



External Services Select Committee

Date: TUESDAY, 11 FEBRUARY
2020

Time: 6.30 PM

Venue: COMMITTEE ROOM 5 -
CIVIC CENTRE, HIGH
STREET, UXBRIDGE

**Meeting
Details:** Members of the Public and
Media are welcome to attend.
This meeting will also be
broadcast live.

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Councillors on the Committee

Councillor John Riley (Chairman)
Councillor Nick Denys (Vice-Chairman)
Councillor Simon Arnold
Councillor Vanessa Hurhangee
Councillor Kuldeep Lakhmana
Councillor Ali Milani
Councillor June Nelson
Councillor Devi Radia

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Putting our residents first

Lloyd White
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London Borough of Hillingdon,
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Terms of Reference

1. To undertake the powers of health scrutiny conferred by the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013.
2. To work closely with the Health & Wellbeing Board & Local Healthwatch in respect of reviewing and scrutinising local health priorities and inequalities.
3. To respond to any relevant NHS consultations.
4. To scrutinise and review the work of local public bodies and utility companies whose actions affect residents of the Borough.
5. To identify areas of concern to the community within their remit and instigate an appropriate review process.
6. To act as a Crime and Disorder Committee as defined in the Crime and Disorder (Overview and Scrutiny) Regulations 2009 and carry out the bi-annual scrutiny of decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions.

‘Select’ Panel Terms of Reference

The External Services Select Committee may establish, appoint members and agree the Chairman of a Task and Finish Select Panel to carry out matters within its terms of reference, but only one Select Panel may be in operation at any one time. The Committee will also agree the timescale for undertaking the review. The Panel will report any findings to the External Services Select Committee, who will refer to Cabinet as appropriate.

Agenda

Chairman's Announcements

PART I - MEMBERS, PUBLIC AND PRESS

- 1 Apologies for absence and to report the presence of any substitute Members

- 2 Declarations of Interest in matters coming before this meeting

- 3 Exclusion of Press and Public

To confirm that all items marked Part I will be considered in public and that any items marked Part II will be considered in private

- | | | |
|---|---|---------|
| 4 | Minutes of the previous meeting - 14 January 2020 | 1 - 6 |
| 5 | Safer Hillingdon Partnership Performance Monitoring | 7 - 12 |
| 6 | Work Programme | 13 - 22 |

PART II - PRIVATE, MEMBERS ONLY

That the reports in Part 2 of this agenda be declared not for publication because they involve the disclosure of information in accordance with Section 100(A) and Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended), in that they contain exempt information and that the public interest in withholding the information outweighs the public interest in disclosing it.

- 7 Any Business transferred from Part I

Minutes

EXTERNAL SERVICES SELECT COMMITTEE

14 January 2020

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



	<p>Committee Members Present: Councillors John Riley (Chairman), Nick Denys (Vice-Chairman), Lynne Allen (In place of Kuldeep Lakhmana), Simon Arnold, Vanessa Hurhangee, Ali Milani, June Nelson and Devi Radia</p> <p>Also Present: Owain Mumford, External Affairs Manager, Post Office Ltd Stuart Taylor, External Affairs Manager, Post Office Ltd</p> <p>LBH Officers Present: Nikki O'Halloran (Democratic Services Manager)</p>
36.	<p>APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS (<i>Agenda Item 1</i>)</p> <p>Apologies for absence had been received from Councillor Kuldeep Lakhmana (Councillor Lynne Allen was present as her substitute).</p>
37.	<p>EXCLUSION OF PRESS AND PUBLIC (<i>Agenda Item 3</i>)</p> <p>RESOLVED: That all items of business be considered in public.</p>
38.	<p>MINUTES OF THE PREVIOUS MEETING - 18 DECEMBER 2019 (<i>Agenda Item 4</i>)</p> <p>It was agreed that reference be included in the minutes to the concern expressed by residents that a new GP practice was no longer going to be created at the top of Church Road, Hayes.</p> <p>The Chairman noted that an additional meeting needed to be set up to talk to The Hillingdon Hospitals NHS Foundation Trust (THH).</p> <p>RESOLVED: That, subject to the above amendment, the minutes of the meeting held on 18 December 2019 be agreed as a correct record.</p>
39.	<p>POST OFFICE SERVICES IN HILLINGDON (<i>Agenda Item 5</i>)</p> <p>The Chairman welcomed those present to the meeting. He noted that there had been observations made by residents and Councillors about post office coverage in the Borough.</p> <p>Mr Owain Mumford, External Affairs Manager at Post Office Limited (PO Ltd), advised that PO Ltd was a business wholly owned by the Government. It had 11½k branches across the country, many of which operated from within existing local businesses. It was very much a commercial business with a well-defined social purpose and aimed to support, for example, those in the community that were more vulnerable, who didn't</p>

have access to a vehicle, lived in particularly rural areas, etc.

Members queried whether there was any tension between the public service remit and the commercial side of the business. Mr Stuart Taylor, External Affairs Manager at PO Ltd, believed that the social influences and commercial business married well. He noted that there were a growing number of customers who needed more support and that PO Ltd had provided a broader range of services to meet this need, for example, foreign currency, banking services and bill payments. These additional services had been secured within a competitive business environment.

Mr Mumford noted that PO Ltd was not immune from the pressures of the High Street and, of the 175 services provided (which included banking), only one was a monopoly (postal orders). The business had been challenged by Government to become self-sustaining and progress was being made with profit being made every year for the last three years (this money had been reinvested into the branch network). Although PO Ltd was effectively still in receipt of a reducing Government grant to provide services and subsidies, it had been gradually gaining a more stable financial footing with profits reinvested in technology, service improvements, etc.

Mr Taylor advised that the organised did not underestimate the value of post office services in rural and urban areas. He noted that PO Ltd had been working with banks to ensure that a range of banking services continued to be available from post offices after local bank branches had closed.

Members were advised that the majority of post office branches were run on a franchise basis. Combining a shop with a post office created a symbiotic relationship and often meant that post office services were accessible for longer periods each day with only one set of overheads.

Mr Taylor advised that the UK network was currently stable with no closure programme planned. Mr Mumford noted that there were 35 branches in Hillingdon which were all franchises. 29 of these were currently operating (17 main post offices providing all services, 3 local post offices in small retail units, 8 local+ branches and 1 sub post office branch) and the following 6 were currently closed:

1. Hayes End – short term operational issues being experienced;
2. Yiewsley – short term operational issues being experienced;
3. Harmondsworth – closed some time ago but difficulties being experienced in identifying a business to provide the service as a result of the threat of Heathrow Airport expansion;
4. Sipson – closed some time ago but difficulties being experienced in identifying a business to provide the service as a result of the threat of Heathrow Airport expansion;
5. Mulberry Parade – looking to advertise for new franchisee; and
6. Harlington Road – looking to advertise for new franchisee.

Concern was expressed that some residents in Harmondsworth and Sipson would not have smartphones and some would not be able to use the internet. The journey for these residents to visit a bank or post office in a neighbouring area was often not quick or easy. Mr Mumford advised that PO Ltd was currently looking at options for these areas and that consideration could be given to the provision of outreach services. The team had been looking to identify an alternative business in these areas to take on the post office business. This business would need to have a premises in Sipson or Harmondsworth (“valid property interest”) from which it could run the post office and would need to provide a business plan and go through a detailed application process with background checks. The inclusion of a post office branch in an existing business

provided additional footfall, resulting in a greater return on investment (ROI). Mr Mumford advised that Members' concerns would be taken back to colleagues at PO Ltd.

Members queried how long PO Ltd waited until it determined that it was unable to identify a business in an area to provide post office services to then look at alternative outreach provision as a short term solution (franchises were preferable as outreach was a costly option which only provided a small selection of post office services). It was reiterated that Members had significant concerns that residents in the Heathrow Villages had been left without a bank or a post office for a significant amount of time and that no solution had yet been found. Members suggested that consideration be given to approaching bigger businesses such as the Co-op. Mr Taylor advised that it was in PO Ltd's interest to find a long term solution as this would provide a revenue stream for the organisation. He would ensure that the Committee received periodic updates on the progress made in finding a solution for Heathrow Villages.

As Members had significant local knowledge and contacts, it was suggested that they might be able to help PO Ltd to identify a suitable business from which post office services could be delivered. It was agreed that Members would speak to local businesses in Heathrow Villages to identify any expressions of interest.

It was noted that PO Ltd had already been able to increase Postmaster remuneration for some banking, mails and other products. The banking transaction uplift took place in October 2019 in advance of PO Ltd receiving additional payments from the banks in January 2020, as part of the new banking framework. It was also noted that the multi-billion pound programme of investment in the post office network, in the form of the Network Transformation Programme, had already been committed to modernise branches, create new style formats that fitted better in retailers shops and introduce longer opening hours at many branches, increasing convenience for customers.

A range of quality and customer satisfaction measures had been put in place and the importance of post office staff being knowledgeable, efficient and fast was recognised. Mystery shopping was undertaken but this was thought to be superfluous when customers freely provided PO Ltd with feedback. Members noted that the queues in the larger post offices were often very long with few staff on duty and customers had to wait a long time to be served. Mr Taylor advised that he would share customer satisfaction data relating to the branches in Hillingdon with the Committee. He also noted that, with regard to ROI, franchisees were not obliged to share their annual returns with PO Ltd.

Residents in receipt of benefits could currently have their benefit payment made via a payment card account. The Department of Work and Pensions (DWP) had written to those in receipt of benefits to advise that this payment method would be withdrawn from 2021. Instead, payments would be made into the individual's bank account. Concern was expressed that there were some residents who did not have a bank account (neither did they want one) and it was suggested that they contact the DWP to discuss these challenges. As many of these residents paid their bills in the post office, concern was expressed that those businesses had not been consulted on the proposed changes. Mr Taylor was confident that the DWP would work through these issues in an effort to bring as many people as possible into mainstream banking. Once these residents had a bank account, they would be able to access their money from the post office.

It was noted that a business was unlikely to provide post office services unless it was a profitable proposition. As such, Members queried whether current franchisees were

aware of the impact that DWP's withdrawal of payment card accounts might have on their businesses' profitability from 2021. Mr Taylor advised that the DWP would not make its final decision about the payment card accounts overnight and that PO Ltd would ensure that Members concerns were voiced to the Government. Whilst PO Ltd could control much of its commercial agreements, it was unable to control changes brought in by other Government departments.

Members were advised that, although the branches were run independently on a franchise type basis, PO Ltd had a network of area managers who were able to provide information and support to the franchisees. SubPostmasters were regularly reminded of the availability of this support. In addition, the National Federation of SubPostmasters (NFSP) provided advice and guidance on the retail elements of the business. If a franchisee raised a concern, staff, materials and information were available to help.

Royal Mail (which had been privatised) remained an important commercial partner of PO Ltd. Royal Mail was responsible for approximately one third of PO Ltd's revenue income.

The High Street was changing and technology was increasingly being used to improve services and customer experience. To this end, PO Ltd had been improving its digital presence as well as introducing self-service kiosks in some post office branches (although assistance was still needed from a member of staff). Apps had also been developed in relation to travel where the user could, for example, buy currency, locate ATMs abroad or buy holiday insurance.

It was noted that the number of crown post offices had reduced and the number of outreach post office services had increased. Members were advised that these two trajectories were not linked. Neither was this as a result of the cost cutting as a way to meet the Government requirement for PO Ltd to be self-sustaining. Any move from a directly managed branch to an agency branch did not result in a downgrade in service.

In some areas, councils were providing services from the post office branches. For example, residents were able to pay their Council Tax bills or buy parking permits through the post office. Members were keen for this facility to be investigated in Hillingdon.

Where an individual did not believe that PO Ltd was complying with its public service remit, they would need to write to PO Ltd in the first instance and copy in Citizens' Advice Bureau (CAB). PO Ltd would then explain any inaction / action that it had taken.

Members were advised that PO Ltd had appointed a new Chief Executive, Mr Nick Read. As Mr Read had only recently been put in post, the company strategy for the next few years had not yet been publicly outlined. It was not thought that there would be a move away from the agency / franchise model and that business banking would form a large part of the company's future. The organisation was future-facing and would ensure that it considered customers' future habits when developing its strategy. Once the strategy had been launched, Mr Taylor would share it with the Committee.

RESOLVED: That:

- 1. Members speak to local businesses in Heathrow Villages to identify any expressions of interest to provide post office services;**
- 2. Mr Taylor share customer satisfaction data relating to the branches in Hillingdon with the Committee;**

	<p>3. the ability to pay Council Tax bills and buy parking permits from the post office be investigated;</p> <p>4. Mr Taylor share the PO Ltd strategy with the Committee one launched; and</p> <p>5. the discussion be noted.</p>
40.	<p>WORK PROGRAMME (<i>Agenda Item 6</i>)</p> <p>Consideration was given to the Committee's Work Programme. It was noted that the Committee meeting on 11 February 2020 would be focussing on crime and disorder. Members requested that, in addition to the usual performance update report, they receive:</p> <ol style="list-style-type: none"> 1. an overview of the interaction between the police and the Council's ASB team; 2. an update on the effectiveness of the tri-Borough / BCU arrangement - in terms of new ways of working and its impact on crime in the Borough since its implementation as well as a comparison with how the new arrangements had impacted on crime and disorder in Hounslow and Ealing; and 3. further detail of police strategies for the treatment of / engagement with young people. <p>It was noted that, subject to the appointment of Councillor Jane Palmer as the Cabinet Member for Social Care, Health and Wellbeing, a replacement Member would be required to sit on the Select Panel for its review into dental services.</p> <p>A briefing note providing an update in relation to the review of cancer services at Mount Vernon Cancer Centre had been circulated to Members of the Committee via email.</p> <p>It was noted that a number of Members of the Committee sometimes struggled to attend meetings that started at 6pm. To address this, the Chairman proposed that, from 11 February 2020, meetings of the External Services Select Committee would start at 6.30pm.</p> <p>RESOLVED: That:</p> <ol style="list-style-type: none"> 1. topics for discussion at the meeting on 11 February 2020 be passed to Ms Jaqui Robertson; 2. a replacement Member be identified to sit on the Select Panel; 3. future meetings during the remainder of the municipal year start at 6.30pm; and 4. the Work Programme be noted.
	<p>The meeting, which commenced at 6.00 pm, closed at 7.40 pm.</p>

These are the minutes of the above meeting. For more information on any of the resolutions please contact Nikki O'Halloran on 01895 250472. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

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EXTERNAL SERVICES SELECT COMMITTEE - SAFER HILLINGDON PARTNERSHIP PERFORMANCE MONITORING

Committee name	External Services Select Committee
Officer reporting	Jacqueline Robertson, Residents Services
Papers with report	Appendix A – Quarter 2
Ward	n/a

HEADLINES

To enable the Committee to comment on performance to date towards the objectives in the 2019/20 Safer Hillingdon Partnership Plan.

RECOMMENDATION

That the External Services Select Committee notes the contents of the report and asks questions in order to clarify matters of concern in the Borough.

SUPPORTING INFORMATION

Members to scrutinise performance of the Safer Hillingdon Partnership Plan 2019/20 from April to September (quarters one to two).

As well as the usual Safer Hillingdon Partnership update and performance statistics for Hillingdon on knife crime, serious injury, stop and search, burglary, etc, the Metropolitan Police Service (MPS) has also been asked to update Members on the following issues:

1. an overview of the interaction between the police and the Council's Anti Social Behaviour team;
2. an update on the effectiveness of the tri-Borough / West Area Basic Command Unit arrangement in terms of new ways of working and its impact on crime in the Borough since its implementation. Representatives from the MPS have also been asked to state how the new arrangements have impacted on crime in Hounslow and Ealing; and
3. Police strategies for treatment of / dealing with / engagement with young people.

Results of the survey of young people on knife crime undertaken by Hillingdon Youth Council (published in November 2019) have been circulated to Members. A representative from Hillingdon Youth Council will be attending the meeting to present the survey findings.

Witnesses

Representatives from the following organisations have been invited to attend the meeting:

- Metropolitan Police Service
- Youth Council / Youth Parliament
- ASB Team, LBH
- Community Safety Team, LBH

BACKGROUND PAPERS

None.

**** RAG rating at or better than target is Green, within 10% of target is Amber, greater than 10% from target = Red**

Theme	Target	q1	q2	q3	q4	sum
	Reduce residential burglary by 1% per annum for the next three years (2017/18 to 2019/20)	460	491			951
	Reduce non-residential burglary by 1% per annum for the next three years (2017/18 to 2019/20)	129	119			248
	Reduce violence with injury by 5% per annum for the next three years (2017/18 to 2019/2020)	600	667			1267
	Reduce violence without injury by 5% per annum for the next three years (2017/18 to 2019/2020)	1664	1219			2883
	Reduce personal property robbery by 5% per annum for the next three years (2017/18 to 2019/2020)	181	151			332
	Reduce Buisness property robbery by 5% per annum for he next three years (2017/18 to 2019/20)	18	33			51
	Reduce knife crime with injury by 5% per annum for the next three years (2017/18 to 2019/2020)	29	23			52
	Theft from motor vehicle	636	712			1348
	Theft of motor vehicle	202	225			427
	Increase drugs stop searches	1235	1397			2632
	increase weapons stop and searches	326	264			590
	Increase stop and searches for Other category	284	137			421
	To maintain current level of recorded Violence against the Person recorded against young people receiving a criminal justice disposal	19	23			42
	To maintain current level of recorded Possession with Intent offences recorded against young people receiving a criminal justice disposal	4	1			5
	Reduce ASB reported to the police by 5% per annum for the next three years (2017/18 to 2019/2020)	2353	2617			4970
	Reduce community and neighbourhood nuisance reports by 5% against the 2017/18 figure	292	352			644
	Reduce incidents of fly tipping reported to Council ASBIT by 5% against the 2017/18 figure.	263	325			588
	Conduct 2640 fire home visits	674	677			1351
	Record maximum of 181 arson incidents	33	47			80
	Increase in awareness and reporting of disability hate crime	1	4			5
	Increase in awareness and reporting of domestic abuse hate crime	740	723			1463
	Increase in awareness and reporting of faith hate crime.	14	8			22
	Increase in awareness and reporting of trans gender crime.	2	2			4
	75% of those referred to CR MARAC have their vulnerability score reduced.					0
	Agree the police treat everyone fairly regardless of who they are -increase by 2% by 31/03/2020	77%	80.0%			
	Agree the police can be relied upon to be there when needed-increase by 2% by 31/03/2020	71%	72.0%			
	Agree the police are dealing with the things that matter to this community-increase by 2% by 31/03/2020	62%	64.0%			
	Agree the police listen to the concerns of local people-increase by 2% by 31/03/2020	66%	69.0%			
	Feel well informed about local police activities over the last 12 months-increase by 2% by 31/03/2020	39%	39.0%			
	Know how to contact their local ward officer-increase by 2% by 31/03/2020	11%	10.0%			
	Police do a good job in the local area-increase by 2% by 31/03/2020	54%	55.0%			
	Reduce repeat victims of domestic abuse by 5%	30	20			50
	Increase number of cases per 10,000 population from 18 to Safe lives recommended rate of 40 over 3 years (by April 2020)*	44	42			86

Theme	Target	q1	q2	q3	q4	sum
	Increase number of repeat cases heard from 14% to the safe lives recommendation of 28% over 3 years (by April 2020)	21%	22.0%			0
	Identify victims of domestic abuse and making referrals	32%	73.0%			1

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EXTERNAL SERVICES SELECT COMMITTEE - WORK PROGRAMME

Committee name	External Services Select Committee
Officer reporting	Nikki O'Halloran, Chief Executive's Office
Papers with report	Appendix A – Work Programme
Ward	n/a

HEADLINES

To enable the Committee to track the progress of its work and forward plan.

RECOMMENDATIONS:

That the External Services Select Committee:

- 1. determines when it will consider the following issues:**
 - a. bowel, cervical and breast screening in the Borough; and**
 - b. the challenges faced by THH (to be preceded in the week before by a site visit to Hillingdon Hospital); and**
- 2. considers the Work Programme at Appendix A and agrees any amendments.**

SUPPORTING INFORMATION

1. The Committee's meetings tend to start at either 5pm or 6pm 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 were agreed by Council on 17 January 2019 and are as follows:

Meetings	Room
Wednesday 12 June 2019, 6pm	CR6
Tuesday 9 July 2019, 6pm	CR5
Thursday 5 September 2019, 6pm	CR5
Wednesday 9 October 2019, 6pm	CR5
Thursday 7 November 2019, 6pm	CR5
Tuesday 19 November 2019, 6pm	CR6
Wednesday 18 December 2019, 6pm	CR6
Tuesday 14 January 2020, 6pm	CR5
Tuesday 11 February 2020, 6.30pm	CR5
Thursday 26 March 2020, 6.30pm	CR5
Wednesday 29 April 2020, 6.30pm	CR6
Thursday 30 April 2020, 6.30pm	CR6

2. The meeting dates for the 2020/2021 municipal year were agreed by Council on 16 January 2020 and are as follows:

Meetings	Room
Thursday 11 June 2020, 6pm	CR6
Thursday 2 July 2020, 6pm	CR5
Wednesday 2 September 2020, 6pm	CR5
Thursday 8 October 2020, 6pm	CR5
Tuesday 10 November 2020, 6pm	CR5
Tuesday 12 January 2021, 6pm	CR6
Tuesday 9 February 2021, 6pm	CR5
Tuesday 23 March 2021, 6pm	CR5
Wednesday 28 April 2021, 6pm	CR5
Thursday 29 April 2021, 6pm	CR5

- It has previously been agreed by Members that, whilst meetings will generally start at 6pm, consideration will be given to revising the start time of each meeting on an ad hoc basis should the need arise. At its meeting on 14 January 2020, Members agreed that meetings for the remainder of the 2019/2020 municipal year would start at 6.30pm. Further details of the issues to be discussed at each meeting can be found at Appendix A.

Topics to be Scheduled into the Work Programme

- It should be noted that the Committee is required to meet with the local health trusts at least twice each year. It is also required to scrutinise the crime and disorder work of the Safer Hillingdon Partnership (SHP).
- The Committee received an update from NHS England (NHSE) / NHS Improvement (NHSI) at its meeting on 9 October 2019 in relation to the review of the Mount Vernon Cancer Centre. Following a period of engagement, expressions of interest were sought and evaluated and a recommendation has been made to NHSE. The Chairman of the Committee has been invited to attend a site visit and workshop at Mount Vernon Hospital on Tuesday 4 February 2020. Representatives from a number of organisations have been invited to attend including: East and North Hertfordshire NHS Trust, NHSE, University College London Hospitals NHS Foundation Trust (UCLH), The Hillingdon Hospitals NHS Foundation Trust (THH), Healthwatch Hillingdon, East and North Hertfordshire CCG and Hillingdon CCG. Representatives of NHSE have been invited to attend the Select Committee meeting on 26 March 2020 to provide Members with an update.
- It is anticipated that all Members of the health scrutiny committees at the London Borough of Hillingdon and Hertfordshire County Council will be invited to attend a subsequent site visit which has yet to be arranged.
- Members have previously stated that they would like to hold a special meeting to specifically focus on the challenges faced by The Hillingdon Hospitals NHS Foundation Trust (THH). As well as determining a date for when this meeting might be held, Members have also requested that the meeting be preceded by a site visit to Hillingdon Hospital. As such, a second date for this visit in the week before the meeting takes place needs to be identified.

Live Broadcasting of Meetings

- It should be noted that Cabinet, at its meeting on 30 May 2019, agreed that all future policy overview and select committee meetings would be broadcast live on YouTube. As such, this

and all subsequent External Services Select Committee meetings will be broadcast live. Where possible, these meetings have been moved into Committee Room 5 to facilitate better views of the meetings.

Reviews

9. As the meetings of the External Services Select Committee usually deal with a lot of business, the Committee is able to set up Select Panels to undertake in depth reviews on its behalf. These Panels are 'task and finish' and their membership can comprise any London Borough of Hillingdon Councillor, with the exception of Cabinet Members.
10. At its meeting on 18 December 2019, the Committee agreed the scoping report for its next review in relation to children's dental health. A Select Panel was set up to undertake this review. However, following changes made to Cabinet at Council on 16 January 2020, it should be noted that Councillor Jane Palmer has been replaced on the Select Panel by Councillor Ian Edwards.

BACKGROUND PAPERS

None.

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EXTERNAL SERVICES SELECT COMMITTEE WORK PROGRAMME

NB – all meetings start at 6pm in the Civic Centre unless otherwise indicated.

Shading indicates completed meetings

Meeting Date	Agenda Item
12 June 2019 <i>Report Deadline: 3pm Friday 31 May 2019</i>	Update on the implementation of recommendations from previous scrutiny reviews: <ul style="list-style-type: none"> Community Sentencing Update on Cancer Screening and Diagnostics Update on Potential Changes at Moorfields City Road Site Mount Vernon Cancer Centre Review Update (NHS England) Update on the Implementation of Congenital Heart Disease Standards (NHS England)
9 July 2019 <i>Report Deadline: 3pm Thursday 30 June 2019</i>	Health Performance updates and updates on significant issues: <ol style="list-style-type: none"> The Hillingdon Hospitals NHS Foundation Trust Royal Brompton & Harefield NHS Foundation Trust Central & North West London NHS Foundation Trust The London Ambulance Service NHS Trust Public Health Hillingdon Clinical Commissioning Group Healthwatch Hillingdon Hospice Provision in the North of the Borough – Update Update on the implementation of recommendations from previous scrutiny reviews: <ul style="list-style-type: none"> Hospital Discharges (SSH&PH POC)
5 September 2019 <i>Report Deadline: 3pm Friday 23 August 2019</i>	Crime & Disorder To scrutinise the issue of crime and disorder in the Borough: <ol style="list-style-type: none"> Metropolitan Police Service (MPS) – specifically knife crime and safer neighbourhoods, drugs and a police perspective on Serenity Integrated Monitoring.

Meeting Date	Agenda Item
<p>9 October 2019</p> <p>Report Deadline: 3pm Friday 27 September 2019</p>	<p>Dental Health Services – Single Meeting Review</p> <p>Mount Vernon Cancer Centre Review Update (NHS England)</p> <p>GP Pressures Select Panel Consideration of draft final report.</p>
<p>18 December 2019</p> <p>Report Deadline: 3pm Monday 28 October 2019</p> <p><i>Previously scheduled for 7 November 2019 and 19 November 2019</i></p>	<p>Health Performance updates and updates on significant issues:</p> <ol style="list-style-type: none"> 1. The Hillingdon Hospitals NHS Foundation Trust 2. Royal Brompton & Harefield NHS Foundation Trust 3. Central & North West London NHS Foundation Trust 4. The London Ambulance Service NHS Trust 5. Public Health 6. Hillingdon Clinical Commissioning Group 7. Healthwatch Hillingdon 8. MPS: Serenity Integrated Monitoring Officer <p>Michael Sobell Hospice - Update</p>
<p>14 January 2020</p> <p>Report Deadline: 3pm Thursday 2 January 2020</p>	<p>Post Office Services – Single Meeting Review</p>
<p>11 February 2020</p> <p>Report Deadline: 3pm Thursday 30 January 2020</p>	<p>Crime & Disorder To scrutinise the issue of crime and disorder in the Borough:</p> <ol style="list-style-type: none"> 1. London Borough of Hillingdon 2. Metropolitan Police Service (MPS) 3. Safer Neighbourhoods Team (SNT) 4. London Fire Brigade 5. London Probation Area 6. British Transport Police 7. Hillingdon Clinical Commissioning Group (HCCG) 8. Public Health
<p>26 March 2020</p> <p>Report Deadline: 3pm Monday 16 March 2020</p>	<p>Mount Vernon Cancer Centre Review Update (NHS England)</p>
<p>2020 - TBA</p> <p>Report Deadline: TBA</p>	<p>Challenges Faced by The Hillingdon Hospitals NHS Foundation Trust To be preceded by a site visit to Hillingdon Hospital in the week before this meeting takes place.</p>

Meeting Date	Agenda Item
29 April 2020 Report Deadline: 3pm Friday 17 April 2020	Health (1) Quality Account reports, performance updates and updates on significant issues: <ol style="list-style-type: none"> 1. The Hillingdon Hospitals NHS Foundation Trust 2. Central & North West London NHS Foundation Trust 3. Public Health 4. Hillingdon Clinical Commissioning Group 5. Healthwatch Hillingdon
30 April 2020 Report Deadline: 3pm Monday 20 April 2020	Health (2) Quality Account reports, performance updates and updates on significant issues: <ol style="list-style-type: none"> 1. Royal Brompton & Harefield NHS Foundation Trust 2. The London Ambulance Service NHS Trust 3. Public Health 4. Hillingdon Clinical Commissioning Group 5. Healthwatch Hillingdon
11 June 2020 Report Deadline: 3pm Monday 1 June 2020	
2 July 2020 Report Deadline: 3pm Monday 22 June 2020	Health Performance updates and updates on significant issues: <ol style="list-style-type: none"> 1. The Hillingdon Hospitals NHS Foundation Trust 2. Royal Brompton & Harefield NHS Foundation Trust 3. Central & North West London NHS Foundation Trust 4. The London Ambulance Service NHS Trust 5. Public Health 6. Hillingdon Clinical Commissioning Group 7. Healthwatch Hillingdon 8. Local Medical Committee
2 September 2020 Report Deadline: 3pm Thursday 20 August 2020	Crime & Disorder To scrutinise the issue of crime and disorder in the Borough: <ol style="list-style-type: none"> 1. London Borough of Hillingdon 2. Metropolitan Police Service (MPS) 3. Safer Neighbourhoods Team (SNT) 4. London Fire Brigade 5. London Probation Area 6. British Transport Police 7. Hillingdon Clinical Commissioning Group (HCCG) 8. Public Health

Meeting Date	Agenda Item
<p>8 October 2020</p> <p>Report Deadline: 3pm Monday 28 September 2020</p>	
<p>10 November 2020</p> <p>Report Deadline: 3pm Thursday 29 October 2020</p>	<p>Health</p> <p>Performance updates and updates on significant issues:</p> <ol style="list-style-type: none"> 1. The Hillingdon Hospitals NHS Foundation Trust 2. Royal Brompton & Harefield NHS Foundation Trust 3. Central & North West London NHS Foundation Trust 4. The London Ambulance Service NHS Trust 5. Public Health 6. Hillingdon Clinical Commissioning Group 7. Healthwatch Hillingdon
<p>12 January 2021</p> <p>Report Deadline: 3pm Wednesday 30 December 2020</p>	<p>Update on the implementation of recommendations from previous scrutiny reviews:</p> <ul style="list-style-type: none"> • GP Pressures
<p>9 February 2021</p> <p>Report Deadline: 3pm Thursday 28 January 2021</p>	<p>Crime & Disorder</p> <p>To scrutinise the issue of crime and disorder in the Borough:</p> <ol style="list-style-type: none"> 1. London Borough of Hillingdon 2. Metropolitan Police Service (MPS) 3. Safer Neighbourhoods Team (SNT) 4. London Fire Brigade 5. London Probation Area 6. British Transport Police 7. Hillingdon Clinical Commissioning Group (HCCG) 8. Public Health
<p>23 March 2021</p> <p>Report Deadline: 3pm Thursday 11 March 2021</p>	
<p>28 April 2021</p> <p>Report Deadline: 3pm Thursday 15 April 2021</p>	<p>Health (1)</p> <p>Quality Account reports, performance updates and updates on significant issues:</p> <ol style="list-style-type: none"> 1. The Hillingdon Hospitals NHS Foundation Trust 2. Central & North West London NHS Foundation Trust 3. Public Health 4. Hillingdon Clinical Commissioning Group 5. Healthwatch Hillingdon

Meeting Date	Agenda Item
<p>29 April 2021</p> <p>Report Deadline: 3pm Friday 16 April 2021</p>	<p>Health (2) Quality Account reports, performance updates and updates on significant issues:</p> <ol style="list-style-type: none"> 1. Royal Brompton & Harefield NHS Foundation Trust 2. The London Ambulance Service NHS Trust 3. Public Health 4. Hillingdon Clinical Commissioning Group 5. Healthwatch Hillingdon
<p>Possible future single meeting or major review topics and update reports</p>	
<ul style="list-style-type: none"> • Mental health discharge • Collaborative working between THH and GPs in the community • Opportunities for local oversight of services provided in Hillingdon that had been commissioned from outside of the Borough • Transport provision within the Borough - Transport for London (TfL), Crossrail, bus route changes and Dial-a-Ride 	

MAJOR REVIEW (SELECT PANEL)

Members of the Select Panel:

- Councillors Ian Edwards, Vanessa Hurhangee, Kuldeep Lakhmana, June Nelson and John Riley

Topic: Children's Oral Health

Meeting	Action	Purpose / Outcome
ESSC: 18 December 2019	Agree Scoping Report	Information and analysis
Select Panel: 1st Meeting - 12 February 2020	Introductory Report / Witness Session 1	Evidence and enquiry
Select Panel: 2nd Meeting - Date TBA	Witness Session 2	Evidence and enquiry
Select Panel: 3rd Meeting - Date TBA	Witness Session 3	Evidence and enquiry
Select Panel: 4th Meeting - Date TBA	Witness Session 4	Evidence and enquiry
Select Panel: 5th Meeting - Date TBA	Consider Draft Recommendations	Agree recommendations
Select Panel: 6th Meeting - Date TBA	Consider Draft Final Report	Agree final draft report
ESSC: Date TBA	Consider Draft Final Report	Agree recommendations and final draft report
Cabinet: Date TBA	Consider Final Report	Agree recommendations and final report

Additional stakeholder events, one-to-one meetings, site visits, etc, can also be set up to gather further evidence.