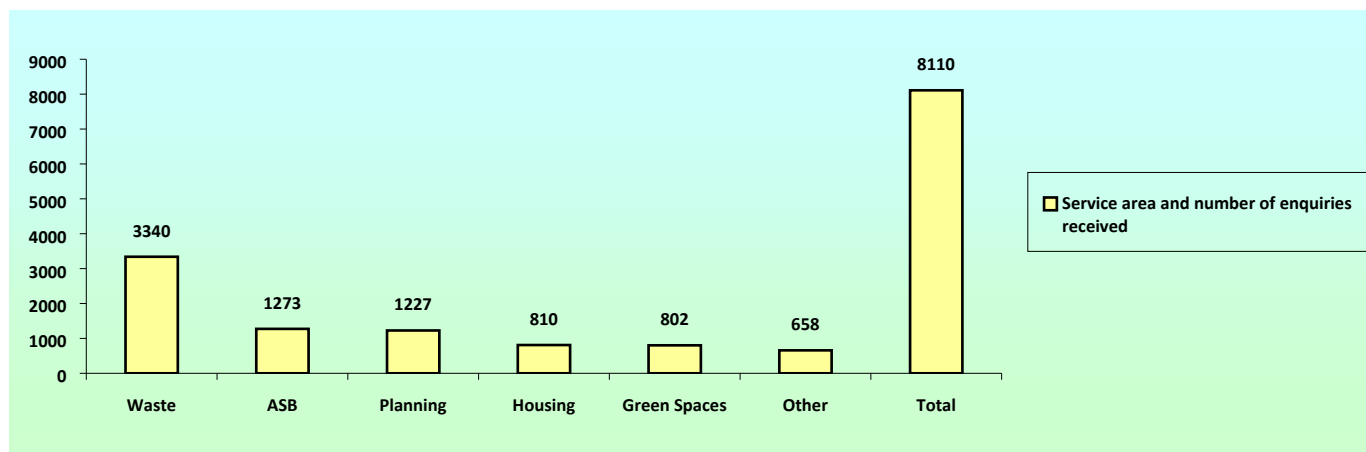
6. MEMBERS ENQUIRIES

Enquiries can be submitted to officers by Elected Members on behalf of their constituents.

Total number of Enquiries from Elected Members



- Housing Benefit and Council Tax account for 2% (187) of all Members' Enquiries received.
- Overall, there has been 7% (683) fewer enquiries from Elected Members when comparing the figure for 2016/17 of 9,185 with the figure for 2017/18 of 8,502.
- Residents Services accounts for 95% of all enquiries from Elected Members. Please see below for a breakdown of enquiries received for Residents Services.



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REVIEW A: POLICING IN HILLINGDON

Committee name	Corporate Services, Commerce and Communities Policy Overview Committee
Officer reporting	Luke Taylor, Democratic Services
Papers with report	None.

HEADLINES

As part of the Committee's review into the new policing structures in Hillingdon, and following the request from Committee members at the meeting on 24 July 2018 for witness sessions, key witnesses have been invited to answer questions relating to the review.

The witness presenting evidence and answering queries from the Committee is Jacqui Robertson, Service Manager for Community Safety

RECOMMENDATION:

That the Committee note and comment on the information presented as part of the witness session.

SUPPORTING INFORMATION

The agreed Terms of Reference for the review are set out below:

1. To understand the role played by, and, if required, what changes are necessary for the Community Safety team to work alongside the new emerging West Borough Command Unit for the Metropolitan Police;
2. Considering how interface works on a daily basis, how contact takes place at a strategic level, and what synergy comes from the Council's investment in upgraded CCTV, in particular, the use of town centre ANPR cameras by the Police;
3. Reviewing links to the Anti-Social Behaviour and Housing Teams, and defining / ensuring clear lines of responsibility for the Police, Registered Social Landlords, and other external bodies from issues arising.
4. Reviewing the Council-funded Tasking Teams, both north and south of the A40, and how they will be managed going forward, and what good news results can be expected to reassure residents that Hillingdon is safe; and,

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5. Confirming that the Council is receiving value for money for its contributions to the West Borough Command Unit, and ensuring that money is not redirected away from Hillingdon to the other neighbouring Boroughs.

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

Scoping Report – attached as Appendix A



Corporate Services, Commerce & Communities Policy Overview Committee Review Scoping Report

Working title: Reviewing the new local policing arrangements in support of the Council's community safety efforts and funded Tasking Teams

1. REVIEW OBJECTIVES

Aim and background to review

In February 2018, the Metropolitan Police announced major changes to the way that local policing was delivered in London through the introduction of Basic Command Units (BCUs).

BCUs replaced the Metropolitan Police's old 32-borough model by merging local policing in boroughs to form 12 BCUs. Each BCU is led by a chief superintendent who will be the BCU Commander, and buildings, staff and resources will be shared across borough boundaries. In Ealing, Hounslow and Hillingdon, the BCU Commander is Chief Superintendent Paul Martin.

Hillingdon combined with Ealing and Hounslow to form a BCU.

The BCU model was tested in two boroughs from January 2017, with Barking and Dagenham, Redbridge and Havering combined, as well as Camden and Islington boroughs. Hillingdon became a part of one of the next two BCUs to become operational across London.

At the Committee meeting on 20 July 2018, it was unanimously agreed to further explore Community Safety and Policing in Hillingdon as a potential review topic, and officers were requested to provide a scoping report that set out the guidelines to investigate the new policing structure and the impact that it will have upon community safety.

Proposed Terms of Reference (DRAFT)

- 1. To understand the role played by, and, if required, what changes are necessary for the Community Safety team to work alongside the new emerging West Borough Command Unit for the Metropolitan Police;*
- 2. Considering how interface works on a daily basis, how contact takes place at a strategic level, and what synergy comes from the Council's investment in upgraded CCTV, in particular, the use of town centre ANPR cameras by the Police;*
- 3. Reviewing links to the Anti-Social Behaviour and Housing Teams, and defining / ensuring clear lines of responsibility for the Police, Registered Social Landlords, and other external bodies from issues arising.*
- 4. Reviewing the Council-funded Tasking Teams, both north and south of the A40, and how they will be managed going forward, and what good news results can be expected to reassure residents that Hillingdon is safe; and,*
- 5. Confirming that the Council is receiving value for money for its contributions to the West Borough Command Unit, and ensuring that money is not redirected away from Hillingdon to the other neighbouring Boroughs.*

2. INFORMATION AND ANALYSIS (Where we are now?)

Current context

The Community Safety Team at the London Borough of Hillingdon has a key role in supporting and coordinating the work of the Safer Hillingdon Partnership (SHP). The team monitors the priorities set annually by the SHP and works closely with key partners such as the police, fire service and health to develop and implement initiatives that keep these priorities on track. In working towards the aim of reducing crime and anti-social behaviour, it helps to ensure that all our residents who study, work and live in the Borough are safe. The Community Safety Team also takes a leading role on behalf of the Council in all Community Safety related issues and provides advice and support to residents, non-government organisations, other Council departments and Elected Members.

Key Information

Prior to the merger of the three boroughs (Hillingdon, Hounslow and Ealing) on 6 June 2018 to become West London Basic Command Unit (BCU), Partnership Teams were known as the Partnership Tasking Teams. There are two teams, one for the North of Hillingdon and the other

for the South. Under the new BCU model, the officers who staff these teams will, other than in exceptional circumstances such as Grenfell, be 'ring-fenced' to Hillingdon and not be tasked for other duties such as 'resourcing up response teams'. The teams consist in total of two (2) sergeants and eleven constables. The purpose of the Partnership Teams is to reduce anti-social behaviour and the number of repeat victims of anti-social behaviour across the Borough. The officers deploy a number of different activities in order to achieve this aim such as high visibility and plain clothes patrols, together with problem solving and targeting areas where there has been an increase in crime such as motor vehicle theft, burglary and knife crime. The team is co-funded by the London Borough of Hillingdon.

Taskings for the teams are currently generated through the BCU Command and the Local Authority (Community Safety Team, ASBIT and Housing). Regular meetings are held with both Partnership Sergeants, and the Service Manager for the Community Safety Team attends the fortnightly Borough Tasking Meetings. The Service Manager is able to directly task both teams should any issue of concern arise. A work return for each team is received at the end of each month which is cascaded to senior officers within the Council.

Following the merger of the BCU, the Service Manager for Community Safety has met with both Lisa Cronin, the Partnership Inspector, and Chief Inspector Andrew Deane - Neighbourhoods and Partnership. Further meetings are scheduled to take place to review and refresh the way that the Council currently works with its Partnership Teams.

The Service Manager for Community Safety has a good working relationship with the police and is able to contact other police teams such as the Safer Neighbourhood Teams, Criminal Investigation Department and Safeguarding Teams to alert them to issues raised intelligence gathered during Partnership Tasking Events, and concerns raised by residents and Elected Members.

Responsibilities

The portfolio Cabinet Member responsible is Councillor Douglas Mills, as Cabinet Member for Community, Commerce and Regeneration.

Connected activity

The External Services Select Committee has a statutory responsibility to scrutinise the performance of the Safer Hillingdon Partnership. At its meeting in September, members of this Committee will be questioning the Metropolitan Police Service on the changes that have been recently implemented, as well as performance on a number of issues.

Further information

Metropolitan Police (12 February 2018), *Met Announced Changes to Local Policing* (online). Available from: <http://news.met.police.uk/news/met-announces-changes-to-local-policing-294044>

The Mayor's Office for Policing and Crime (MOPAC); (Information available online at MOPAC website): <https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac>

3. EVIDENCE & ENQUIRY

Lines of Enquiry & Witness testimony

Lines of enquiry will need to be worked up in due course.

Potential witnesses could include:

- Testimony from LBH Officers;
- Testimony from the Metropolitan Police Service;
- Testimony from representatives of Local Residents Associations;
- Testimony from the Mayor's Office for Policing and Crime (MOPAC);
- Testimony from the Cabinet Member.

Members may wish to suggest alternative witnesses.

Emerging conclusions or themes for development

These will emerge and become apparent as the review progresses.

4. REVIEW PLANNING & ASSESSMENT

As Policy Overview Committees now operate under a multi-year work programme, the Committee has scope to undertake a more detailed review.

It is advised that witnesses attend in themed sessions. Draft timeframe & milestones are set out below and can be extended or reduced as the Committee sees fit:

Meeting Date	Action	Purpose / Outcome
24 July 2018	Agree Scoping Report	Information and analysis
20 September 2018	Witness Session 1	Evidence & enquiry
11 October 2018	Witness Session 2	Evidence & enquiry
6 November 2018	Witness Session 3	Evidence & enquiry

8 January 2019	Draft Final Report	Proposals – agree recommendations and final draft report
March 2019	Cabinet - Consider Final Report	Agree recommendations and final report
October 2019	Monitoring of implementation of recommendations	

** Specific meetings can be shortened or extended to suit the review topic and needs of the Committee*

Resource requirements

None.

Equalities impact

To be confirmed.

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FORWARD PLAN

Committee name	Corporate Services, Commerce & Communities Policy Overview Committee
Officer reporting	Luke Taylor, Democratic Services
Papers with report	Appendix A – Forward Plan

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).

RECOMMENDATION

That the Committee note the Forward Plan, and comment on any items coming before Cabinet if they see fit.

SUPPORTING INFORMATION

The Forward Plan is updated on the 15th of each month. An edited version to include only items relevant to this Committee's remit is attached as Appendix A.

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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	Decision Public or Private (with reason)
SI = Standard Item each month Council Departments: RS = Residents Services SC = Social Care CEO = Chief Executive's Office FD= Finance									
Cabinet - 27 September 2018									
263	Land adjacent to South Ruislip Library (Plot B)	Cabinet will consider the sale of this site to the newly created housing company, Hillingdon First Limited, to deliver housing within the Borough.	South Ruislip		Cllr Jonathan Bianco	RS - Julie Markwell		NEW	Private (3)
269	Sale of property at Stipularis Drive, Yeading	Cabinet permission will be sought to consider the sale of a Council owned property on this road.	Yeading		Cllr Jonathan Bianco	RS - Michael Paterson / John McKenna		NEW	Private (3)
268	Hosting and Application Support for The London Borough of Hillingdon's Oracle E-Business Suite System.	Cabinet will consider a contract for the provision of functional and technical support for the Oracle application, database, operating system and to provide a hosting solution (cloud based or traditional). Many of the Council's essential IT systems are built upon Oracle, an underlying technology which provides structure and storage for system-related data.	N/A		Cllr Jonathan Bianco	RS / FD - Louise Bateman / Geoff Passmore / Jo Allen		NEW	Private (3)
Cabinet - 25 October 2018									
244	Cleaning Service for the Civic Centre and other Hillingdon Properties	Following competitive tender, Cabinet will consider the contract for the provision of cleaning services at the Civic Centre and premises across the Borough, comprising, internal cleaning, window cleaning and porter services. The scope of the contract includes 77 facilities across the Borough including libraries, children centres and other facilities used by residents.	All		Cllr Jonathan Bianco	RS / FD - Brian Colyer / Michael Breen			Private (3)
Cabinet - 13 December 2018									
272a	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-19	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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WORK PROGRAMME 2018 - 2020

Committee name	Corporate Services, Commerce and Communities Policy Overview Committee
Officer reporting	Luke Taylor, Democratic Services
Papers with report	Appendix A – Work Programme

HEADLINES

To enable the Committee to track the progress of its work in 2018-2020 and forward plan its work for the current, and next, municipal year.

RECOMMENDATIONS:

That the Committee note the Work Programme 2018 – 2020 and agree any amendments.

SUPPORTING INFORMATION

The Committee’s meetings start at 7.30pm (unless stated otherwise below), and the meeting dates for the next municipal year are as follows:

Meetings	Room
20 June 2018	CR6
24 July 2018	CR4
20 September 2018	CR4
11 October 2018	CR4
6 November 2018	CR4
8 January 2019	CR4
5 February 2019	CR4
13 March 2019	CR4
9 April 2019	CR4
June 2019 - Date TBC	TBC
July 2019 - Date TBC	TBC
September 2019 - Date TBC	TBC
October 2019 - Date TBC	TBC
November 2019 - Date TBC	TBC
January 2020 - Date TBC	TBC
February 2020 - Date TBC	TBC
March 2020 - Date TBC	TBC
April 2020 - Date TBC	TBC

Classification: Public

Corporate Services, Commerce & Communities Policy Overview Committee – 20 September 2018

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Multi year work programme

Corporate Services, Commerce & Communities

2018

2019

Meeting Month	June 20	July 24	September 20	October 11	November 6	January 8	February 5	March 13	April 9	June TBC	July TBC	September TBC	October TBC
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REVIEW A: local policing arrangements in support of the Council's community safety efforts and funded Tasking Teams

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

Title of Review B

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

Regular business items

Mid year Budget Update			X											
Annual complaints & service update report			X									X		
Cabinet's budget proposals for next financial year					X		All POCs							
Cabinet Forward Plan monitoring	X	X	X	X	X	X	X	X	X	X	X	X	X	

One-off business items

Introductory report on overview and scrutiny	X													
Oper Report - Heathrow Business Rates				X										
Biennial Safety Review - Sports Grounds												X		
Officer Report - Overview of ICT operations	X													
Officer Report - Use of Space in Civic Centre			X											

Past review monitoring

Recruitment					X								
Staff Induction & Retention										X			
Homophobic, Biphobic & Transphobic Bullying												X	

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