



HILLINGDON  
LONDON

## VIRTUAL

# CABINET

**Date:** THURSDAY, 21 MAY 2020

**Time:** 7.00 PM

**Venue:** THIS IS A VIRTUAL  
MEETING

**Meeting Details:** Watch a live broadcast of this meeting on the Council's YouTube channel: [Hillingdon London](#)

### To all Members of the Cabinet:

Ray Puddifoot MBE (Chairman)  
*Leader of the Council*

Jonathan Bianco (Vice-Chairman)  
*Deputy Leader / Finance, Property & Business Services*

Susan O'Brien  
*Education, Children and Youth Services*

Keith Burrows  
*Planning and Transportation*

Jane Palmer  
*Social Care, Health & Wellbeing*

Philip Corthorne  
*Housing and the Environment*

Douglas Mills  
*Community, Commerce & Regeneration*

Richard Lewis  
*Central Services, Culture & Heritage*

**Published:**  
Wednesday, 13 May 2020

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Putting our residents first

# Notice

## Notice of meeting and any private business

The London Borough of Hillingdon is a modern, transparent Council and through effective Cabinet governance, it seeks to ensure the decisions it takes are done so in public as far as possible. Much of the business on the agenda for this Cabinet meeting will be open to residents, the wider public and media to attend. However, there may be some business to be considered that contains, for example, confidential, commercially sensitive or personal information. Such business is shown in Part 2 of the agenda and is considered in private. Further information on why this is the case can be sought from Democratic Services.

This is formal notice under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 to confirm that the Cabinet meeting to be held on:

*21 May 2020 at 7pm in Committee Room 6, Civic Centre, Uxbridge*

will be held partly in private and that 28 clear days public notice of this meeting has been given. The reason for this is because the private (Part 2) reports listed on the agenda for the meeting will contain exempt information under Part 1 of Schedule 12A to the Local Government Act 1972 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it. An online notice indicates a number associated with each report with the reason why a particular decision will be taken in private under the categories set out below:

- (1) information relating to any individual
- (2) information which is likely to reveal the identity of an individual
- (3) information relating to the financial or business affairs of any particular person (including the authority holding that information)
- (4) information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
- (5) Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
- (6) Information which reveals that the authority proposes (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment.
- (7) Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

## Notice of any urgent business

To ensure greater transparency in decision-making, 28 clear days public notice of the decisions to be made both in public and private has been given for these agenda items. Any exceptions to this rule are the urgent business items on the agenda marked \*. For such items it was impracticable to give sufficient notice for a variety of business and service reasons. The Chairman of the Executive Scrutiny Committee has been notified in writing about such urgent business.

## Notice of any representations received

No representations from the public have been received regarding this meeting.

## Date notice issued and of agenda publication

13 May 2020

London Borough of Hillingdon

# **Agenda**

- 1** Apologies for Absence
- 2** Declarations of Interest in matters before this meeting
- 3** To approve the minutes of the last Cabinet meeting 1 - 10
- 4** To confirm that the items of business marked Part 1 will be considered in public and that the items of business marked Part 2 in private

## **Cabinet Reports - Part 1 (Public)**

- 5** Hillingdon Council's Response to Coronavirus  
(Cllr Ray Puddifoot MBE) 11 - 44
- 6** Carers Strategy 2018-2020 Update (Cllr Jane Palmer) 45 - 72
- 7** Self-Build and Custom Build Housing (Charging & Eligibility) Criteria  
(Cllr Keith Burrows & Cllr Philip Corthorne) 73 - 84
- 8** Any other items the Chairman agrees are relevant or urgent

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## Minutes

### CABINET

Thursday, 12 March 2020

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



HILLINGDON  
LONDON

Published on: 13 March 2020

Decisions come into effect on from: 20 March 2020

### Cabinet Members Present:

Ray Puddifoot MBE (Chairman)  
Jonathan Bianco (Vice-Chairman)  
Philip Corthorne  
Douglas Mills  
Susan O'Brien  
Jane Palmer  
Duncan Flynn (Ex-Officio Member of the Cabinet)

### Members also Present:

Henry Higgins  
John Riley  
Wayne Bridges  
Nick Denys  
Simon Arnold  
Peter Curling  
Peter Money

## 1. APOLOGIES FOR ABSENCE

Apologies were received from Councillor Keith Burrows and Councillor Richard Lewis.

## 2. DECLARATIONS OF INTEREST IN MATTERS BEFORE THIS MEETING

No interests were declared by Members present.

## 3. TO APPROVE THE MINUTES OF THE LAST CABINET MEETING

The decisions and minutes of the Cabinet meeting held on 13 February 2020 were agreed as a correct record.

## 4. TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED PART 1 WILL BE CONSIDERED IN PUBLIC AND THAT THE ITEMS OF BUSINESS MARKED PART 2 IN PRIVATE

This was confirmed.

## **5. MONTHLY COUNCIL BUDGET MONITORING REPORT: MONTH 10**

**RESOLVED:**

**That Cabinet:**

- 1. Note the budget position as at January 2019 (Month 10) as outlined in Table 1.**
- 2. Note the Treasury Management update as at January 2020 at Appendix E.**
- 3. Continue the delegated authority up until the March 2020 Cabinet meeting to the Chief Executive to approve any consultancy and agency assignments over £50k, with final sign-off of any assignments made by the Leader of the Council. Cabinet are also asked to note those consultancy and agency assignments over £50k approved under delegated authority between the 13 February 2020 and 12 March 2020 Cabinet meetings, detailed at Appendix F.**
- 4. Agree to the appropriation of land at the former Great Benty garage site from the General Fund to the Housing Revenue Account to be developed as general needs housing.**
- 5. Approve a virement of £55k from the General Fund capital contingency budget to the ICT Equipment capitalisation budget for the purchase of 20 electronic point of sale (EPOS) tills at libraries throughout the Borough.**
- 6. Accepts the Environment Agency Grant of £25k for the implementation of minor flood alleviation measures at Pinn Meadows, Ruislip.**
- 7. Confirm that the following Fees and Charges for services at Breakspear Crematorium are to be implemented for all service users with effect from 1 April 2020:
  - a. Scattering of Ashes: £57
  - b. Trees & Shrubs – Rose Trees including five year lease: £352
  - c. Trees & Shrubs – Ornamental Shrubs including ten year lease £433
  - d. Memorial Cards – 2 line entry: £47
  - e. Memorial Cards – 5 line entry: £68**
- 8. Approve acceptance of gift funding in relation to a Planning Performance Agreement in accordance with the provisions of Section 93 of the Local Government Act 2003 for B&M Yiewsley (£47,900).**

### **Reasons for decision**

Cabinet was informed of the latest forecast revenue, capital and treasury position for the current year 2019/20 to ensure the Council achieved its budgetary and service objectives. Additionally, Cabinet made a property decision to increase local housing supply, accepted gift funding to assist with an upcoming development in the Borough, transferred monies for new electronic tills at libraries, accepted funding from the Environment Agency for minor flood measures at Pinn Meadow and re-confirmed the fees and charges at the Breakspear Crematorium.

### **Alternative options considered and rejected**

None.

**Officer to action:**

Paul Whaymand, Finance

**Classification: Public**

*The report and any background papers relating to this decision by the Cabinet are available to view on the Council's website or by visiting the Civic Centre, Uxbridge.*

**6. QUARTERLY PLANNING OBLIGATIONS MONITORING REPORT**

**RESOLVED:**

**That the Cabinet notes the updated financial information.**

**Reasons for decision**

Cabinet noted the report which detailed the financial planning obligations received by developers and held by the Council.

**Alternative options considered and rejected**

To not report to Cabinet. However, Cabinet believed it was an example of good practice to monitor income and expenditure against specific planning agreements.

**Officer to action:**

Nicola Wyatt, Residents Services

**Classification: Public**

*The report and any background papers relating to this decision by the Cabinet are available to view on the Council's website or by visiting the Civic Centre, Uxbridge.*

**7. CONTRACT AWARD: CCTV SERVICE, MAINTENANCE, REPAIR & UPGRADES**

**RESOLVED:**

**That Cabinet:**

1. Accept the tender from DSSL Group Ltd to undertake CCTV Service, Maintenance, Repair & Upgrades at Corporate and Housing sites across the Borough, inclusive of Town Centres, Libraries and Green Spaces for a 3 year period and at an estimated annual contract value of £121,908.
2. Furthermore, agrees that this includes the provision to extend the contract for 1 + 1 year periods (up to 5 years in total), delegating approval of any extension to the Leader of the Council and Cabinet Member for Community, Commerce and Regeneration, in consultation

**with the Deputy Chief Executive and Corporate Director of Residents Services.**

**Reasons for decision**

Cabinet welcomed the Council's ambitious programme that had upgraded the Borough's CCTV infrastructure and cameras using the latest digital and high definition technology as a key tool to tackle anti-social behaviour and crime. To ensure the continued maintenance, repair and future upgrades required, Cabinet accepted the most economically advantageous tender following a procurement exercise.

**Alternative options considered and rejected**

Cabinet could have purchased any maintenance or repairs on an ad hoc basis, but this was not recommended.

**Officers to action:**

Gary Penticost / Fran Gates, Residents Services

**Classification: Private**

*Whilst the Cabinet's decisions above are always made public, the officer report relating to this matter is not because it was considered in the private part of the meeting and contained information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighed the public interest in disclosing it in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended).*

**8. CONTRACT AWARD: SERVICING, GAS SAFETY CHECKS AND MAINTENANCE OF THE COUNCIL'S DOMESTIC 'IN-DWELLING' HOUSING PROPERTIES**

**RESOLVED:**

**That the Cabinet:**

- 1. Accept the tender from British Gas Social Housing Ltd trading as PH Jones to deliver the Servicing, Gas Safety Checks and Maintenance of the Council's Domestic (in-dwelling) housing properties for 4 year period at a value of £897k per annum.**
- 2. Furthermore, agrees that this includes the provision to extend the contract for 1 + 1 year periods (up to 6 years in total), delegating approval of any extension to the Leader of the Council and Cabinet Member for Finance, Property & Business Services, in consultation with the Deputy Chief Executive and Corporate Director of Residents Services.**

## **Reasons for decision**

Cabinet accepted a tender for Gas Servicing Safety Checks and maintenance of the Council's Domestic housing properties.

## **Alternative options considered and rejected**

None, as the Council had a duty to maintain the gas installation in its tenanted properties in a safe condition.

## **Officer to action:**

Gary Penticost – Residents Services

## **Classification: Private**

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## **9. CONTRACT AWARD: HOMECARE, OUTREACH, EXTRA CARE AND SPECIALIST SUPPORT SERVICES FOR ADULTS**

### **RESOLVED:**

**That the Cabinet:**

1. Accepts the tender from CCS Homecare Services Ltd for Lot 1 of the provision of Community Based Care and Support Services to the London Borough of Hillingdon for a five year period from the 1 May 2020 to the 30 April 2025 and at a value of £73,538,775;
2. Furthermore, agrees that this includes the provision to extend the contract for a 2 year period (up to 7 years in total), delegating approval of any extension to the Leader of the Council and the Cabinet Member for Social Care, Health and Wellbeing, in consultation with the Corporate Director of Social Care;
3. Agrees not to proceed with the award of a new contract for Lot 2 of the tender at this time and;
4. Approves, in order to ensure continuity of care whilst further market and provider development is undertaken, the extension of the current contracts forming part of Lot 2, which has an annual value of £9.67m.

## **Reasons for decision**

Following a competitive tender exercise for Homecare, Outreach, Extra Care and Specialist Support Services for Adults, Cabinet accepted a tender from CCS Homecare Services Ltd to be the primary provider for care services in the North of the Borough, including borough-wide specialist services and specialist extra care services.

Cabinet did not accept a new tender for such services in the South of the Borough and agreed to continue with the current contractual arrangements in place for continuity of service.

## **Alternative options considered and rejected**

Cabinet could have continued with current contractual arrangements across the whole Borough, but this was not recommended.

### **Officer to action:**

Sandra Taylor / Darren Thorpe – Social Care

### **Classification: Private**

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## **10. CONTRACT AWARD: SEMI INDEPENDENT LIVING SERVICES FOR YOUNG PEOPLE**

### **RESOLVED:**

**That the Cabinet accepts the single tender (via direct call off from the West London Alliance Semi Independent Living framework list) from YMCA West London for the provision of Semi Independent Living Services to the London Borough of Hillingdon for a 3 year period from 1st April 2020 to 31st March 2023, and at a total value of £772,629.**

## **Reasons for decision**

Following a review of the Semi Independent Living services commissioned for 16-24 year olds, Cabinet accepted a single tender from YMCA West London for supported living services at St. Andrews, Uxbridge.

## **Alternative options considered and rejected**

Cabinet could have decided to exercise a full tender process for such services, but this was not recommended.

### **Officers to action:**

Sandra Taylor / Darren Thorpe – Social Care

### **Classification: Private**

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## **11. CONTRACT EXTENSION: COMMUNITY EQUIPMENT SERVICE FOR RESIDENTS**

### **RESOLVED:**

**That the Cabinet:**

- 1. Agrees an extension of the current contract with Medequip Assistive Technology Ltd for the provision of a Community Equipment Service to the London Borough of Hillingdon for 1 year from 1st April 2020 to the 31st March 2021 at an approximate cost of £1.3m.**
- 2. Agrees for the continued participation of the London Borough of Hillingdon in the London Consortium during the tender process, noting that the market analysis, tender development, tender award and mobilisation to be completed during the 1 year extension at a cost of approximately £9.8k for Consortium fees; and that the tender process will be administered by the Westminster City Council.**

### **Reasons for decision**

Cabinet approved the one year extension to the existing Medequip contract for community equipment services in residents' homes. Cabinet also agreed to participate in an upcoming pan-London procurement exercise for such services going forward.

## **Alternative options considered and rejected**

None.

**Officer to action:**

Sandra Taylor / Darren Thorpe – Social Care

**Classification: Private**

*Whilst the Cabinet's decisions above are always made public, the officer report relating to this matter is not because it was considered in the private part of the meeting and contained information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighed the public interest in disclosing it in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended)*

**12. PROPERTY TRANSACTIONS: DISPOSAL OF GARAGE SITES ADJACENT TO 1 EVELYN'S CLOSE, YIEWSLEY AND REAR OF VERNON DRIVE, HAREFIELD**

**RESOLVED:**

**That Cabinet:**

- 1. Declare the following garage sites surplus to requirements:**
  - a) Land and garages adjacent to 1 Evelyns Close, Yiewsley including part of the front garden of 1 Evelyns Close.**
  - b) Land and garages rear of Vernon Drive, Harefield**
- 2. Authorise the disposal of the sites at auction, both sites having planning consent for the development of two residential properties on each site. The sites are to be sold as a long leasehold, on a 125 year lease, with the freehold transferred upon completion of the development.**
- 3. Delegate authority to the Leader of the Council and the Cabinet Member for Finance, Property and Business Services, in consultation with the Deputy Chief Executive and Corporate Director of Residents Services, all subsequent decisions regarding the sale of both sites.**

**Reasons for decision**

Cabinet agreed to declare two garage sites in the Borough surplus to requirements and approved their disposal at auction, noting the sites had planning consent for housing use.

**Alternative options considered and rejected**

Cabinet could have developed the sites itself, or instead sold them to Hillingdon First Limited, the Council's Property Company.

**Officer to action:**

Julia Thompson - Residents Services

**Classification: Private**

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**13. ANY OTHER ITEMS THE CHAIRMAN AGREES ARE RELEVANT OR URGENT**

No additional items were considered by the Cabinet.

The meeting closed at 7.20pm.

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**\*Internal Use only - implementation of decisions**

**All decisions:** Meeting after Cabinet, the Executive Scrutiny Committee did not call-in any of the remaining Cabinet's decisions. Therefore, these decisions can be implemented by officers upon the expiry of the scrutiny call-in period which is from:

**5pm, Friday 20 March 2020.**

Officers to action the decisions are indicated in the minutes.

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The public part of this meeting was broadcast on the Council's YouTube channel [here](#). Please note that these minutes and decisions are the definitive record of proceedings by the Council of this meeting.

If you would like further information about the decisions of the Cabinet, please contact the Council below:

[democratic@hillingdon.gov.uk](mailto:democratic@hillingdon.gov.uk)

Democratic Services: 01895 250636

Media enquiries: 01895 250403

To find out more about how the Cabinet works to put residents first, visit [here](#).

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## HILLINGDON COUNCIL'S RESPONSE TO CORONAVIRUS

### A SPECIAL REPORT TO THE CABINET

**Cabinet Members**

**Councillor Ray Puddifoot MBE**  
**All Cabinet Members**

**Cabinet Portfolios**

Leader of the Council  
All Cabinet Portfolios

**Report author**

Mark Braddock  
Senior Democratic Services Manager / Chief Executive's Office

**Papers with report**

Appendix A - Extract of Resident Feedback

## HEADLINES

**Executive Summary**

This is a special report to the Cabinet setting out the extensive effort to-date by the Council, its staff and local community in response to the Coronavirus National Emergency.

The report is in **four parts** which highlight:

1. The continuing delivery of key local services to residents and how services have adapted proactively and with innovation in response;
2. The new community services and assistance established to directly support those affected by the pandemic, including vulnerable residents and businesses.
3. Recent emergency decisions taken by the Leader of the Council for Cabinet's due ratification and;
4. How, at this unprecedented time, the Council and community have come together, moving forward to better times.

This report includes data, information and decisions during late March and April and in some cases up to 11 May 2020. Therefore, given the lead in time to report to Cabinet, there will have been substantial new activity that has taken place prior to consideration.

Those reading should note that the operation of Council services and its response may change over the coming months, adapting to both local circumstances and importantly UK Government advice.

For the latest local information, visit:

[hillingdon.gov.uk/coronavirus](http://hillingdon.gov.uk/coronavirus)

<b>Putting our Residents First</b>	This report is about how Hillingdon Council has and continues to put residents first at a time of national emergency. The breadth of activity detailed fulfil all Council objectives of: <i>Our People; Our Natural Environment; Our Built Environment; Our Heritage and Civic Pride; Strong financial management.</i>
<b>Financial Cost</b>	The financial implications of the pandemic upon the Council are set out in more detail at the end of the report.
<b>Policy Overview Committees</b>	All committees
<b>Relevant Ward(s)</b>	Borough-wide

## RECOMMENDATIONS

### That Cabinet:

1. **Welcomes the substantial effort by the Council and the community groups to deliver an unprecedented local response to support Hillingdon residents during the Coronavirus National Emergency;**
2. **Requests the Deputy Chief Executive communicates the Cabinet's gratitude for the critical work by Council staff, particularly front-line workers during this time;**
3. **Ratifies the Emergency Decisions taken by the Leader of the Council, as set out in the report, and for formal public record.**

### Reasons for recommendation

To set out the extensive local response in Hillingdon to the COVID-19 pandemic to-date and the unparalleled operations in play to ensure the continued delivery of essential public services, including many that have been adapted and innovated, or created from start, to support residents during this national emergency.

### Alternative options considered / risk management

The Council considers different options when delivering services to residents, particularly operationally. In the case of this pandemic, however, the Council has also been required to follow UK Government advice, new emergency laws and regulations in a wide variety of areas.

### Policy Overview Committee comments

None at this stage, however, this will be an important area for future monitoring by relevant Committees, as part of the later recovery phase.

## SUPPORTING INFORMATION

### Background to the local response

Upon the spread of the Coronavirus disease (COVID-19) to the UK in late January 2020, and the resulting global pandemic, the UK Government has undertaken unprecedented peace-time measures to save lives and protect the NHS. By the end of March, a number of significant nationwide instructions have been placed upon the population in a combined national effort to defeat the virus:

- **20 March** - the closure of schools, various entertainment venues, public houses and leisure centres;
- **22 March** - where 1.5 million people in England with certain health conditions were asked to self-isolate (shielded) for 12 weeks;
- **23 March** - a nationwide 'lock-down' instructing people to stay at home, permitting only essential travel and closures of most businesses and facilities. This includes the ability for one form of exercise a day and;
- **25 March** - following Royal Assent of the Coronavirus Act, new emergency powers to defeat the virus, support public services and the economy, backed up with law enforcement for the new social distancing measures.
- **10 May** - the Prime Minister announced a plan for the gradual reopening of society, starting by allowing people to spend more time outdoors and for those that could not work from home to return to the workplace, avoiding public transport. Additionally, a new COVID-19 Alert System with five levels would govern how quickly lockdown restrictions could be eased. On 11 May, the plan was published in Parliament in detail.

These national instructions have had a significant impact on everyone's daily lives and combined with social distancing measures e.g. being 2 metres away from other people, they have led to dramatic changes in the way we all experience our homelife, work and the outside world; in particular our interaction (or lack of) with others.

Keeping Hillindon's many green parks and open spaces open at this time has been both a physical and mental health lifeline to many residents for their daily exercise, particularly those who do not have access to their own garden. There is also the real financial impact on household budgets, with some people losing jobs and many others furloughed until they can go back to work or their businesses and the economy can start to rebound from the pandemic.

The internet has played a crucial role in connecting many families and work colleagues together whilst at home. However, for many of the more vulnerable in society this has been a particularly difficult time. For the older generations and also those with health conditions who are shielded by the NHS, there are social consequences of not seeing their loved ones or not having any family to call on, feeling perhaps lonelier at this time. For some residents, it has also been difficult to get essential food and vital medications whilst staying at home, requiring important interventions locally to assist them. Some may also have experienced domestic abuse arising from the stay at home instructions.

Feedback from frontline Council staff, highlighted later in this report, has also shown the stark struggles some vulnerable residents are facing as a result of the pandemic and also for those caring for them, including residents with dementia, those recently bereaved, and some that cannot operate technology to access information and services online.

Importantly, council staff who are key workers have been able to continue to travel for essential work purposes and this has been critical in continuing to provide, and importantly step-up, our direct support to residents to assist both in their caring, physical and mental health needs. It is also essential in operating the Council's community hub, providing new services to residents, explained later in this report.

This report shows how the Council jumped into action, working with partner organisations, ensuring key resident services could continue to be delivered and how many have adapted during the pandemic. It updates the Cabinet on work of the new community hub and new services directly residents, such as bespoke personal shopping and emergency food parcels. It also shows how the Council is implementing the UK Government's policies locally, particularly in support of local businesses.

Importantly, throughout the report it demonstrates the critical work of Council staff during these emergency times and how they have come together to **put our residents first**. This drive and energy by staff demonstrates the resilience of the London Borough of Hillingdon to continue to support residents as it moves forward together, to better times ahead.

## PART 1

### CONTINUED DELIVERY OF KEY SERVICES, ADAPTING OTHERS IN RESPONSE

This section of the report sets out how many key council services are being delivered to residents during the pandemic and how they have adapted proactively, creatively and innovatively in response. Regrettably, since late March, some specific facilities and events have been closed or cancelled - and remain closed as of 11 May - due to UK Government advice.

#### Essential closures and cancellations

Due to Government advice on social distancing, the following facilities continue to be closed (as of 11 May) until further notice:

- Playgrounds, outdoor gyms and tennis courts
- Hillingdon leisure centres
- Haste Hill and Uxbridge public golf courses
- Battle of Britain Bunker Exhibition and Visitor Centre, Uxbridge
- Compass Theatre, Ickenham
- Winston Churchill Theatre, Ruislip
- Hillingdon young people's centres / Merrimans Respite Care
- Adult learning centres - with a move to online learning
- Day provision at Grassy Meadow Dementia Resource Centre and Queens Walk Resource Centre
- Early Years Centres (open for vulnerable children and key worker)
- Schools, following Government advice (but open for key worker/vulnerable children)
- Children's centres - with the exception of Colham Manor, South Ruislip, Barra Hall and Harefield children's centres for pre-booked midwifery appointments only
- Hillingdon Rural Activities Garden Centre - but instead operating a gardening delivery service
- Hillingdon libraries and events

A number of popular events have also been cancelled or postponed until further notice:

- VE Day 75 street parties on 8 May and a special event at Manor Farm, Ruislip. However alternative ways to remember this important day online were promoted
- Family Fishing Fun Days (26 July and 9 August)
- Tennis sessions
- Carers' Forum
- Easter FIESTA (Monday 6 to Friday 17 April)
- Litter-picking events
- All Mayoral engagements in the community
- Hayes Community Family Fun Day

Where tickets have been sold, the Council will be contacting people to let them know and to process refunds.

## Hillingdon's Library Service

With residents unable to visit libraries and access physical stock, many have turned instead to the host of online resources available from the libraries website. The service has adapted to enable online membership for residents who weren't previously library members to access online resources. During April:

- BorrowBox - borrowing of e-books and e-audiobooks has increased by 59%. New titles have been added to the collection to meet demand.
- PressReader - reading of online national and international newspapers and magazines has increased by 48%.
- Britannica Online - e-books, non-fiction and learning have seen an increase in 67%.
- RB Digital Magazines - has seen a 28%
- Transparent Language Online - language learning, has seen a 171% increase.



The Home Library Service resumed on 6th April and the Mobile Library restarted service on 28 April. Social distancing means staff cannot enter residents' homes and, therefore, it is focussed on housebound residents who can collect books from outside their front doors. Upon the start of the service, half of those receiving it at home have agreed to restart their book deliveries.

Additionally library staff have been conducting online video reading groups via Zoom, and keeping in touch with groups and individual residents on email. The Visually Impaired Reading Group has continued with CDs being posted out to them.

ICT have also assisted the service in enabling residents to research their ancestry and family history online, where previously residents had to visit a Library to do this.

Social Media is also being used by the libraries to both update and entertain residents, including quizzes, craft activities and worksheets, with videos made by library staff working from home or filming storytimes in empty libraries.

Due to the closure of libraries, fines have been suspended and renewals will happen automatically.

Many of the staff working in the library service have been redeployed to work in the new Community Hub referred to later in the report.

## Sport and Physical Activity for Older residents

With leisure centres and physical activity events suspended, this has impacted on older people, and in particular the Dementia Friends coffee mornings (held in libraries), chair-based exercise sessions (held in libraries), tea-dances (5 in total), and the walks programmes (20 across the borough). Therefore, staff have telephoned or emailed 414 residents who were registered on these schemes to ask after their welfare and general wellbeing and sign-post them to any

support they require. 57% have requested follow-up phone calls which take place. This is integrated with the community hub created, detailed later in this report.

Additionally, staff have created a 'Buddy Pack' which is a small resource pack sent out weekly that includes a variety of puzzles, quizzes, songs, poems, reminiscence stories, and chair-based exercises. This resource pack is emailed or delivered directly to the residents home. Volunteers from the [Uxbridge Amblers](#) are providing this delivery service. So far, 89 packs have been delivered or emailed out.

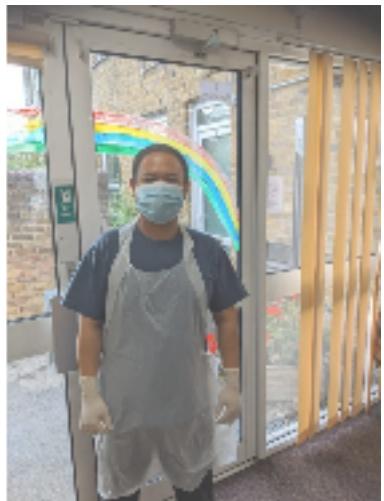
An online WhatsApp singing group has also been set up with some residents in the dementia friends' coffee morning. To date, this has been a great success as many would have enjoyed singing at the regular coffee morning sessions. A Zoom video meeting took place on Thursday 23 April for the early onset dementia friends group, and the intention is to hold these weekly.

## Social Care / Early Years Services

Through the use of a special Government grant to local authorities, the Leader of the Council agreed to provide homecare,outreach and bed based providers within Social Care a one-off lump sum at the end of March equivalent to 10% of their business turnover with the Council (£1.9m). In addition to this, the Council has agreed to pay in advance each month rather than in arrears based on actuals.

The Council has been supporting providers of social care services with emergency supplies of Personal Protection Equipment (PPE).Over the last 6 weeks the Council has distributed more than 600,000 gloves, masks, aprons, eye protection and hand sanitizers to Council and contracted providers in the Borough.

The Leader of the Council has agreed to waive parental fees of children who are unable to attend nursery due to restrictions at the three Early Years Centres in the Borough. The Leader also agreed to credit parents for the period 21-31 March, when they were unable to use services. These Centres have remained open supporting 25 vulnerable children of key workers to enable parents to work in front line services and 4 Children's Centres have been supporting the delivery of face to face midwifery services.



The Council has set up 18 stepdown flats at Parkview to provide an urgent response to out of hospital care during the pandemic. This has meant that people are able to leave hospital quickly, for a period of rehabilitation and isolation for 14 days before returning to their place of residence. This has been invaluable in the support to the whole health system and protecting the NHS by ensuring that beds in hospitals are available to those that need it.

The Merrimans respite care unit was closed on 23 March due to the nature of the vulnerable people that use the service. To further support people leaving hospital, a 9 bed unit of residential care for older adults is being provided for those with more complex needs. Residents are receiving a very high level of step down support to aid their recovery.

All care providers through the pandemic are being supported by Council staff, who make calls to every provider, every day, 7 days per week to ensure that they have the staff, PPE required and are completing the London wide situation reports that allow the Council to monitor their performance and highlight any issues closely.

Hillingdon has 1337 older adult care home beds provided by 30 providers in the Borough, and staff have visited these services, worked alongside health colleagues to be part of the Care Home Visiting Service. Where there are virtual GP rounds, Community Matrons visits and joint PPE training and joint resident and staff testing, help deliver support where it is needed most.

The Council has commissioned out of hospital emergency homecare funded by the CCG, which has provided an exit into the community for both COVID-19 and non-COVID-19 patients who require some support at home following discharge. This service was rapidly increased in the number of hours being delivered and works alongside the Council's reablement team, who have been supporting up to 40 people each week in the community with their rehabilitation.

The Council has continued to contract home care providers to deliver approx 15,000 hours of care per week and both staff and providers have done an outstanding job at maintaining services despite the challenges faced as a front-line care service.

For the services provided by the Council itself, these have seen staff redeployed to the frontline to provide care and support to residents to maintain a good level of continuity of care.

Positive feedback from providers and residents has been received and some of this is highlighted later in the report.

## **Adult Social Care**

Whilst the Coronavirus Act 2020 introduced the option of 'Care Act easements', in the event that councils were unable to meet their existing statutory duties, in Hillingdon Adult Social Care has not needed to utilise easements to-date and has continued to meet all aspects of its statutory duties, continuing with essential visits to older people requiring care, wherever this is necessary.

In some areas, the Council has been able to offer an enhanced service. For example, the Hospital Social Work team moved to 7 day working and a full 'Discharge to Assess' model, working with health partners to ensure timely discharges, in keeping with Government guidelines.

In other areas, staff have dealt with significant increases in demand as care and support needed to be changed rapidly to reflect guidance on social isolation. Social Workers have been deployed flexibly to meet areas of highest demand. The Adult Social Work service has also contributed to the wider Council offer in relation to shielding, again moving to 7 day working; providing professional support to the Community Hub and assisting with calls. Around 60 Social Workers have contributed to this work and Adult Social Care have made hundreds of welfare visits to the most clinically vulnerable.

## Children's Services

Children's social care services have continued to support children at risk of harm. Children who are supported through a Child Protection Plan continued to be visited face-to-face with support to ensure they are safe from harm. All children with an allocated social worker, including children looked after and those who have left care, continue to be in touch with their social workers by phone and video conferencing on at least weekly basis. A whole approach continues to be taken, supporting foster carers and residential provisions with advice, counselling, extra resources or deployment of staff from other parts of the service.

There has continued to be stability and continuity for our children in care during this time. The majority of meetings involving professionals, families and children have been conducted online and this had a positive impact on participation of the children, families and professionals who otherwise would not have been able to travel to meetings. Staff have shown an amazing level of determination and dedication and courage in supporting and keeping children in Hillingdon safe.



The analysis of risk and pressure in the service during the pandemic has led to a strengthening of the front door into the service to ensure that we are dealing effectively with any increase in demand, for example through an increased risk of domestic abuse.

Staff use the correct PPE when visiting, to ensure they are keeping the families and children safe. As with other parts of social care services, staff in children's services have been deployed to assist in the Community Hub.

## Supporting Schools

In response to the pandemic, the Council's Education Teams have been supporting schools, child care providers and other settings to remain open for vulnerable children and children of critical workers. Currently there are 13 schools closed out of 103 schools providing this essential schooling. The Council has also been coordinating with schools to order laptops for vulnerable Year 10 pupils. School place modelling is also being adapted to manage possible changes in demand as the UK moves out of the lockdown.

Alongside this, there are many education statutory duties that the Council is still required to discharge, therefore striking the right balance between incident management and business as usual will be the focus for the next term ahead.

In terms of learning whilst at home, schools and the Government have published online educational resources to help children to learn at home. These websites have been identified by some of the country's leading educational experts and offer a wide range of support and resources for pupils of all ages.

Further resources including virtual teacher-led lessons were launched by the Government on 20 April. This information is available to all schools locally for parents to support their child's

education and development. All schools have been signposted to access these resources to support parents / carers with home learning.

The Hillingdon Virtual School exists for children in care to develop their education. Officers in conjunction with social workers have been undertaking assessments to ensure educational needs continue to be met. All statutory work associated with Personal Education Plans completion remains compliant albeit delivered remotely using Google Meet conferencing. Despite the disruption, all PEPs for the spring term have been held and written up, maintaining a 100% completion rate. One to one tuition has been maintained online and officers have also introduced group tuition to ensure that learning isn't significantly impacted and children's progress does not regress. The Virtual School has also worked with social workers to identify those children who do not have access to ICT and home WiFi as part of the Government laptop / tablet scheme.

## **Children with Special Education Needs & Disabilities**

Whilst school settings have closed their doors, they have remained open for vulnerable children. Statutory functions to support children, young people, schools and parents/carers through this period have continued, through the processing of Education, Health and Care Plans (EHCPs). Staff have been working with schools to ascertain whether children and young people are accessing provision and supporting pupil risk assessments to determine whether they are safer at home or in school. Staff have also used online technology to continue to fulfil statutory responsibilities including virtual weekly SEND panels for new requests for Education, Health and Care needs assessments and through virtual Annual Reviews with schools.

Educational Psychology Services and SEND Advisory Services are both delivering services innovatively in response to the pandemic. Psychological support is being provided to school staff, parents, carers and young people as an extension to their critical incident support during this time. SEND Advisory services are providing a triaged service to support schools, parents, carers and young people with resources and provision at this time. Uptake on both services are increasing on a weekly basis and are being promoted through the existing education infrastructure and networks. Staff continue to deliver virtual panels for pupils who may require Early Support Funding.

As a result of the pandemic, officers have established a virtual Special Schools' Forum which comprises all Hillingdon special schools which meets fortnightly. This has allowed for key messages to be disseminated to the special school community and has allowed members to share best practice. One positive outcome to come from this has been the utilisation of breakout spaces for pupils who do not have access to appropriate breakout spaces at home or closeby.

Keeping parents and carers updated on the support available for children with SEND has been crucial at this time and has been an important part of how the service has responded.

## Democracy and Governance

Local democracy is at the heart of how the Council works for residents. At the end of March, under the direction of the Leader of the Council, Democratic Services activated the Council's Continuity of Governance (Pandemic) Protocol, re-prioritising Hillingdon's governance arrangements.



The Council's robust and responsive cabinet decision-making process has continued to perform well throughout this emergency to put residents first. This vital decision-making process makes key service, financial, policy and procurement decisions. Since the lockdown, the Leader of the Council has made use of his Emergency Power in the Constitution for Coronavirus related decisions. 'Business as usual' Cabinet Member decisions, whilst prioritised, continue electronically on a daily basis supporting the future delivery of council services.

A brief suspension of council meetings during April was necessary due to social distancing requirements and, legally, in anticipation of new Government regulations permitting virtual meetings. During this time, Democratic Services, Group Office Staff and ICT worked effectively together to provide an innovative virtual meeting solution, supporting Councillors to transition.



From 7 May 2020 essential Council, Cabinet and planning committee meetings are now being held virtually using Google Meet and are simultaneously streamed live on the [Council's YouTube channel](#) for maximum public engagement. The Major Applications Planning Committee held on 7 May is believed to be the first planning committee in the UK, if not worldwide, using such virtual live technology.

For planning committees, due to social distancing, the temporary suspension of physical public speaking rights has been approved and replaced with written, visual and video representations instead. By allowing such representations, it ensures technology is not a barrier to residents and others who wish to put their views across upon receipt of a valid petition.

Education admissions appeals, if received, will be heard by independent panel members with parents using Google Meet and its telephone-conferencing capability.

At the time of writing, the Council's Mayor-making AGM is due to take place on 14 May with all Members invited to attend on-line. With Ward surgeries unfortunately closed at this time due to social distancing, Ward Councillors are continuing to represent and actively keep in touch with residents and deal with queries electronically or virtually.

Working with the Leader of the Council, Democratic Services will keep democratic processes - and public engagement with them - under review and based on the latest Government advice.

## Parks and open spaces

As one of the UK's **greenest** boroughs, the Council has kept its many parks and green spaces open, but has advised residents to ensure they observe Government guidance on social distancing and exercise. Ruislip Lido has electronic display signs displaying these important rules.

Residents are able to access these for their essential daily exercise - whether that is for runs, cycles or walks. This assists with physical activity, general health and mental wellbeing. However, to reduce the spread of the Coronavirus, residents are advised not to use park benches and all playgrounds, outdoor gyms, courts, skate parks, drinking fountains and toilets have been closed temporarily.



Parks have moved online though, and through the [Our Parks' initiative](#), there are regular online exercise or workout sessions hosted by coaches or trainers in parks across the UK including Barra Hall, Hillingdon Court and Harefield Village Green in Hillingdon. Residents participate at home and can join-up for these sessions to watch live free of charge, funded by the Council.



It is also important to note, that despite the pandemic, the usual grass cutting and horticultural work continues across all our open spaces and roadsides. Additionally, the Hillingdon in Bloom competition this year includes a new category of Best Rainbow Display, showing our appreciation to the NHS/Carers.

## Resident Parking

The Council introduced a free emergency parking permit that residents can obtain during this time which allows them to park in the parking management scheme where they live. This reflects the higher than normal number of residents' vehicles that are being parked on residential streets. Additionally, the Council has removed charges and time limits from all Council public car parks and pay and display bays to provide additional parking capacity for residents and key workers. During this time, parking enforcement has continued, particularly on obstructive or dangerous parking that could have a significant impact on safety and access for emergency and essential services.

## Rural Activity Garden Centre

Gardening encourages outdoor activity and provides mental stimulation. During the pandemic, the amazing RAGC Team have set up a delivery service where residents (Hillingdon only) can order compost & plants and pay over the phone. The team delivers the goods to their doors, with 380 orders delivered as of the 1 May.



## Temporary Mortuary - Breakspear Crematorium

Mortuary and funeral services are critical during any emergency resulting in deaths. The car park and North Chapel at Breakspear Crematorium in Ruislip was identified as the best location for a temporary mortuary to support London with body storage capacity prior to funeral.

The original capacity for this temperature controlled facility was 800 but was quickly increased to 1600. The temporary facility was built and operational within 7 days on the 31st March. This incredible achievement was made possible with support from across Hillingdon service areas and contractors, such as to provide site fencing, CCTV, ICT, phones, pest control, cleaners, security, clinical waste removal, waste removal, staff welfare/catering and specialist cleaning products.



A team of staff were deployed to help with the Admin functions of the Temporary Mortuary and support the operators of the facility. This has enabled it to operate seven days a week from 8am to 11pm with two shifts of staff per day to help facilitate bodies arriving and departing.

Though other facilities have been constructed across London in readiness only Breakspear and Wanstead Flats are currently operational.

*(photo courtesy of the Metro newspaper)*

## Registration Services

At the commencement of the lockdown, legislation was passed to allow for the registration of deaths to be undertaken by telephone. At the same time, and in accordance with the rules around essential travel only, all other registration activities (e.g. birth registration, marriage ceremonies citizenship ceremonies etc) were suspended.

Staff in the Registration team (part of Democratic Services) have been handling all the death registrations and, as of 7 May there have been 267 deaths registered, with the cause of death stated as COVID-19.

## Adult and Community Learning Services

This has traditionally been a service to residents provided 'in-room' for certain courses and also online for others. Since the pandemic started, 85% of qualification courses have now adapted to run online (78 courses, 754 resident enrolments).

All non-accredited online courses scheduled to begin after Easter were offered to residents at half price. Childminding workshops are also free. 5 online workshops are scheduled to begin, free to carers, including Dance Exercise. This supports carers and prevents the need for cover when they attend classes. 10 residents doing a pilot online course in Family Learning, improving their basic skills to help them support their children's education. 30 local childminders are using the online 'Childminder Forum' daily as a method of sharing good practice and problem solving. A series of free, short videos support childminders to improve their digital skills during lockdown.

Officers advise that resident learners have been able to better control their learning at their own pace. A free online resource was created called 'Beating the Corona Boredom with videos and established on the Council's website. Officers are finding that online learning is improving digital skills of local residents and providing continuity to learners who regularly access courses to help reduce their social isolation.

For the tutors, they have identified new digital resources and incorporated these in their teaching, along with their own online training courses to enable them to deliver learning online for residents. This includes training for residents with learning disabilities.

## **Helping Rough Sleepers**

In April, the Government announced that all rough sleepers should be accommodated in light of the public health emergency. For those around Heathrow airport, an exercise led by MHCLG and involving numerous partners including the council and voluntary sector organisations took place at the beginning of April. Following significant logistical planning, over four days from 1st April, 165 rough sleepers were health triaged, transported and placed into GLA Covid Protect hotels and accommodation arranged by Hillingdon Council. This work focused on all rough sleepers found at the airport regardless of status.

In order to support other rough sleepers in Hillingdon, the Council commissioned & opened a 33 bed rough sleeper assessment centre and hub at Olympic House in Uxbridge. This was commissioned & opened within 24 hours with the first residents moving in within 12 hours of the Government request to offer accommodation to all rough sleepers. Such was the speed of the opening that officers had to go the extra mile to ensure that the first residents were able to move in. This included bulk buying of bedding at the local Costco and escorting residents into the unit. The Council also gives thanks to the landlord Centremark who put in extra staff to prepare the unit for occupation. All rough sleepers are now also receiving a weekly food parcel and this has been organised by the Fraud Team. Additionally, meals, where necessary, have been provided with our local commissioned service Appetito. As of early May, 61 rough sleepers are now in accommodation provided by the Council. Health support to rough sleepers has been in partnership with the CCG, and is now being pushed into Olympic House. which includes mental health & general needs support.

## **Housing services**

Housing services have remained fully open and since the 1 April, 222 residents have approached for advice. Of these 113 have used the Service's online assessment & application tool. In partnership with the Customer Contact Centre the Council have opened 3 additional

emergency phone lines for residents to be referred directly to caseworkers where necessary.

To ensure that the Council makes the best use of its housing stock, officers are using void properties on a temporary basis as accommodation for homeless families. To date 16 properties are being adapted for this use.

The pandemic has had a significant impact on tenants' household finances, so Council officers have been re-deployed and have been making proactive calls to tenants in 'high risk' groups including those subject to court orders and other repayment arrangements to officer support, guidance and to renegotiate payment arrangements. Debt management advice has been offered alongside support with making applications for Discretionary Housing Payment and maximising welfare benefit take up. The number of cases in arrears with their rent and owing more than £500 has increased from 1,069 cases on 20 February to 1,332 as at 27 April.



For sheltered housing accommodation, a small group of Scheme Managers have continued to operate within the Council's 21 schemes to offer support and reassurance to elderly residents, many of whom are 'shielding' due to age and underlying health conditions. 'Social distancing' is being supported by greater use of telephone contact with the need to enter resident's homes being restricted to emergency situations only. Access to Schemes is being 'controlled' to limit all non-urgent movement. Access is being facilitated to critical services including care providers and service contractors in connection with gas, fire and water quality.

The Housing Repairs Service has had to make many adjustments during the pandemic to deliver urgent and emergency works with our tenant's properties and corporate buildings in line with safety guidelines. On an average day this April, around 90-100 jobs have been carried out. Regarding planned works, the team where possible are working within the Government guidelines are managing to still deliver statutory service contracts. The mobile nature of the Repairs Service has also enabled it to make an important contribution to the Council's wider response to the pandemic, outlined later in the report.

## Supporting Universal Credit

The Council has seen a significant uplift in the number of tenants applying for the national Universal Credit scheme [UC] due to a fall in household income / loss of employment. The Department for Work and Pensions requires local councils to verify all UC applications made by Council tenants. The team verifies an average of 120 claims each month and applies to the DWP for Alternative Payment Arrangements (APAs) with tenants who are in arrears or struggle to manage their finances through reasons of vulnerability. During the last week of March the team received a total of 248 UC verification requests and made 27 applications for 'APAs'. During the first three weeks of April the average number of weekly verification requests was 237 with an average of 16 APAs applied for each week. Processing these verification requests swiftly is crucial in enabling tenants to access UC in order to meet their rent and other household liabilities. In order to accommodate this significant uplift in workflow staffing

arrangements have been re-prioritised and extended successfully without any backlogs or delays presenting.

## Tackling Domestic Abuse

Tackling domestic abuse has always been a key priority for Hillingdon. Like the Council, during the pandemic, the Government has placed additional focus and support on this, given the national stay at home requirements. As such, the Council has been prioritising a number of new cases of Domestic Abuse. In February 2020 there were 14 cases being managed. By the end of April 2020 this number had increased to 20.

During the UK Coronavirus lockdown our Freephone National Domestic Abuse Helpline Helpline remains open 24 hours a day.  
You are not alone.

[nationaldahelpline.org.uk](http://nationaldahelpline.org.uk) | 0808 2000 247



Where necessary, interventions have included facilitating placements within refuges and other forms of temporary accommodation in addition to supporting individuals who are safe to remain at home with enhanced security packages and regular joint welfare checks undertaken by staff and the Police. Since the lockdown, there have been 9 referrals for sanctuary schemes.

Contingency plans are also in place in the event that a partial or full lifting of restrictions leads to a significant increase in new Domestic Abuse cases presenting.

Police data shows that the Metropolitan Police Service (MPS) has reported that they have made 4093 arrests in London in the 6 week period to 19 April 2020. In addition, the MPS has reported an increase of 9% in DA Incidents (this is a combination of crimes and non-crimes) over the period March 9 - April 19. There have also been 2 DA murders in London (not in Hillingdon).

## Local Public Health Services (*non-medical COVID-19 related*)

Whilst there have been challenges delivering services face-to-face, many local public health services have continued to operate.

Substance misuse services, provided by ARCH and SORTED have been maintaining contact with clients via the internet (phone, Zoom). These services are monitoring clients' response to the changes put in place as a result of the pandemic 'lock-down' and the learning will be used to inform delivery of the service going forward.

Due to the pandemic, sexual and reproductive health services have seen some staff redeployed into acute hospital settings. However, residents requiring a face to face consultation after a telephone triage process are signposted to a clinic in Harrow for their genito-urinary requirements. In Hillingdon, at Oaklands Medical Centre, clinical treatments are dispensed such as HIV drugs and contraception.

Core smoking cessation services and all of the Hillingdon community pharmacies are continuing to provide stop smoking services to residents. However, to follow government direction on social distancing, there are no face to face consultations. Patient interventions are conducted via telephone in pharmacies and text / phone from the core service.

NHS England has instructed all community services to stop delivering NHS Health Checks until 31st July 2020 in the first instance. Support will be provided to GP surgeries to get their NHS Health Check services up and running again as soon as it is feasible for them to do so.

Central and North West London (CNWL) NHS Trust is reporting redeployment of health visitors and school nursing to assist with the pandemic. CNWL reports they are covering birth visits, mandatory checks with vulnerable families, safeguarding, targeted work. Also, plan to send out health review questionnaires and health promotion advice to 8 month and 2 year olds which includes dietary and dental care advice.

## **Waste collection, recycling and street cleaning**

Hillingdon has continued to deliver its **gold standard** waste collection and street cleaning services during the pandemic and this has received much praise from residents. Other councils have had to reduce their waste collection services and some, such as the London boroughs of Harrow and Richmond, suspended their green waste collections. By contrast, Hillingdon continues to operate its weekly collection services and in fact April 2020 was the highest ever month on record for collecting green waste (2278 tonnes).



During this current pandemic, waste and street cleansing have clearly had to adapt and change their working practices to be able to continue this important frontline service to residents. For example, weekly waste crews with more than two staff members in the cab have been transported in mini buses behind to maintain social distancing. This new way of operating the services has ensured the Council has maintained free weekly waste collections. Many residents have shown their appreciation of this service by clapping teams as they work, leaving messages of thanks and support pinned to bags and leaving chocolate, biscuits and perhaps the odd bottle of drink out for crews. Some of this feedback is shown later in this report.

Additionally, the street cleansing teams continue to keep our roads, pavements and town centres clean. During the pandemic, they have been operating with one driver and one operative. Residents have continued to order recycling bags via the website, which are being delivered on a daily basis.

To prioritise the maintenance of the free-to-use rubbish and recycling collections, the Council temporarily suspended its usual bulky waste collection service, but has recently re-introduced the service for a small charge to cover our service delivery costs and ensure we can meet demand. This small charge is £25 per collection; this is 40% cheaper than the average fee of

neighbouring boroughs. For residents aged over-65 and those in receipt of Personal Independence Payment, the service is free.

Following a temporary suspension, the Council will be reopening the Harefield Civic Amenity Site from Monday 11 May for Hillingdon residents and registered trade waste carriers who have a credit account with the Council.

For textile recycling, the Salvation Army has advised that they have suspended collections from textile banks in Hillingdon until further notice. However, residents can still recycle their textiles (whatever condition) by using the Council's [textile collection service](#) and putting their purple tinted sacks out on the same day as clear recycling bags.

## Museums, Music and Theatres & VE Day 75

Whilst these important cultural facilities and events have been cancelled to a large degree, services have innovated by providing these through video, internet and social media.

Facebook posts have gone out daily and between them have garnered nearly 100,000 views and a [80-second tour of the Bunker](#) has received over 8,000 views.

The Council's [Dancing in the Streets Exhibition](#), originally researched as a touring exhibition, was instead placed online to help mark VE Day 75. This exhibition looked back in time and showed how residents across the Borough came out into the streets on 8 May 1945 to celebrate Victory in Europe, whilst remembering those who gave their lives during the war. The Council also promoted to residents [alternative ideas for celebration](#) which include ideas to create your own bunting, create your own 'rationing carrot cake' (a popular wartime recipe) and simple illuminations to mark the day.



The Music Service has focussed on trying to continue some services online. 600 parents have expressed an interest in beginning online lessons for the Summer Term and these have now begun, with as many teachers as possible working via this method. The Service is using Google Meets and new safeguarding procedures have been written to ensure lessons are conducted safely and appropriately.

Theatres are currently closed and the Council will review this in light of Government guidance. [The theatre website is now listing](#) online arts and community activities that residents can take part in.

## Local Planning and Transportation Services

The Council has continued to run its planning service. Although application volumes have dropped to about 75% of normal April levels, nonetheless, during the month approximately 300 officer delegated planning decisions were made. A high level of public consultation undertaken

by the Council on planning applications has been maintained. The service has worked with applicants and interested parties to receive digital photographs of sites and neighbouring properties. In particular promoting use of virtual meetings has enabled a full pre-application advice service to be offered. To make decisions on the more significant applications across the Borough, the first virtual Planning Committee meeting on 7 May, with more to follow.

The Council's Building Control service has also continued to operate. Building Control is a service where a large proportion of officer work revolves around site inspections, so the pandemic presented many challenges to service delivery. With the exception of Excavations and Major Structural work, the Building Control team have accepted photographs of work they would normally inspect, thus enabling a partial service to continue. In this regard a 'same day' service to advise surveyors/builders/applicants whether photographs are acceptable or not has been implemented since the lockdown commenced.

Before the start of the pandemic the School Travel and Road Safety Team were preparing to launch a competition aimed at all pupils aged 4-18 to design their dream bike in line with National Bike Week which runs from 8th - 12th June 2020. With schools closing, Team looked at how they could still promote the competition and Road Safety and School Travel in general through social media and online learning portals. Templates were created for both Primary and Secondary schools and letters were sent out to parents from the school parent mail systems informing them about the competition. The competition commenced on 2 April. By the end of April there had been over 400 hundred entries and lots of positive feedback from parents and teachers.

## **Highways and Road Repairs**

Even with less cars on the road due to Government guidance, essential highway and street lighting routine term service works have continued including gully cleansing, potholing, street light fault repairs and lamp night-scouting.

Major public realm enhancement schemes in Station Road Hayes and Uxbridge High Street that were already ongoing have also continued notwithstanding supply chain challenges. The Rapid Response team has continued to undertake urgent and emergency reactive works, such as potholes, and highway safety inspections have been maintained.

## **Community Safety and Enforcement**

The Council's Anti-Social Behaviour & Environmental Enforcement Team have continued to operate 24/7 but have seen a reduction in daily calls for assistance regarding anti-social behaviour. The Team have been carrying out daily patrols across the Borough supporting the Metropolitan Police Service with the lockdown arrangements and ensuring businesses, shop-keepers and residents operate within the guidelines issued by the Government. Examples of this important work have included:

- Business advice and compliance checks on social distancing
- Enforcement on some businesses on social distancing and their operation
- Parks and open spaces patrolled and new Government powers enforced

- Night-time economy patrols, e.g. bars and clubs, in order to ensure compliance with Government instructions to remain closed
- Supporting police on joint operations and ASB issues in tower blocks
- Making essential visits on safeguarding and harassment cases
- Dealing with traveller incursions and fly tipping during lockdown
- Providing essential data to the Government on breaches/social distancing/compliance.
- Security patrolling the Council's own buildings so they are secure and safe.

## Keeping residents well informed

The Council's corporate communication team have sought to keep residents locally informed about UK Government advice, how Council services are operating and importantly how to access or find out more about services to support them during the pandemic.

A new Coronavirus website section received a total of 91,382 hits between 23 March and 1 May. The most popular sections are:

- Rubbish and recycling (18,322 hits)
- Parking (13,463 hits)
- Support for business (13,001 hits)
- Support for residents self-isolating (12,338 hits)

The team has also produced a range of engaging infographics and some animations (using similar colours to create a consistent identity) on a variety of key Coronavirus topics to signpost residents and businesses to information. These have proved popular on social media.

On social media, the Council's Twitter messages (tweets) and Facebook posts were shown to 483,713 users during April alone, with nearly 24,000 interactions, including 14,540 views of our videos on Facebook. It is estimated that on Twitter, the Council's tweets during March and April (512 in total) were shown to around 631,000 users.

On printed or email communications, there has been a Hillingdon People special delivered direct to every home with important information, along with 3 email newsletters.



## Technology solutions to support our operations

If the arms and legs of a person are council services, the Council's ICT Team have been their backbone! ICT have ensured that Council staff and services - and the technology and systems they rely on - have been able to operate effectively during the pandemic, with many staff working remotely at home at this time. During this pandemic, ICT have:

- Ably supported staff to be able to work from home and access Council systems securely.
- Implemented a new system called 'Helping Hands' within an extremely short time period, for the COVID-19 Hub to manage processes and support shielded residents. The system is also being utilised for H4All;
- Helped set up new contact centre and associated telephony and kit for the H4All hub and a reworking of the telephony call system to support the running of the existing Customer Contact Centre
- Supported the testing for Democratic Services virtual council meetings to start in May.
- Reconfigured the current Registrars system to facilitate telephone registration of deaths.
- Reconfigured the Library Management system in order for residents to be able to register online for library membership, access online reading resources and also research their ancestry and family history online. Previously residents had to visit a Library to do this
- Set up network, telephony and kit requirements to support the temporary mortuary at Breakspear Crematorium.

## Essential corporate support

Other key corporate teams have been critical in the Council's response, particularly Finance, Legal Services and Human Resources. Whilst not front-line, staff in these areas have made a considerable effort to keep the Council's finances moving, legal support flowing and staff working 24/7 to support services

## PART 2

### NEW COMMUNITY SERVICES AND ASSISTANCE DIRECTLY SUPPORTING THOSE AFFECTED BY THE PANDEMIC

In direct response to the pandemic, new community services have been created to directly support more vulnerable residents, including those being 'shielded' following NHS advice due to their underlying health conditions. The Council has also provided vital financial support in certain cases, along with implementing the UK Government's Small Business Grants

#### How some vulnerable residents have been affected

By calling or direct visits by front line services, Council officers have heard and seen some stark accounts of how the pandemic and lockdown restrictions are affecting the more vulnerable residents. Some anonymous examples are given below, but these are reflected across a number of contacts with the Council:

*"A resident with dementia has not understood the virus and attempted to get out of the house constantly. Doors were having to be locked. Their wife was unable to take them for a walk as they tried to run away. The Council has ensured support is being provided, carers are attending, and they have been sent buddy materials, offered phone calls and other support to stay connected to people."*

*"A resident in a care home and struggling to understand why their wife is no longer visiting them daily. The wife is worried about whether the virus is in the care home. She is highly anxious and also very vulnerable due to her own health problems. The Council has since arranged video calls with her husband with help from the staff once a week. She has been receiving the buddy materials, calls and is on the whatsapp group to stay connected."*

*"One resident had no money in cash to pay for groceries and did not want to bother people for groceries. The Council reviewed the support they can provide and referred the resident to the community hub who will contact and arrange for food deliveries."*

#### A new Community Hub

The Council set up a *Community Hub* and has been working with Hillingdon 4All (H4All) to provide a range of support to those residents unable to leave the house because they are ill, because of their caring role or if they are self-isolating due to the Coronavirus and may not have a friend, neighbour or family member available to support them. This community service has sought to offer peace of mind to residents and has been offering the following services daily:

- Emergency Food Parcels to eligible residents
- Bespoke Food Shopping
- Prescriptions - pharmacy registration and regular prescriptions delivered to homes.

- Befriending / a regular friendly telephone call for those lonely and isolated or struggling with emotions
- Information and advice on welfare and benefits during this time
- Dog walking and posting mail

The Council is providing these services for free, with the exception of bespoke food shopping, which is arranged individually with residents.

Delivering this, and operational from the Civic Centre since 30 March, Hillingdon's Community Hub has received hundreds of individual requests from such residents in the 6 weeks to 6 May, and in the majority of cases Council staff have either provided direct support to residents or made onward referrals to Hillingdon for All (H4All) and associated charities.



The Community Hub has been operating 7 days per week, from 8am – 5.30pm (Monday to Friday) and 10am – 2pm on weekends and bank holidays and takes calls from residents requesting support, and makes outbound calls to residents designated as 'shielded'.

In general, the majority of calls from residents have related to requests for food and shopping, and/or assistance with the collection and delivery of prescription medication. Other common areas for support have included interest in dog-walking services, befriending or posting mail requests. To achieve this, 78 Council staff have been redeployed as part of the Community Hub and 35 for the Food Delivery Team. They are drawn from the following service areas:

Service Area	Staff	Role
Democratic Services	2	Hub Co-ordination
Human Resources	2	Hub Management
Provider & Commissioned Care	1	Hub Management
Libraries	57	Call Handling Operatives
Museums and Performing Arts	17	Call Handling
Golf Service	1	Call Handling
Business Assurance	35	Food Delivery Team
<b>TOTAL</b>	<b>113</b>	

Between 30 March and 6 May the Community Hub had received 5314 inbound calls:

Day of Week	Calls offered
Monday	1077
Tuesday	1087
Wednesday	1013
Thursday	1083
Friday	704
Saturday	245
Sunday	105
<b>TOTAL</b>	<b>5314</b>

Requests for support received into the Community Hub for food and medication collection are passed onto the Council's Food Delivery Team, especially created during this emergency. The requests below are then either actioned by Council staff or passed on to H4All:

Support Request Type	Number of Requests (to 6 May)
Bespoke Food Shopping	1037
Emergency Food Parcel	376
Medication Collection/Delivery	290
<b>TOTAL</b>	<b>1703</b>

Of which, redeployed Hillingdon Council staff have directly delivered:

Support Request Type	Number of Requests (to 6 May)
Bespoke Food Shopping	1018
Emergency Food Parcel	142
Medication Collection/Delivery	53
<b>TOTAL</b>	<b>1213</b>

## Food Delivery Team

Co-ordinated by the Council's Business Assurance Team, a Food Delivery Team has been established comprising 35 staff. As part of this new service, the Council has set up partnerships with the 3 major **Sainsbury's** supermarkets in the Borough, and Boots in Uxbridge, which allow Council officers priority shopping for vulnerable residents. The Council also buys in bulk from Uxbridge Sainsbury's.

These Council staff have been delivering Emergency Food Parcels. The parcels include essential non-perishable supplies, such as pasta, cereal, fruit, tea bags, potatoes, tinned goods and toilet paper. The contents are more comprehensive than that of the UK Government Food boxes and have been adapted to reflect box types for different households, e.g. single person, family of two etc....

As of 3 May, the total number of people (shielded and unshielded) that were being supported with emergency food parcels was 2,957, though many will be for more than 1 person in a household. In addition, the Council has been providing emergency food parcels to rough sleepers homeless in hostels for the last three weeks (including some out-of-borough to Slough, Southall and Harrow).

For the new bespoke food shopping service (non-emergency), Council staff drive to and visit local supermarkets to collect the goods requested. Many residents shopping will have seen these critical Council workers speeding down the aisle of local supermarkets. As at 3 May, the total number of bespoke personal shopping deliveries made by Council staff was 936 but a significant proportion of these deliveries were for more than 1 person in the household.

The Council has received lots of positive feedback from residents and gifts and donations for the Mayor's Charity. Neighbouring London authorities have also asked for more information about the bespoke food delivery service, and wish to develop a similar one.

If you are reading this report online and would like to use the services provided by the Community Hub and Food Delivery Services please email:  
**COVID19Hub@hillingdon.gov.uk**

Or please call 020 3949 5786 from 8am to 5.30pm, Monday to Friday (10am to 2pm weekends and bank holidays).

More details are on our website here: <https://hillingdon.gov.uk/community-support>



## 'Helping Hands' system

To help the Community Hub co-ordinate its work, a new CRM system called Helping Hands was implemented and went live in mid-April. The system is a single repository of data for all residents requesting or are required support as a result of Coronavirus, and includes statutory client questionnaire data and a needs assessment. The system allows Council staff to make internal referrals from other areas where they contact residents, e.g. Social Care and also external referrals such as to H4All, e.g. for safeguarding.

## NHS 'shielded' lists

As of 6 May, a total of 7,701\* residents listed as 'shielded' have been contacted by Social Care and the Community Hub, with able assistance provided by Technical Administration Teams when required. Daily lists, including residents to be contacted, continue to be received from the NHS and uploaded directly into the CRM system. These new additional names provided daily are prioritised calls for the Community Hub.



\* It is anticipated that this figure will double.

## Supporting safeguarding

If during contact with a resident a safeguarding concern is raised, a Social Worker is present in the Community Hub for all shifts to provide support and expertise to call handlers. In those situations where a referral to Social Care is required a referral is made within the Helping Hands CRM system. As of 6 May, a total of 86 social care referrals from the Community Hub have been made because of concerns for a resident's safety or wellbeing. Also, 500 cases have been referred to Social Care for welfare checks because the Community Hub were unable to make contact with the resident.

## Ensuring key workers are tested

The Council facilitated a COVID-19 Mobile Testing Unit at the Ruislip Manor's Linden Avenue Car Park on Thursday 30 April and Friday 1 May. The facility was operated by the British Royal Army and over the two days had tested circa. 500 Council and social care critical workers. This was extremely successful as both days were fully booked. It is anticipated that the facility will return regularly to Hillingdon to ensure continuous testing facilities are available within the Borough.

## New financial assistance to residents

A Hardship Fund has been agreed by the Leader of the Council, with most of this mandated to go on a £150 reduction to all existing and new Council Tax Reduction Scheme cases. However, some will go on discretionary support to other Council Tax cases linked to Coronavirus hardship.

## Support to businesses and local economy

The UK Government has set out a substantial package of temporary, timely and targeted measures to support employees, employers and businesses through this period of disruption caused by the Coronavirus. The Council has worked with the Hillingdon Chamber of Commerce and Uxbridge BID to ensure businesses in the Borough are aware of these measures and also the financial support available to help them. This vital information is also available and updated on the Council's website and includes:

- [Help for local businesses](#)
- [Statutory Sick Pay](#)
- [Business rates relief](#)
- [Business support grants](#)
- [Business cash flow issues](#)
- [Large business cash flow issues](#)
- [Support for businesses through the Coronavirus Job Retention Scheme](#)
- [Assistance for the self-employed](#)
- [Pubs and restaurants](#)
- [Contracting your services to large or medium sized organisations outside of the public sector](#)
- [Business Insurance](#)
- [Support for businesses through deferring VAT and Income Tax payments](#)
- [Coronavirus Business Interruption Loan Scheme](#)
- [COVID-19 Corporate Financing Facility](#)
- [Support for businesses paying tax: Time to Pay service](#)
- [Support for arts,culture, creative industries](#)

The Council has received circa. £46m of Government grant to support local small businesses, by way of a business support grant. At the end of April circa. 2,100 grants had been paid out with a total value of nearly £30m. The Council has also been applying the extended business rate relief to qualifying businesses rates accounts worth circa. £70m at this time.



## PART 3

### EMERGENCY DECISIONS TAKEN BY THE LEADER OF THE COUNCIL

The Leader of the Council, [\*\*Cllr Ray Puddifoot MBE\*\*](#), has been very active in making all the key decisions required by Hillingdon Council during the pandemic. Whilst many daily decisions taken are on service operational matters, some are more significant in nature, in which case they are made through use of the Leader's Emergency Power for instant decision-making. These are set out below for formal ratification by the Cabinet and due democratic public record.

<b>Leader's Emergency Power / Reasons for Decision</b>	<b>Date of decision</b>
Approval of essential changes to the Council's contractual arrangements during the Pandemic, including the implementation of HM Government's COVID-19 Procurement Policy Note issued on 20 March 2020.	6 April 2020
Accepted a £6.86m social care grant from HM Government and agreed an immediate spend of £1.87m of this grant to support our Social Care providers in maintaining resilience over the coming months.	7 April 2020
Agreed a 10% temporary uplift to permanent front-line social care staff salaries amounting to £197k revenue to reflect their critical role.	7 April 2020
Agreed up to £50k external grant funding for H4All to support the local voluntary sector response.	7 April 2020
Released £49k of capital funding for urgent works to secure the Hillingdon Sports and Leisure Centre site following its temporary closure.	7 April 2020
Approval of new £25 fee per collection for the Special/Bulky Waste Collections Service to cover service delivery costs and meet demand and no charge for residents aged over-65 and those in receipt of Personal Independence Payment.	17 April 2020
Agreement to waive the parental fees at Early Years Centres for those unable to send their children to them for the period that the Early Years Centres remain closed.	20 April 2020
Approval of a Council Tax Discretionary Hardship Fund Policy following receipt of Government Funding of £2.12m to reduce council tax liability in 2020/21 by £150 for all working age claimants in receipt of council tax reduction, with remaining funds for a discretionary hardship fund.	22 April 2020

Alternative options considered by the Leader were limited in light of the Pandemic and based on briefings from Council officers. Any further Emergency Decisions made will be reported to a subsequent Cabinet meeting.

## PART 4

### WORKING TOGETHER, MOVING TO BETTER TIMES AHEAD

This report highlights how Council staff, contractors, Police, NHS, charities, H4All and others in the communities have all come together at this time to put residents first and protect lives.

Council services have also aligned on an unprecedented effort. For example, the Housing Repairs Team has been able to assist Waste Services with the delivery of recycling bags over weekends, have assisted with vehicles and staff to support the Food Delivery Team and distributed a large critical supply of PPE for social care providers.

With staff across various services being redeployed to work directly on the community hub, temporary mortuary and other front-line services, staff remaining within service have adapted them or innovatively transitioned them online for residents' learning, participation or enjoyment.

As the Council looks forward, residents should be aware that the re-opening of its popular facilities and resumption of events will be largely dictated by UK Government advice. However, in the meantime key services will continue for residents, even if accessed in a different way.

Across London, Hillingdon has made a substantial contribution to the overall London resilience effort and the role of the Chief Executive and the Council's Corporate Management Team and expanded GOLD arrangements in Hillingdon have ensured responsive management and coordination of the Council's endeavours aligned with the wider work across the Capital.

A comprehensive recovery plan is being developed for agreement by the Leader of the Council to resume and operate services in a safe and co-ordinated way to meet any new norms. Additionally, with many staff working from home, both business continuity arrangements and creative service innovations have had to be rapidly deployed in light of the pandemic. The lessons of this will provide important operational and transformational discoveries that Hillingdon Council will wish to consider for the future, to continue its first class services to residents.

**The Council's clear mission throughout this pandemic has been to continue to provide key services & support residents, moving together to better times ahead.**

## CORPORATE CONSIDERATIONS

### Corporate Finance

The overall financial impact of Coronavirus on Hillingdon is difficult to estimate as it will depend on how long the current lockdown arrangements are in place, how long the recovery period lasts and what the new normal looks like. The impact will also depend on whether the full costs of Coronavirus are recovered in full from central Government or whether it expects some of the cost to be borne by councils. The gross cost based on an assumed 3 months lockdown followed by a 3 month recovery period for a Council the size of Hillingdon is currently estimated to be around £30m, although is subject to much uncertainty.

The gross cost is made up of two elements - lost or reduced income and specific expenditure pressures. The income pressures are probably going to be greater in magnitude than the specific expenditure costs. There is likely to be a significant impact on NNDR (business rate) collection. The collection rate for April 20 was about 35% lower than April 19 on a like for like basis. However, it is not yet known how much of this will be a delay in payment rather than non-payment resulting in a bad debt. Bad debts are more likely to be a problem with NNDR than Council Tax as businesses are likely to fail during the current crisis. Hillingdon is also particularly impacted by the position of businesses paying rates at Heathrow as the aviation sector is particularly adversely impacted by Coronavirus. However, the impact on Hillingdon financially is also affected by how the relative collection of rates around London feed through the London Rating Pool. Further modelling in this respect is being undertaken by London Councils.

On the Council Tax side there is expected to be an increase by residents of 20% in Council Tax Reduction Scheme (CTRS) claims during the year and a lower overall collection rate. It is estimated that Council Tax collection rates could fall from circa. 99% to circa. 96%.

There is also a significant loss of income from fees and charges, particularly parking charges, income from Leisure centres via the operator's management fee, planning fees income, Heathrow imported food income, trade waste income and commercial rents.

On the expenditure side the Council has agreed a support package for key providers of day care and bed based services. This includes a 10% uplift in contractual payments for a period of 3 months, payment in advance each month on plan rather than in arrears and an initial agreement to supply and pay for PPE. PPE costs for Hillingdon (both Council and private sector providers we are supplying on behalf of) bought through the West London Alliance Consortium was £534k just for the month of April. Significant costs are also being incurred on the waste collection and disposal front due to increased volumes of domestic waste. Specific costs are also being incurred on the temporary mortuary at Breakspear and in housing rough sleepers in the Borough during the crisis. The Council is planning to spend £2.1m through the Hardship Fund on Council Tax support through a £150 discount for residents in receipt of CTRS and up to £150 discount for other Council Tax payers in financial difficulty as well as up to £100k on food costs for vulnerable residents.

On the funding side the Government have agreed two tranches of COVID-19 grants which, for Hillingdon, total £15.2m and £2.1m for our Hardship Fund. This is still somewhat short of what we currently expect total costs to be i.e. c£30m. However, there is still time for this funding to be agreed as the Government are still in the process of understanding the costs councils are incurring through the monthly returns we are required to return to the Ministry of Housing, Communities and Local Government (so far one of these has been completed and the second is in progress).

The task of trying to balance the budget in 2020/21 will probably be greater than in any year. However, significant work has already been undertaken on this front - decisions are being taken under the Leader of the Council and Corporate Director of Finance's delegated powers as part of the work on the outturn for 2019/20 to improve the financial resilience of the Council going into 2020/21. This includes switching funding from revenue to capital where possible to increase revenue reserves. This work will continue during the 2020/21 financial year as part of the budget monitoring process. As a result of this work the Council has unallocated reserves going into the current financial year of c£37.5m which is £3.3m higher than assumed at Council Tax setting in February 2020. These unallocated reserves are significantly higher than those for neighbouring boroughs. The Council also has significant Public Health and other earmarked reserves at the end of March 2020 that can also be utilised for Coronavirus, if necessary.

Going forward there is likely to be a significant impact on the Council's Medium Term Financial Forecast arising from Coronavirus. The Council already had a savings target for 2021/22 in the region of £10m pre-Coronavirus and the financial impact on the Council is likely to last well past the current financial year. The UK Government has deferred both the national move to a new rates retention system and the Fair Funding review, both previously scheduled for 2021/22, but it has not made any comment with regards specific funding for local authorities past the current financial year.

## Legal

The Coronavirus Act 2020 received Royal Assent and became law in the UK on 25 March 2020. It provides the legal basis for the current lockdown of citizens and businesses but it does a lot more besides. For example, the Act provides for new emergency powers to defeat Coronavirus, support public services and the economy and it also gives enforcement powers to the police to enforce the new social distancing rules laid down by the Government. There is a focus on Local Government in the Act which is supplemented by Regulations and written Government Advice.

Whilst the Council is of course aware of this new legislation and Advice, it is, as is evidenced in this report, doing far more than it is required and expected to do to protect and support residents and businesses in the Borough.

## BACKGROUND PAPERS

- [Hillingdon Council - Coronavirus Updates](#)
- [UK Government Advice - GOV.UK](#)
- [Coronavirus Act 2020](#)

## APPENDIX A - EXTRACT OF RESIDENT FEEDBACK

**The Council has received hundreds of compliments from residents thanking staff for continuing to deliver essential services and support to them during the Coronavirus pandemic. Below is a small selection of some of the nice things residents have said. We thank them for their compliments...**

**Local business owners** - "Thank you so much for processing my claim - you have saved my business and its staff. If there is anything we can do car related when we return to work, please feel free to contact me. Once again, thank you and stay safe and well."..... and "Thank you for supporting local businesses in these times of uncertainty. I don't think the London local authorities are getting the credit they deserve."

**Residents receiving social care** - "I am writing to you and the reablement team for the exceptional care that you have given me in the home, the service is professional and the carers are heroes providing care in these unprecedented times of Coronavirus, I am proud and grateful that Hillingdon is tops out of most Boroughs and I am proud to be a resident of Hillingdon." ..... "Thank you to the lovely social worker who called me on Friday afternoon and kindly checked up that I was doing ok in my self isolation and asked if there was anything I needed." ..... and "Got a call from my borough asking me if there was anything I needed whilst I was at home with a number to call if I needed anything. Hillingdon, a very appreciated touch."

**Developers and applicants** - "The virtual committee worked really well and was slicker than anticipated"..... and "That Committee went really well tonight. Impressed."

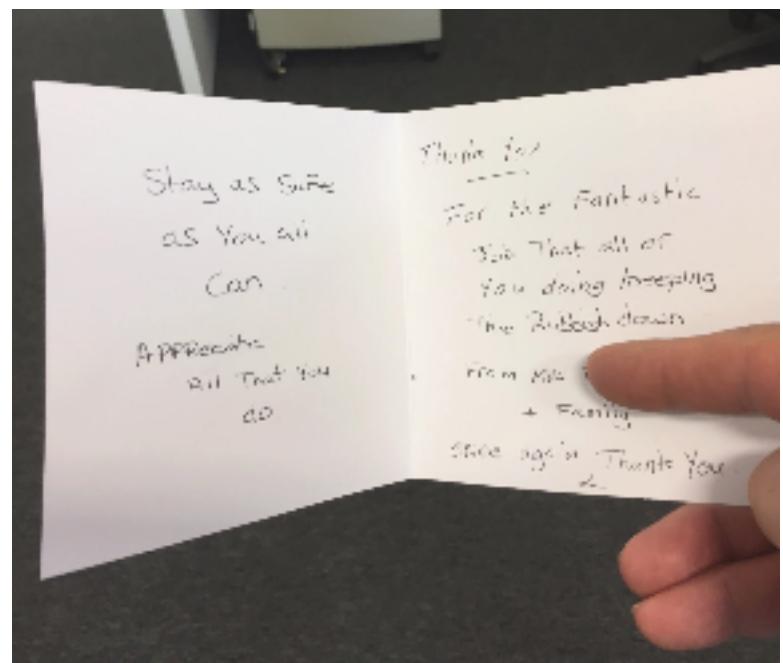
**Online participants** - "May I sincerely express my gratitude for setting up such an excellent competition for the children across the borough! Our children need to dream. Dream big! Dreaming about the authentic bike is even better! It's been an amazing time for my child while creating his dream bike. My boy has really showed a great passion for every detail he made on his piece of drawing. It was a pleasure for me as a parent watching him and, surely, taking hundreds of pictures of every single add on my son has been doing, step by step. Once again, thanks for inviting all local children taking up on a challenge and expressing their fantasies."

**Informed residents** - "Just to make you aware that Hillingdon Council have been great in how they have kept everyone informed in these tough times and all guidelines are on their website." .....and "I would like to compliment the Hillingdon People team and also Hillingdon Council. We have just received our copy of Hillingdon People. This copy covers all manners of things in relation to the current COVID-19 pandemic that we are all living through. Well done to the Hillingdon People team. I consider myself very lucky to live within the London Borough of Hillingdon and for a council that cares so much for its residents. Please keep up the excellent work."

**Park lovers** - "Keep up the super work. Our green spaces are more valuable than ever." , "I just wanted to thank the refuse workers and park/open spaces workers who keep the open spaces looking so nice. I'm amazed that with everything that's happened there has been no disruption to any of these services. I live alone in a flat so when I go out for my one hour exercise it really keeps my spirits up being able to have access to freshly mowed and well cared for open spaces." and "So impressed with Hillingdon green spaces - every new footpath I have explored on my exercise ration has led to a delightful green discovery."

**Pleased tenants** - "I just wanted to write and thank you for helping me so much when you had to relocate me urgently. As you know, I suffer from chronic mental health issues and mobility issues and was terrified about having to move so quickly with corona happening. You were extremely helpful and supportive and even after I moved in you assisted me with my worries about some things. You were professional but very empathetic and understanding. I am so grateful to be where I am and really hope I can stay here a long time." ..... and "Thank you to the lovely volunteers who delivered my huge bags of medication from the chemist yesterday tea time. Observing the strict protocol carefully. Made me feel safe. Excellent job!"

**Happy recyclers** - "Will take this opportunity to thank all the crews as they have always carried out such a great service. To continue to do so under the current difficult situation is amazing."..... "Thank you. Your refuse and recycling services are incredible, and the efforts of your teams are much appreciated, especially now."..... "Our heartfelt thanks to all the crews who help to keep our homes and streets free of rubbish. They're doing an amazing job."....."Thank you so much for your call, that is so lovely. I think the council is great. I've been going out and waving to the bin men too!".....and "Great to see Hillingdon is keeping services like rubbish collection going. Makes it feel almost normal. We are very lucky to live in Hillingdon. Your call has cheered me up this morning."



**Older residents** - "I think we have the best council around for the way they look after their older residents. Thank you so much for calling me back it makes so much difference knowing someone is thinking of you."....."I would highly praise the efforts made by Hillingdon council in relation to keeping in touch, it makes me feel secure and cared about"..... "I look forward to speaking to you in person when we get out again. It's nice to hear a friendly voice"....."Really good that the council is phoning. Very worried as it's very serious. Missing the dancing and activities"....."Thank you for sorting out my groceries"....and "I'm very grateful my prescription was delivered"

**Residents with mental health needs** - "Received the Buddy pack last week and another this morning. Found it interesting and enjoyed doing the hokey cokey exercises - they were fun. It's nice to hear another voice, I get lonely. Thank you for making me laugh." ..... "Loved the video call, brilliant to be able to speak to everyone-this really cheered me up-so kind of you to ring" ..... "Thank you this means so much. This is the first time that X has sang since the lockdown started. The WhatsApp group is a great way of staying in touch."

**Book readers** - "Receiving these books is like a lifeline, the library are unsung heroes"....."Thank you very much,I don't know what I would do without a book now"....."Thanks so much my 2 year old loved this. We usually do Rhymetime at Manor Farm library and she's really missing it at the moment! Thanks again".....and "Thank you Hillingdon Libraries for this excellent activity. My Y6 daughter really enjoyed it."

**Resident generally** - "I would just like to thank you all for your excellent services during this difficult time. I do think that we are so fortunate to live in Hillingdon. The council are committed to putting their residents first."....."We would like to thank the efficiency of the borough and staff as they have carried on with essential during this lockdown crisis. Many thanks.".....and "I would like to say a big thank you to all the employees who are still working and providing a great service to all the residents. I am proud to live in Hillingdon and want to make sure this council gets the praise it deserves for all the wonderful things we are privileged to carry on receiving - from rubbish collections to open parks. Thank you all very much."



## CARERS STRATEGY 2018 - 2021 UPDATE

<b>Cabinet Member(s)</b>	Councillor Jane Palmer
<b>Cabinet Portfolio(s)</b>	Social Care, Health and Wellbeing
<b>Officer Contact(s)</b>	Kate Kelly-Talbot - Social Care Department
<b>Papers with report</b>	<b>Appendix A:</b> Carers Strategy Delivery Plan Update 2019/20. <b>Appendix B:</b> Top Tips for Supporting Working Carers. <b>Appendix C:</b> CNWL Preparing for an Outpatient Appointment Leaflet.

### HEADLINES

<b>Summary</b>	This report provides Cabinet with an update on progress with implementing the 2018-2021 Carers' Strategy and specifically the 2019/20 Delivery Plan arising from it. It also seeks approval for a proposed approach to supporting Carers for the period 2020-2022.
<b>Putting our Residents First</b>	This report supports the following Council objectives of: <i>Our People</i>  It also supports the 2018-2021 Joint Health and Wellbeing Strategy priority of developing integrated, high quality social care and health services within the community or at home.  The Strategy also implements the Council's responsibilities for supporting Adult Carers introduced under the Care Act, 2014 and Young Carers e.g. Carers under the age of 18, introduced by the Children and Families Act, 2014.
<b>Financial Cost</b>	The Strategy does not have any direct financial implications. There is a contract with Hillingdon Carers Partnership to deliver Universal Services and the costs for LBH will be contained within this contract. The Approved budget for 2020-21 is £658,700
<b>Relevant Policy Overview Committee</b>	Social Care, Housing and Public Health
<b>Relevant Ward(s)</b>	All

## RECOMMENDATIONS

That Cabinet:

1. Notes progress against the Carers Strategy delivery plan activity for 2019-20 and the work that the Council, its partners and Hillingdon Carers Partnership does to support those with caring responsibilities in the Borough.
2. Approves the proposed approach to supporting Carers for the next two years as set out in the report.

Reasons for recommendation

1. *2019-20 Delivery Plan update:* At its November 2015 meeting, Cabinet requested an annual review and update on the implementation of the Carers' Strategy and associated Delivery Plan. The recommendation reflects the update of the work completed in 2019-20 as reflected in the Delivery Plan update (**Appendix A**).
2. *Approach to Supporting Carers 2020-2022:* The successful implementation of the Carers' Strategy means that many of the initiatives reflected within delivery plans have now become business as usual. The report suggests that the focus of the Council and partners should be to maintain this until new data about Hillingdon's Carer population is available from the 2021 census, which can inform the development of new priorities within a refreshed Carers' Strategy.

Alternative options considered / risk management

3. *2019/20 Delivery Plan update:* No alternative options were considered as Cabinet has requested an annual update report.
4. *Approach to Supporting Carers 2020-2022:* No alternative options were considered due to the importance of recommendations about new priorities being informed by accurate needs data.

Policy Overview Committee comments

5. None at this stage.

## SUPPORTING INFORMATION

Strategic Context

6. According to the 2011 census, there are over 25,000 Carers in Hillingdon who provide unpaid support. Their contribution to the health and wellbeing of those they care for is significant. The census also showed that 18% of unpaid carers were aged 65 and over. Projections by the Projecting Older People Population Information Service (POPPI) developed by the Institute of Public Care (IPC) and Oxford Brookes University suggest that this number is likely to increase by 13% to 6,438 by 2025. Additional census information showed that approximately 10% of Carers were aged under 25, which emphasises the continuing importance of supporting Carers of all ages.

7. Carers say that supporting someone to live an independent life at home, in the community they know, can be very rewarding. However, the cost to Carers themselves can be considerable in terms of their own health, financial situation, employment position and independence. The Council and its partner want to enable our residents to recognise and identify their role as a Carer, so they know where to access the right support.

8. The 2018-2021 Joint Carers' Strategy updated work undertaken in previous years to reflect the principles of the national integrated approach to identifying and assessing Carer health and wellbeing. The Strategy outlined a delivery plan for the Council, Hillingdon Clinical Commissioning Group (HCCG) and other partners to implement over the course of the Strategy based upon these principles. The updated Strategy was approved by Cabinet and the CCG's Governing Body in May and June 2018 respectively.

## 2019-20 Delivery Plan Achievements

9. **Appendix A** provides Cabinet with a detailed update on the actions contained within the 2019/20 Delivery Plan. This section highlights some of the key achievements by the Council and its partners.

### Council Achievements

10. **Carer Engagement:** In order to ensure that the views of Carers are adequately reflected in the work of the Strategy Group, two Carers will be recruited to attend the Strategy Group meetings. Their role will be to offer constructive advice and use their experiences of being a Carer to influence the development of carer support in Hillingdon. They will be in place by December 2020.

11. Two Borough-wide forums continue to run bi-annually (March and October) to ensure that Carers are kept abreast of the work that the Council and its partners are doing to support them. It also provides an opportunity for Carers to ask questions about specific issues they may have.

12. As a result of this ongoing work, Carer engagement has improved dramatically, Carers say that they feel included and more informed, and issues raised with the Carers' Champion have reduced.

13. **Carers Assessments:** During 2019/20 968 Carers' assessment were completed. These include assessments undertaken by Hillingdon Carers and also those undertaken by Social Care staff. It also includes online self-assessments undertaken by Carers, a self-service facility introduced over the last couple of years and refined during 2019/20.

14. Triage assessments undertaken by Hillingdon Carers help to identify whether Carers are likely to benefit from receiving a full assessment. The Cabinet may also wish to note that the Hillingdon Carers' Partnership has been very successful in developing a range of support services and activities access to which is not dependent on a Carer's Assessment.

15. **'Double Caring' responsibilities:** At the instigation of the Council's Carers' champion, Councillor Haggar, Adult Social Care has developed a mechanism for identifying and recording people who have multiple caring responsibilities, so that associated needs can be reflected in

reviews. This will ensure access to appropriate support.

16. **Supporting working Carers:** A presentation was given to the Local Strategic Partnership Executive in November 2019 to raise awareness of the caring role and the contribution that Carers make to the local economy. A guidance document has been produced and is attached as **Appendix B**, which outlines how to support working Carers and will be shared across the partnership. The Council will be reviewing existing HR policy guidance to ensure the needs of our staff who are Carers are reflected within it. The guidance will be offered to partners so that they can also share with their staff.

17. **Training for frontline staff:** An online training package has been co-produced with Hillingdon Carers Partnership and will be rolled out to all staff but especially those in frontline services who may come into contact with Carers but not realise it, e.g. Libraries. The programme includes facts and figures about Carers in Hillingdon, how to spot a Carer, case studies and signposting information. The programme will be offered to partners so that they can also share with their staff.

18. **Carers and Domestic Abuse:** The Council lead for Domestic Abuse attended the Carers Strategy Group in November 2019 and presented on the Borough's Domestic Abuse Strategy, the impact of abuse on Carers, available training and how partners can signpost those who need support.

### **Hillingdon Clinical Commissioning Group and GP Confederation Achievements**

19. **Carers Leads in GP Surgeries:** One of the joint activities driven by the Strategy has been to improve awareness and understanding of the caring role in Primary Care.

20. The Hillingdon GP Confederation is encouraging all GP practices in Hillingdon to have a Carers Lead in order to raise awareness amongst the practice staff about the vital role that Carers have in supporting the local health and care system. The key tasks of the Carers Lead are to:

- Proactively identify and support Carers, many of whom do not see themselves as Carers;
- Ensure that a Carer Register is maintained and updated regularly;
- Ensure the practice provides active signposting to the Hillingdon Carers Partnership, a one-stop shop that will conduct a Carers Assessment, provide ongoing support and ensure relevant onward referrals (to Social Services or other sources of support) as required;
- Working alongside their Health Champion, ensure that standardised packs of information for Carers is available within the waiting room;
- Feed into the Confederation and its partners (Hillingdon Carers Partnership and Hillingdon CCG) any gaps in provision or requirements to help practices to support Carers further;
- Work with colleagues in the practice to provide enhanced access and flexibility of appointments for Carers;
- Consider how else the practice might facilitate improved carer-health – monthly Carer Health checks for example;

- Be willing to attend any training/information sessions that relate to the support of Carers within General Practice.
21. There are now 44 out of 45 GP Practices with a member of staff nominated as a Carer Lead and they receive bespoke training and regular support.
22. **Engagement with Partners:** GP Practices are engaging more actively with Hillingdon Carers who have attended their practice meetings. One practice this year also included Hillingdon Carers during their CQC inspection as evidence not only of them supporting Carers but also of joint working. This was really well received by the Inspectors.
23. Hillingdon Carers have also supported the delivery of Carers Lead forums throughout the year which provide information about the national Carers' agenda and local support combined with personal experiences of supporting Carers and sharing of good practice.

### **CNWL Mental Health Services Achievements**

24. Carers are involved in any aspect of clinical care that the service user gives consent for. This includes attendance at ward rounds, care programme approach (CPA) reviews, transfer meetings, assessments, outpatient appointments, crisis appointments etc. Where capacity is compromised e.g. in dementia, the clinical team will liaise and work directly with the family/carers. Some specific achievements are shown below.

#### **Care Programme Approach Explained**

The Care Programme Approach (CPA) is a package of care for people with mental health needs. Everyone on a CPA has a Care Coordinator and a care plan, which sets out what support they will get and who will provide it.

25. **Co-produced leaflet:** A leaflet was co-produced with Carers and service users that explains the role of Carers in an outpatient appointment (**Appendix C**)
26. **Carers assessments recorded on clinical systems:** This ensures visibility of Carers and their needs to other professionals.
27. **Service User and Carer involvement meetings:** These are held every 2 months and have regular Carer attendance including as one of the Co-Chairs.
28. **Older Adults Team Inpatient Unit Carer Support Group:** A bookable slot for Carers with the team consultant has been established for every Thursday afternoon.
29. Cabinet may also wish to note that the following are also in place to support Carers
- The Early Intervention Service has an education programme for Carers.
  - All teams have Carers notice boards and information is sent round regularly to teams to

keep them updated.

- A regular programme of Recovery and Wellbeing College courses and Carers are able to attend any course free of charge. Hillingdon has the highest attendance rate of carers in the trust.

### **Hillingdon Carers Partnership Achievements**

30. Hillingdon Carers is the lead organisation for a consortium of third sector organisations that support Carers known as the Hillingdon Carers Partnership and holds a contract from the Council for the provision of support services for Carers in the Borough. The support services are delivered by all of the organisations within the partnership. Delivery of the contract is reported on separately and actively supports the work of all partners, including HCCG, the GP Confederation, Hillingdon Hospital and CNWL. It also has strong links into the H4All third sector consortium, with Hillingdon Carers being one of its constituent members.

31. Some key achievements of the Partnership in the past year include:

- The consortium model has proved popular with external funders and since the start of the Combined Carers Services contract (Sept 2016), Hillingdon Carers Partnership has drawn down £1,117,955 in new resources for services for Carers outside contract income. For example, in Q4 2019/20 £225k over three years was secured to improve support to Carers of people with acute mental health conditions, as well as for providing support to Carers dealing with their own low-level mental health issues. This is contributing to the 24 additional services that are now being delivered outside the contract, which have been developed as a result of consultation with Carers. Cabinet may also wish to be aware that a further funding bids worth a total of £124k have been applied for by Hillingdon Carers and the outcome is awaited.
- The Advice team has secured £700,231 in Carer-related benefits in the 10 months from April 2019 and during 2019 broke the £1m mark, securing £1,142,178 for Hillingdon's Carers, which boosted household incomes and was largely spent in the local economy.
- The Family Support Service supports complex families where there are young carers affected by parental mental health or substance misuse issues. We help these vulnerable children by addressing families' wider social issues and supporting the children in schools. At the start of the contact, children had an average attendance at school of 52.7% and, post-intervention, there was an average attendance of 94.7%.
- Annual investment in support for Carers of people with dementia has increased by £95,000 per year compared to three years ago.

### **Carers and Covid-19**

32. The Hillingdon Carers' Partnership has worked with H4All in the joint initiative with the Council to support residents during the pandemic. This includes responding to the immediate basic needs of Carers, such as food, medicines, emotional support and information and advice.

33. A comprehensive programme of online and telephone support and activities is in development that includes: telephone peer support groups; online yoga and chair-based exercise classes; personal 1:1 support to get online tuition in the use of social media and FaceTime apps; an arts, poetry and photography competition, which will document the impact of the lockdown on Carers; Young Carer discussion groups and access to hardship grants.

34. Since the beginning of the crisis, Hillingdon Carers has secured £9K funding (and has bid for a further £7.5K) for a Carer Hardship Fund, which is paying for household essentials, e.g. washing machines, fridges, cookers, beds and they have purchased multiple tablets and laptops to help young and young adult Carers continue their studies online.

### Priorities for 2020-2022 and Refreshing the Strategy

35. As previously stated, the vast majority of the delivery plan for 2019/20 has been successfully implemented and actions have become business as usual. It is therefore proposed that the priority for the next two years should be managing business as usual. This would be pending the publication of data from the next census that will be taking place in March 2021. It is intended that the Carers' Strategy Group will use the data from the census about Carers in Hillingdon and their needs in order to inform the priorities within a refreshed strategy to run from 2022. The priorities within the refreshed strategy will be informed by other national and local drivers, including the data from the biennial National Carers' Survey that will take place in the autumn of 2020.

36. Despite the proposed focus on maintaining the momentum of activities that are now business as usual, there are some specific actions that the Carers' Strategy Group will be working on over the coming year and these include:

- The recruitment of Carer representatives to attend the Strategy Group.
- Development of a guide for people who suddenly become Carers.
- Ensuring that the identity of the Carers' lead in each GP Practice is clearly displayed.
- Implementing the response to Carer feedback at the CCG's October 2019 AGM in respect of:
  - Developing and implementing a strategy for addressing identified barriers to screening uptake;
  - Supporting access to primary care by piloting a darsi/farsi speaking interpreter in the south of the borough where there is greatest need;
  - Co-design information for children with learning difficulties and/or autism and their families, including Easy to Read guidance on accessing the health service appropriately.

## Financial Implications

37. There is a contract in place with Hillingdon Carers Partnership to deliver services to Carers in Hillingdon. The approved budget for this contract is £658,700 in 2020-21. Council activities outlined in this report will be delivered within this budget.

## RESIDENT BENEFIT & CONSULTATION

### The benefit or impact upon Hillingdon residents, service users and communities?

38. The Carers Strategy 2018-21 and Delivery Plans to support this demonstrate to residents and Carers in Hillingdon the shared commitment to supporting Carers - across the Council, HCCG and its partners - and the shared accountability to improving services for Carers.

### Consultation carried out or required

39. Carers and strategic partners have been consulted on the Strategy and work programme in the Delivery Plans via the Carers' Strategy Group and Carers' Forum. Integral to this is the role of the Carers' Champion, Councillor Haggar.

## CORPORATE CONSIDERATIONS

### Corporate Finance

40. Corporate Finance has reviewed the report and concur with the Financial Implications set out above, noting that there are no financial implications arising from the report recommendations. There is an approved revenue budget in 2020/21 to cover the costs arising from the activities set out in the Carers Strategy 2020/21.

### Legal

41. The Borough Solicitor confirms that there are no specific legal implications arising from this report.

## BACKGROUND PAPERS

[Carers' Strategy 2018-21](#)

# Carers Strategy Delivery Plan 2019-20

## End of year update

### Principle 1: We will support the identification, recognition and registration of Carers in primary care

<b>Activity:</b>	<b>Lead organisation:</b>	<b>Progress update:</b>
1.1 Support schools and colleges in identifying and recognising the caring role of Young Carers.	LB Hillingdon	<p>Hillingdon Carers Partnership Young Carers team have provided the following:</p> <ul style="list-style-type: none"> <li>• 10 awareness raising sessions in schools, including assemblies, teacher training and PHSE lessons</li> <li>• Support to 3 schools to deliver a Young Carers club</li> <li>• A presentation at a Head teachers' Forum, an article for the School Leaders' briefing and distributed a Guide to Supporting Young Carers to all schools in the borough</li> <li>• Visits by the Family Support Service to vulnerable young carers or those at risk of exclusion in school on a weekly basis.</li> </ul> <p><b><i>This activity is now retired as the work is integrated into usual business activity.</i></b></p>
1.2 For all GP practice's to identify a 'Carers Lead' and implement jointly agreed GP Primary Care initiatives with regard to Carers.	Hillingdon CCG	<p>44 out of 45 practices now have a Carers Lead.</p> <p>Their role includes:</p> <ul style="list-style-type: none"> <li>• Proactively identifying and supporting Carers, many of whom don't see themselves as such</li> <li>• Ensuring that a Carer Register is maintained and updated regularly</li> <li>• Working with colleagues in the practice to provide enhanced access and flexibility of appointments for Carers</li> <li>• Attending any training/information sessions that relate to the</li> </ul>

		<p>support of Carers within General Practice.</p> <p><b><i>This activity is now retired as the work is integrated into usual business activity.</i></b></p>
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**Principle 2: Carers will have their support needs assessed and will receive an integrated package of support in order to maintain and/or improve their physical and mental health**

<b>Activity:</b>	<b>Lead organisation:</b>	<b>Progress update:</b>
2.1 Further develop Carers Assessment Tools including online training, to make the process simple and easy for both Carers and the assessors.	LB Hillingdon	The Council has been working with Hillingdon Carers to improve accessibility of online self-assessment facility for Carers. This is part of a broader piece of work to upgrade the scope and accessibility of online services for residents with social care needs that will not be completed until 2020/21.
2.2 Develop a mechanism for reflecting the needs of Young Carers within existing assessment processes in Primary Care, Social Care and across all partners so that Young Carers are better supported in their role.	LB Hillingdon	<b><i>This activity is now retired as the work is integrated into usual business activity.</i></b>

**Principle 3: Carers will be empowered to make choices about their caring role and access appropriate services and support for them and the person they look after**

<b>Activity:</b>	<b>Lead organisation:</b>	<b>Progress update:</b>
3.1 Design and deliver a Young Carer's Buddy Scheme	P3	<p><b>This activity has been retired</b> so that P3 can focus on their new mental health support services for young people which includes Young Carers.</p>
3.2 Review and develop 'first point of contact' arrangements for Carers in an emergency situation, outside of normal working hours including for urgent Mental Health issues.	LB Hillingdon	<p>The Council actively promotes TeleCareLine services for older people who are either a Carer or a Cared for person. The service provides support outside of working hours which the resident would otherwise not have been able to access.</p> <p>Hillingdon's Single Point of Access telephone number and email address provides a telephone number and email address for referrals to secondary mental health services and support in a mental health crisis. This service is available 24/7.</p> <p><b><i>This activity is now retired as the work is integrated into usual business activity.</i></b></p>

#### Principle 4: Staff will be aware of the needs of Carers and of their value to our communities

<b>Activity:</b>	<b>Lead organisation:</b>	<b>Progress update:</b>
4.1 Produce a 'Good practice guide for supporting Carers in the workplace' and share with local businesses.	LB Hillingdon	<p>The Guide has been produced and includes information about the benefits of supporting working Carers, facts and figures about Carers and their contribution to the economy, Top Tips to support Carers and local signposting information.</p> <p>The Guide will be shared with partners and promoted on the Council website.</p> <p><b><i>This activity is now completed.</i></b></p>
4.2 Design short training sessions for frontline Council staff so they have the language and signposting skills to provide support to Carers.	LB Hillingdon	<p>An online training package has been co-produced with Hillingdon Carers Partnership and will be rolled out to all staff but especially those in frontline services who may come into contact with Carers but not realise it, e.g. Libraries.</p> <p>The programme includes facts and figures about Carers in Hillingdon, how to spot a Carer, case studies and signposting information. The programme will be offered to partners so that they can also share with their staff.</p> <p><b><i>This activity is now completed.</i></b></p>

**Principle 5: Carers will be supported by information sharing between Health, Social Care, Carer support organisations and other partners**

<b>Activity:</b>	<b>Lead organisation:</b>	<b>Progress update:</b>
5.1 Ensure Carer identification markers are included in the development of information sharing platforms and other means of information sharing in line with the General Data Protection Regulations 2018.	Hillingdon GP Confederation	<p>All GP practices code Carers on their information platform and each have a Carers register.</p> <p>The issue of interoperability remains ongoing and will be taken forward.</p> <p><b><i>This activity is now retired as the work is integrated into usual business activity.</i></b></p>
5.2 Actively seek resources for the development of a Young Carers App	Hillingdon Carers Partnership	<p>£10,000 funding has been secured and two students appointed to conduct this work as part of their Degree project, one studying Industrial Design and the second studying Computer Science, with academic support through the Brunel Co-innovate programme.</p> <p>Two co-design workshops with young adult carers (16-19 years) were delivered in February 2020 and a prototype product is in development.</p> <p>The app will be piloted with young carers and staff throughout March and the final basic product will be delivered in April 2020.</p> <p><b><i>This activity is now completed.</i></b></p>

**Principle 6: Carers will be respected and listened to as expert care partners and will be actively involved in care planning, shared decision-making and reviewing services**

<b>Activity:</b>	<b>Lead organisation:</b>	<b>Progress update:</b>
6.1 Coordinate Carer engagement activity via regular Carer Forums.	LB Hillingdon	<p>Two Carers Forums were co-delivered by the Council and Hillingdon Carers during the year in March and October.</p> <p>In the last twelve months, Carers have been consulted on gaps in support services, Hillingdon Carers Partnership new five-year Strategic plan, GP services, Social Care Direct, Connect to Support and have had face-to-face access to a broad range of statutory and voluntary sector organisations.</p> <p><b><i>This activity is now retired as the work is integrated into usual business activity.</i></b></p>
6.2 Continue to develop Carer involvement and support in collaboration with relevant partners.	CNWL	<p>A project funded by a grant to H4All and Hillingdon MIND will see Carers support for those supporting people with mental health issues increase by 75%. There will be 2 full time workers instead of 1 part time worker, one of whom is already in place. The service will include working with people whose cared for are in crisis and providing support and counselling to all Carers.</p> <p>Hillingdon Carers also provided training in November 2019 for all CNWL staff on the caring role and what support is available, including about carers assessments.</p> <p><b><i>This activity is now retired as the work is integrated into usual business activity.</i></b></p>

**Principle 7: The support needs of Carers who are more vulnerable or at key transition points will be identified early**

<b>Activity:</b>	<b>Lead organisation:</b>	<b>Progress update:</b>
7.1 Review information and services for 'double Carers' of all ages.	LB Hillingdon	<p>Adult Social Care has established a mechanism that identifies people with multiple caring responsibilities to ensure that any needs arising from them are reflected in reviews. This will facilitate access to appropriate support.</p> <p><b><i>A priority for 2020/21 will be to embed this as usual business activity.</i></b></p>

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# Top tips for supporting working carers



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This short document has been developed for employers, to highlight the issues surrounding working carers and how supporting them effectively can be good for business.

The top tips detail actions employers can take to ensure that carers are supported within the workplace.

These top tips have been reproduced with permission from Think Local Act Personal.

## Section 1:

### Who are working carers?

A working carer is someone in full or part-time employment, who also provides unpaid support, or who looks after a family member, partner or friend who needs help because of their age, physical or mental illness, or disability.

Carers are parents, siblings, sons, daughters, partners, spouses, friends and neighbours and are from all social and cultural backgrounds.



## Section 2:

### Why supporting carers works for your business?

Supporting carers to remain in work by embedding flexible working approaches and effective support structures, brings significant benefits to both carers and their families, businesses and the wider economy.

Employers for Carers (2013), set out a business case for supporting working carers.



- It highlights the benefits of supporting working carers which include:
  - Attracting and retaining staff
  - Reducing stress, sick leave and absenteeism
  - Reducing recruitment and training costs
  - Increasing resilience and productivity
  - Improving service delivery
  - Producing cost savings
  - Improving people management and staff morale (ibid.)
- "Far from compromising business objectives, research shows that recognising caring and adopting a flexible approach achieves impressive business results." (ibid.)
- The data regarding the prevalence of caring roles and the impact on the ability of working carers to maintain their employment, is compelling and businesses need to be aware of the impact on their productivity when this is not managed effectively.

## Section 3:

### Key Facts

- An estimated 137.3 million working days were lost due to sickness or injury in the UK in 2016 (Comer, 2017). According to ONS statistics, this equates to 4.3 days per worker over the course of a year (ibid.), costing employers an average of £16 billion (Personnel Today, 2015).
- In addition, estimated costs for replacing individual staff members who leave, amount to approximately £30,614 per employee,

including lost output, recruitment and the timescales for upskilling new staff (Oxford Economics, 2014).

- A recent study by the London School of Economics (Pickard, 2012) concludes that: "Carers leaving employment also involves high costs to the public purse. The study shows that the public expenditure costs of carers leaving employment in England amount to around £1.3 billion a year."
- Recent research from the CIPD (2016) suggests that the private sector is likely to rank home/family/carer responsibilities among their top causes of absence. This highlights the importance of understanding working carers, along with the need to support this group and the outcomes that can be achieved from doing so.
- 1 in 9 workers in the UK are caring for another person, and 6,000 people every day become carers for another individual. This number is expected to grow in the forthcoming years (Carers UK, 2013).
- 2.3m people in the UK have given up work at some point in order to care for a loved one, and nearly 3m people have reduced their working hours (ibid.).
- As the population ages, the number of people becoming carers will grow. In addition, changes in the retirement age mean that more people will be juggling work and caring and at an older age (Employers for Carers, 2013).





- Most carers fall within the 50-64 age bracket (Carers UK, 2015). People in this age group often have significant skills and have accrued a wealth of professional experience which would be a substantial loss to an employer (ibid).
- Carers UK (2016) identified that 38% of employee respondents who balance care and work are uncomfortable discussing their caring duties in the workplace, and 35% feel that their employer does not understand their caring role.
- Organisations that have begun to support working carers more effectively are showing some impressive results. The Employers for Carers business case (2013) outlines some useful case studies which bring to life how businesses can benefit from actively supporting working carers.
- By making a concerted effort to support working carers in a more effective way, organisations such as Centrica estimate potential cost savings of £2.5m through increased staff retention, whilst BT claims to have achieved a potential £5m in savings through a 21% productivity increase by reducing workplace stress and absenteeism (ibid). These savings highlight the impact that supporting working carers can have.

## Section 4:

### Top tips for employers

- 1) Get to know which of your employees are working carers.**
- 2) Identify leaders for working carers within your organisation.**
- 3) Develop and/or review your workplace support and policies, in order to ensure that they are flexible, responsive and explicitly support working carers.**
- 4) Ensure that support is in place and is clearly communicated to all staff.**
- 5) Equip your managers to support working carers.**
- 6) Ensure job opportunities and promotions are flexible, and support applications from working carers.**
- 7) Monitor, evaluate and review your approaches to supporting working carers.**
- 8) Communicate clearly that you are a working carer friendly employer, and what additional support you offer.**

#### 1) Get to know which of your employees are working carers

##### Why is this important?

- Understanding your workforce helps to build a resilient business/organisation and helps to ensure business continuity.
- Enables you to target support to where it is needed, and reduce costs.
- Helps to retain staff and cut costs in recruitment, and the training of new staff.
- Helps to retain specialist skills in your workforce.





#### How can you do this?

- Train managers to understand the role of carers and encourage them to discuss caring responsibilities with individual team members.
- Raise the profile of working carers across the organisation via your usual communication channels.
- Include an awareness of working carers within recruitment monitoring processes and internal employee surveys.

#### 2) Identify leaders for working carers within your organisation

##### Why is this important?

- Identifying leaders and champions at a senior level, establishes credibility for the issues within your organisation.
- Leaders will promote the culture shift that's needed.
- All managers and employees need to understand the issues and the benefits of supporting working carers to ensure it becomes business as usual.

##### How can you do this?

- Identify a leader and champion to support and advocate for working carers.
- Include working carers issues in supervision/team meetings and personal development reviews where relevant.
- Consult with working carers on the impact of the implementation of relevant strategies and policies.

#### 3) Develop and/or review your workplace support and policies, in order to ensure that they are flexible, responsive and support working carers

##### Why is this important?

- Helps to attract and retain working carers and their skills, knowledge and experience.
- Helps managers to provide appropriate support.
- Improves workplace relations and team working.

##### How can you do this?

- Develop contingency plans, flexible working practices and practical support to ensure business continuity.
- Regularly audit and review policies and/or workplace support to ensure that they support working carers e.g. flexible working.
- Promote policies that support working carers to continue in work e.g. in job adverts.

#### 4) Ensure that support is in place and is clearly communicated to all staff

##### Why is this important?

- Helps ensure working carers feel supported and valued, leading to greater staff retention.
- Ensures all managers are aware of the support available and can refer staff to the appropriate policy.
- Working carers know where they can seek support.





#### How can you do this?

- Opt in to an Employee Assistance Package (including financial education training).
- Regular targeted communication to staff about resources, support and practical information that is available and how to access it.

### 5) Equip your managers to support working carers

#### Why is this important?

- Keeps your business productive through minimising sickness/absence and reducing stress levels of carers.
- Increases employee loyalty, staff retention, team cohesiveness and productivity.
- Managers understand the individual's situation and what support will be helpful.

#### How can you do this?

- Communicate the support available for working carers effectively to all managers, including internal and external resources.
- If the person must take time off, ensure a practical and supportive return to work plan is in place.
- Provide training so that managers can deal with issues that arise effectively and sensitively.

### 6) Ensure job opportunities and promotions are flexible, and support applications from working carers

#### Why is this important?

- Fosters talent and supports the more effective utilisation of employees' skills and abilities.
- Reduces business continuity risks and can increase productivity.
- Creates improved staff satisfaction and loyalty to the organisation.

#### How can you do this?

- Ask working carers about the barriers that they experience in applying for new roles, and utilise the principles of 'reasonable accommodation' to support their career development.
- Be flexible when you are recruiting, including how you write job adverts, where you advertise and what working arrangements are possible in the role.
- Ensure that the staff responsible for recruitment understand the benefits of employing working carers.
- Ensure working carers have access to the full range of opportunities for skills, professional development, staff training, and career progression.





## 7) Monitor, evaluate and review your approaches to supporting working carers

### Why is this important?

- Ensures that your approach is working and allows you to make appropriate changes.
- Helps to build organisational resilience.
- Maintains a productive and responsive business.

### How can you do this?

- Evaluate, monitor and review your activities with working carers e.g. through meetings and feedback mechanisms.
- Produce regular reports to the senior team/ board on the effectiveness of your approach.
- Include in your Annual Employee survey.

## 8) Communicate clearly that you are a working carer friendly employer, and what additional support you offer

### Why is this important?

- Helps you to become an 'Employer of Choice'.
- Helps recruit and retain skilled and committed individuals to your business.
- Minimises recruitment and training costs.

### How can you do this?

- Communicate a strategic 'Statement of Intent' that identifies support for working carers including on your website and social media pages.
- Include the 'Statement of Intent' in job adverts, staff communications and marketing materials.
- Celebrate and publicise your success.

## Section 5:

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## **Useful contacts**

Hillingdon Carers:

[www.hillingdoncarers.org.uk](http://www.hillingdoncarers.org.uk)

H4All: [www.org.uk](http://www.org.uk)





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## Post appointment

After discussion you may be referred to see someone else in the team or be given advice on another service that may be able to help you.

If you are going to be discharged from the service following your appointment this will be discussed with you.

## Contact us

### Pembroke Centre (North)

90 Pembroke Road

Ruislip

HA4 8NX

Telephone: 01895 485536

Email: hillcmht.north@nhs.net

### Mead House (East and West)

Mead House Lane

Hayes

UB4 8EW

Telephone: 01895 485600

Email: meadeastandwest.cnwl@nhs.net

## How to feedback

### Tell us, we're listening

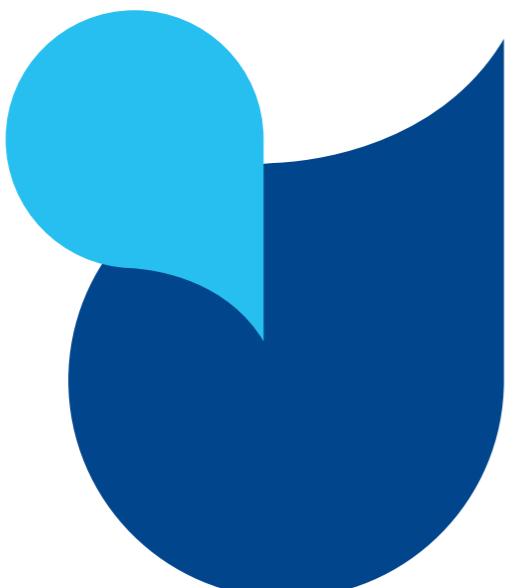
Our staff want to know how they are doing. Tell us what you think at [www.cnwl.nhs.uk/feedback](http://www.cnwl.nhs.uk/feedback) then we'll know what we have to do.

### Patient, Feedback and Complaints Service

Telephone: 0300 013 4799

Email: feedback.cnwl@nhs.net

For urgent medical advice, please contact 111 or 999.



This document is also available in other languages, large print, Braille, and audio format upon request. Please email [communications.cnwl@nhs.net](mailto:communications.cnwl@nhs.net)

هذه الوثيقة متاحة أيضاً بلغات أخرى والأحرف الطابعية الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

### Arabic

این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

### Farsi

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ভেল এবং অডিও টেপ আকারেও অনুরোধ পাওয়া যায়।

### Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

### Somali

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

### Portuguese

நீங்கள் கேட்டுக்கொண்டால், இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

### Tamil

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

### Spanish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabetie Braille'a lub w formacie audio.

### Polish

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા ફ્રેન્ચ અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

### Gujarati

Be belge istenirse, başka dillerde, iri harflerde, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

### Turkish



# Information on your outpatient appointment

This leaflet has been co-produced with service users, carers and staff. It has been designed to help answer questions you may have about your appointment and to make the best use of the time you will have with the doctor.

## Why have you been referred?

You will have been referred to the service by your General Practitioner (GP) or another health professional. The appointment will be longer than your usual GP appointment. A detailed report will be sent to you and your GP.



## Preparation for the appointment

You can bring someone with you to the appointment, a relative, friend or someone you trust. They can also ask questions with your permission.

It is your choice if you want to bring your relative/friend to the whole appointment.

Please bring details of any medication you are taking – including the dose, and how long you have been taking the medication, make sure to include any physical health medication.

If you require an interpreter please let us know in advance so we can make arrangements.

If the gender of the doctor you are due to see is important please let us know in advance and we will make every attempt to accommodate your request if possible.

### Please arrive on time for your appointment.

Please let us know as soon as possible if you are not able to attend (even on the day). Make sure to allow plenty of time for parking as some sites there is pay and display only.

## What to expect at your appointment?

If you have ongoing appointments at the service you may not see the same doctor each time. They will tell you if your appointment will be with someone else next time.

You will be listened to and you will get support and advice. Take your time.

Be honest with how you feel and the difficulties you have been having. **This will be heard in a non-judgemental way.**

It is your chance to say how you feel and what has been happening in your life. Please think about any questions you may have beforehand. You may want to write them down or have them on your phone.

It is often very difficult to remember exactly what was said to you. To help you, you can record the consultation on your phone to help you remember what was said.

You do not need to tell the doctor you are doing this but it would be helpful if they knew.

This recording can only be for your personal use and can't be shared on social media. However it can be shared with your family or carer if you want to. Alternatively, you may want to make written notes.

Your GP may have started you on medication already. This will be discussed with you. Please let the doctor know if you have any side effects, if there are any, and if there are changes at all in your physical wellbeing or functioning.

Your physical health needs will also be discussed, as this can impact on your mental wellbeing.

Please let us know if you are seeing any other specialists for your physical and/or mental health. Please bring details including clinic letters with you.

You may be prescribed medication in the appointment or your current medication may be adjusted. If so, you will be given information. This will include any side effects and you can ask for this information.

You will also be able to get further advice from the pharmacists on the CNWL medicines helpline: **020 33317 5090** between 9am and 5pm. You can also visit the website [www.choiceandmedication.org/cnwl/](http://www.choiceandmedication.org/cnwl/)

## The types of questions you may be asked

- Why have you come to see me today?
- Can you tell me about your problems/issues and when they started?
- Do you have any particular concerns or worries about anything happening in your life at this moment?
- Do you feel safe?
- Your personal circumstances and your home situation
- Details about your family life and those who support you
- What or who do you find helpful for you?
- Are you taking any non-prescribed or over the counter medication or supplements?
- Any alcohol or illicit drug use
- Whether you smoke
- Your physical health and other health professionals involved in your care
- You will also be asked about whether you are currently driving





## SELF-BUILD AND CUSTOM-BUILD HOUSING (CHARGING AND ELIGIBILITY) CRITERIA

Cabinet Member(s)	Councillor Keith Burrows Councillor Philip Corthorne
Cabinet Portfolio(s)	Planning and Transportation Housing and The Environment
Officer Contact(s)	Julia Johnson, Planning Policy, Residents Services
Papers with report	None.

### HEADLINES

<b>Summary</b>	<p>The Self-build and Custom Housebuilding Act 2015 imposed a duty upon relevant authorities including London boroughs to maintain a register of individuals and associations of individuals who are seeking to acquire serviced plots of land in their area in order to build homes for their occupation. The Council is required to grant planning permission for enough self-build plots to meet demand as evidenced by their register.</p> <p>New regulations on Self-build and Custom Housebuilding published in October 2016 enabled local authorities to set local eligibility requirements (in addition to the general national requirements) and to charge a fee for entries on to the Self-build and Custom Housebuilding register and an annual fee to remain on the register.</p> <p>This report seeks approval to agree to the setting of local eligibility criteria and the introduction of fees for entry and retention on Hillingdon's Self-build and Custom Housebuilding register. The local eligibility criteria proposed include requirements for evidence of a minimum residency of 10 years in the Borough prior to the date of application and evidence of sufficient resources to purchase a self-build plot of land in the Borough. Applicants would be required to satisfy these new criteria in order to be eligible for entry on to Part 1 of the register.</p>
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<b>Putting our Residents First</b>	This report supports the following Council objectives of: <i>Our Built Environment</i> through ensuring the delivery of new homes that meet the needs of existing Borough residents. The delivery of new homes is supported by the Hillingdon Local Plan Parts and 2.
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<b>Financial Cost</b>	There are no direct financial implications outside existing internal resources
<b>Relevant Policy Overview Committee</b>	Residents, Education and Environmental Services Policy and Overview Committee
<b>Relevant Ward(s)</b>	All Wards

## RECOMMENDATIONS

That the Cabinet:

1. Approve the principle of introducing local eligibility criteria so that Hillingdon's Self-build and Custom Build Register can be split into two parts.
2. Notes that an Equalities Impact Assessment will be carried out into the Council's proposed local eligibility criteria and therefore approves a public consultation to be carried out on the following local eligibility criteria for joining Part 1 of the Register:
  - a. Residency in the Borough for at least 10 years prior to the date of application; or
  - b. In the service of the regular armed forces or have served in the armed forces within the previous 3 years prior to the date of application.
  - c. Able to provide evidence of access to sufficient resources to purchase land of at least £225,000.

and

  - d. For associations of individuals wishing to be added to the Hillingdon Self-build and Custom build Register, at least three-quarters of the members of the association must meet the local connection criteria above and be able to demonstrate that the association collectively has sufficient financial resources to purchase a plot large enough to accommodate its members.
3. Approve public consultation on the national eligibility criteria for Part 2 of the Register, which requires the applicant to be:
  - a. Over 18 years old; and
  - b. A British Citizen or national of an EEA State \*; and
  - c. Seeking to acquire a serviced plot of land to build a house to occupy as a sole or main residence.
4. Approve public consultation on the introduction of fees for joining each part of the register as follows:

- a. Fee for Part 1 of the register: £90 for entry and an annual retention fee of £30.
  - b. Fee for Part 2 of the register: £45 (no annual retention fee).
5. The outcome of the public consultation together with a full Equalities Impact Assessment to be reported back to Cabinet for consideration prior to any changes being made to current practice.

*\*This would only continue to apply in accordance with future legislative provisions implemented at the end of the Brexit transition period.*

## Reasons for recommendation

To ensure that the Self-build and Custom housebuilding Register better reflects local demand for land for custom and self-build housing, and to assist the Council in better meeting its obligations under the Self-build and Custom Housebuilding Act 2015.

## Alternative options considered / risk management

The option exists to not introduce a two-part register and keep the register as it is. The level of demand for self-build and custom housebuilding in the Borough is, however, determined by the number of entries on the register. The report demonstrates that the current register is likely to overestimate local demand as individuals and organisations without a local connection can sign up to be included on the register. Given the high demand for self-build plots and limited availability of land, the Council needs to prioritise individuals with the strongest connections to the area, as allowed under the Act. An overestimation of demand could result in the Council having to grant planning permission for self-build and custom build housing on more sites than actual local demand requires. This would have subsequent implications for the Council's ability to meet its housing targets, which are due to increase once the new London Plan is agreed and published.

The option of not including a financial test to ensure individuals/organisations had sufficient funds to purchase a self-build/custom build plot was considered, however, by not including a financial test, it is unknown whether plots granted planning permission are actually deliverable. This too could then result in an overestimation of actionable demand which could result in the Council having to grant planning permission for self-build and custom build housing on more sites than required.

Options also exist over the specific criteria to implement for inclusion into the self-build and custom housebuilding register. These include the number of years to have been living in the Borough to be included in the register, whether to include the employment in the Borough as a local connection criteria, the number of years of continuous employment in the Borough to be included in the register, and the fee required to be included in the register. A preferred option based on the Council's existing social housing allocations policy is included in this report. The proposed public consultation will also allow for the opportunity to take into account feedback on Council's preferred options and for Cabinet's decision to be informed by a full Equalities Impact Assessment.

## Policy Overview Committee comments

None at this stage.

## SUPPORTING INFORMATION

### Background

1. The Self-Build and Custom Housebuilding Act 2015 imposed a duty on the Council to maintain a register of individuals and associations of individuals who are seeking to acquire serviced plots of land in their area in order to build homes for their occupation. The Planning Policy Team have maintained both the Council's self-build webpage and register to date.

2. The Self Building and Custom Building (Time for Compliance and Fees) Regulation 2016 enable local authorities to set local eligibility requirements (in addition to the general requirements) and to charge a fee for entries on to the Custom and Self-Build Register (and an annual fee to remain on the register) to cover the cost of the administration involved in checking evidence submitted by potential entrants and maintaining the register. Local authorities that set local eligibility criteria must divide their register in two parts with Part 1 including entries that meet local requirements and Part 2 for those who meet nationally applicable eligibility criteria.

3. The Act places a 'duty to grant planning permission' on relevant authorities, whereby entries on Part 1 of the Register are counted towards the number of suitable serviced plots that must be granted permission for. Accordingly, it is a requirement that following each annual base period of 12 months, relevant authorities have three years in which to grant permission for an equivalent number of plots of land for self-build homes as there are entries to Part 1 of the Register for that base period.

4. In maintaining its register, the Council makes no commitment to provide those on the register with plots of land for self-build and custom housebuilding. Applications for self-build and custom housebuilding projects will continue to require planning applications and will be assessed on their merits in line with Hillingdon's planning policies and guidance.

5. Entries onto the Council's register to date have been assessed against the eligibility criteria set out by the Self-build and Custom Housebuilding (Register) Regulations 2016 published by the Government in February 2016, which required applicants to be:

- Over 18;
- A British citizen or national of an European Economic Area State or of Switzerland (where this would only continue to apply in accordance with future legislative provisions implemented at the end of the Brexit transition period); and
- Seeking to acquire a plot for use as sole/main residence.

The February 2016 Regulations did not require applicants to provide proof that they met these criteria. These Regulations have since been superseded by updated Regulations which give planning authorities more discretion.

6. The October 2016 Self-build and Custom Housebuilding (Time for Compliance and Fees) Regulations 2016 have given powers to local authorities to set eligibility requirements for those wanting to be entered onto the register. This enables local authorities to:

- Charge a fee for entries on to the self-build and custom housebuilding register (and charge an annual fee to remain on the register) to cover the cost of the administration involved in compiling and maintaining the register;

- Set a local connection test (any local eligibility test will be deemed to be satisfied if the individual is in the service of the regular armed forces of the Crown and for a period after leaving service); and
- Set a requirement to provide evidence of sufficient resources to purchase land for self-build and custom housebuilding.

7. The October 2016 Regulations prescribe that local authorities who set up local eligibility criteria must divide their self-build and custom build register in two parts, with Part 1 of the register including all entries meeting all eligibility requirements set by the relevant local authority and Part 2 for those entries which meet all nationally applicable eligibility criteria, plus the sufficient resources test.

8. The total number of entries on Part 1 of the register will be the baseline demand against which the local planning authority must have regard to when considering planning applications for the self-build and custom housebuilding projects. Entries on Part 2 do not count towards demand for the purpose of the 2015 Act but local authorities must have regard to Part 2 of the register when carrying out their planning, housing, land disposal and regeneration functions.

9. It should be noted that in respect of the local connection test, there is a specific exemption in the October 2016 Regulations for persons serving in the armed forces of the Crown. Persons meeting such an exemption will be deemed to meet the local connection test.

### **Hillingdon's Current Register**

10. Hillingdon's self-build and custom housebuilding register has grown at a relatively stable rate over the last three and a half years but now includes 233 entries (1 April 2020). Local planning authorities are required to grant enough planning permissions to provide self-build and custom housebuilding plots to meet the demand as indicated by the register. The level of demand is established by reference to the number of entries added to Part 1 of an authority's register during a base period (running yearly with end on 30 October). At the end of each base period, the local planning authority has three years in which to approve an equivalent number of plots of land which are suitable for self-build and custom housebuilding equal to the number of entries for that base period. For the London Borough of Hillingdon each base period looks as follows:

<b>End Baseline Period</b>	<b>Entries</b>	<b>Date for Granting Equivalent Permissions</b>	<b>Planning Permissions Granted</b>
30 <sup>th</sup> Oct 2016	38	30 <sup>th</sup> Oct 2019	10
30 <sup>th</sup> Oct 2017	67	30 <sup>th</sup> Oct 2020	5
30 <sup>th</sup> Oct 2018	44	30 <sup>th</sup> Oct 2021	1
30 <sup>th</sup> Oct 2019	50	30 <sup>th</sup> Oct 2022	1
30 <sup>th</sup> Oct 2020	34*	30 <sup>th</sup> Oct 2023	N/A
<b>TOTAL</b>	<b>233</b>		

\*This period is ongoing

11. This table shows that there is a shortfall between the number of entries on Hillingdon's register and the number of relevant planning permissions granted. Consequently, the Council is not currently able to meet its duty to grant planning permission for enough suitable plots of land to meet the demand for self-build and custom housebuilding in its area. If the London Borough of Hillingdon's shortfall is not addressed, there is the potential that undesirable development will be approved on appeal, as has been shown already within other planning authorities, where Inspectors have concluded that harm arising from a development is outweighed by the significant shortfall in supply. This could include permission being granted on Greenfield sites.

12. Analysis of the Council's current register has shown that only two thirds of those included are currently registered in Hillingdon with the remaining third coming from other London boroughs and the wider South East. It is also unclear how many of the individuals that joined the Hillingdon Self-build and Custom Housebuilding register have joined the register of other local authorities as there is no restriction on how many registers applicants are able to join.

<b>Current resident Local Authority Area</b>	<b>Number</b>	<b>Percentage (rounded to nearest whole number)</b>
Hillingdon	153	66%
Ealing	11	5%
Harrow	13	5%
Slough	8	3%
South Bucks	3	1%
Hounslow	4	1%
Three Rivers	3	1%
Other London boroughs	24	10%
Wider South East	14	6%
<b>TOTAL</b>	<b>233</b>	

13. Any overestimation of the local demand for self-build and custom build homes could result in more land being used for self-build and custom build than is required. This would have subsequent implications on the Council's ability to meet its housing targets, and may affect affordable housing delivery, as self and custom-build homes are exempt from requirements to contribute to affordable housing. It is, therefore, important that additional steps are taken to ensure that Hillingdon's register accurately reflects genuine local demand. A two part register as allowed for under the October 2016 Regulations is therefore proposed. This will allow for the introduction of a local connection test as well as other requirements to demonstrate that entrants have the resources necessary for self-building within Hillingdon.

## Surrounding Local Authorities

14. A number of other local planning authorities have already introduced eligibility criteria, and in some cases a registration fee, to reduce the number of people on their custom and self build register. In London this includes Harrow, Wandsworth, Westminster, Islington and Camden. A table summarising the criteria used by the other west/central London boroughs and surrounding districts for applicants to be placed on Part 1 of each authority's self build register is set out below:

Borough/ District	Registration Fee	Local Connection Test	Minimum Financial Resources
Barnet	N/A	N/A	N/A
Brent	N/A	N/A	N/A
Camden	£350	Resident for 5 of the past 7 years	£360,000
Ealing	N/A	N/A	N/A
Hammersmith and Fulham	N/A	N/A	N/A
Harrow	£100	Resident for 2 of the last 3 years, 3 years continuous employment in Harrow or armed services	£250,000
Hounslow	N/A	N/A	N/A
Wandsworth	No	2 years continuous residency	£350,000
Westminster	£95	Lived or worked in Westminster for at least 12 months	N/A
Spelthorne	N/A	N/A	N/A
Slough	N/A	N/A	N/A
Three Rivers	N/A	N/A	N/A
South Bucks	N/A	Lived or worked in the Borough for 2 years or armed services	N/A
Chiltern	N/A	Lived or worked in the Borough for 2 years or armed services	N/A

## Proposed Changes to Hillingdon's Self-build and Custom Housebuilding Register

15. As explained previously, the Self Building and Custom Housebuilding (Time for Compliance and Fees) Regulations 2016 have given greater discretion to local authorities to set eligibility requirements for their registers. The regulations allow for:

- charging a fee for entries on to the register (and annual fee to remain on the register) to cover the cost of the administration involved.
- the setting of a local connection test (any local eligibility test will be deemed to be satisfied if the individual is in the service of the regular armed forces of the Crown and for a period after leaving service).
- set a requirement to provide evidence of sufficient resources to purchase land for self-build and custom housing.

16. Local authorities who set up local eligibility criteria must divide their self-build register into two parts. Part 1 of the register will only include those entries meeting all of the eligibility requirements set by the Council and Part 2 will include those entries which meet the nationally applicable standards. The total number of entries on Part 1 of the register will be the baseline demand for plots for which need must be met within three years.

17. The Regulations do not include any detailed requirements in terms of the process for introducing eligibility requirements however; the accompanying government guidance does set an expectation that relevant authorities should only introduce such tests where they have a strong justification for doing so and ensure that they are proportionate. Although there is no statutory requirement to consult, the Guidance recommends that consultation be carried out. Further, because of the fundamental changes being proposed to Hillingdon's existing eligibility criteria and because the proposed local connection test differs from that of other authorities, it is considered that consultation should take place on the Council's proposals. Furthermore, given the COVID-19 emergency, it is proposed that a minimum 6 week period is allowed for this consultation in order to give sufficient opportunity for all interested parties to participate. The Consultation will be accompanied by an initial Equalities Impact Assessment and when consultation responses are considered by Cabinet a full Equalities Impact Assessment will also be provided for Cabinet's consideration.

18. It is therefore, proposed that Hillingdon should set up a two part register and consult on the following fees and eligibility requirements:

#### **Local connection requirements**

19. There is no detailed guidance in the Regulations on how the minimum residency period should be set. However, on the basis that the Council's existing social housing allocation policy sets a minimum period of ten years for establishing a local connection, it is proposed to align with this requirement for setting the minimum residency period for entry onto Hillingdon's self-build and custom housebuilding register. It is noted that this ten year period is greater than that being used by other surrounding planning authorities. However, it is also intended to ensure that those looking to self-build or custom build within the Borough have a strong local connection and there is no incentive to relocate to Hillingdon from other parts of London and put undue pressure on the availability of land for housing given the specific need to allocate land to meet the need of all those on the Part 2 register. This issue is of particular concern given that self-build and custom build homes are typically constructed at lower densities than commercial housebuilders i.e. they are not usually flatted developments, and this could reduce the Borough's capacity to meet its housing targets on existing brownfield sites in the context of increasing housing targets.

20. In accordance with the Regulations, there will be a specific exemption for entry on to the register for persons serving in the armed forces of the Crown. It is proposed that individuals currently in the service of the regular armed forces or have served in the armed forces within the previous 3 years prior to the date of application would meet such an exemption and will be deemed to meet the local connection test.

21. For associations of individuals wishing to be added to the Hillingdon's register, at least three-quarters of the members of the association must meet the local connection criteria above in order to be added to Part 1 of the register.

#### **Evidence of sufficient resources**

22. It is recommended that evidence of sufficient resources to purchase a plot of land in Hillingdon forms part of the local eligibility tests to ensure that those registering have the resources to build their own home.

23. The proposed minimum level of financial resources required to join the Self and Custom Housebuilding Register is based on residential land value estimates for the London Borough of Hillingdon. The estimates are derived from a May 2017 report published by the Ministry of Housing, Communities and Local Government (MHCLG) titled 'Land Value Estimates for Policy Appraisal' (see Background Papers).

24. The May 2017 Land Value Estimates for Policy Appraisal indicated that the London Borough of Hillingdon had an average residential land value of £16,600,000 per hectare, or £1,660 per square metre in 2017. The Council has assumed a self-build plot size of 150 square metres per plot (as a suitable mid-point between the mix of smaller and larger sites across the Borough), which means the average self-build plot would cost £249,000 to purchase. This does not include costs to then develop the site and construct a dwelling. To allow for fluctuations in land values in the short term, and to allow for local variations in residential land values in different areas of Hillingdon, it is considered that the minimum requirement to demonstrate sufficient resources should be set at 10% below (rounded to the nearest £5,000) the self-build plot value of £249,000. This would therefore require applicants to demonstrate that they have a minimum of £225,000 available, either through savings or a loan agreement, to purchase a self-build plot and meet this criterion before they could be added to the Register. It is proposed that the average residential land value in Hillingdon is reviewed on an annual basis and the minimum financial resources required adjusted accordingly to reflect this. It is proposed that the approval of any such changes are delegated to the Head of Planning in consultation with the Cabinet Member for Planning and Transportation.

25. For associations of individuals, applicants must be able to demonstrate that the association collectively has sufficient financial resources to purchase a plot large enough to accommodate its members, in order to be added to Part 1 of the register.

### **Fee requirements**

26. It is proposed a fee is charged for entry onto the register to cover the costs of officer time required to verify that individuals meet the local eligibility tests. Additional time will be required to undertake activities relating to the register if local eligibility criteria are introduced – namely proof of age, nationality, local connection and evidence of sufficient available funds. Officers will also be required to undertake relevant correspondence and carry out a yearly review of all existing entries against all eligibility criteria. On the basis that it would take a Planning Officer approximately three hours to undertake the work required for each Part 1 application, a registration fee of £90 is proposed, this has then been halved to £45 for Part 2 of the register to reflect the reduced number of checks required. An additional fee of £30 would then apply to the annual checks required to ensure that eligibility to remain on Part 1 of the register is retained.

### **Next Steps**

27. It is proposed that a 6 week public consultation is undertaken on the Council's proposed eligibility criteria. As part of this process, it is proposed that everyone currently on Hillingdon's Self-build and Custom Build Register is contacted and invited to comment on the introduction of the two-part register. The Consultation Document and accompanying Equalities Impact Assessment will also be published on the Council's website.

28. Following the conclusion of the public consultation, the responses will be reviewed and taken in account before confirming the final criteria for approval by Cabinet.

### **Financial Implications**

29. The LBH charging policy of 90% of the three neighbouring boroughs has been applied to this proposed fee. Whilst Ealing and Hounslow do not levy a charge for the Self-build and Custom Build Register, Harrow is currently charging £100 and so the proposed fee is 90% of the fee charged by Harrow. A summary of the proposed fees is detailed in the table below.

<b>Fee Description</b>	<b>Proposed Fee</b>
Part 1 of the register - Entry Fee	£90
Part 1 of the register - Annual Retention Fee	£30
Part 2 of the register	£45

Any costs associated with the public consultation on the introduction of the proposed fees will be managed within existing revenue budgets.

### **RESIDENT BENEFIT & CONSULTATION**

#### **The benefit or impact upon Hillingdon residents, service users and communities?**

30. The proposals put forward in this report are intended to ensure that Hillingdon's residents are prioritised for the Self-build and Custom Build Register. Ensuring that all entries meet the required eligibility criteria (and in respect of Part 1 the local connection criteria) together with applying entry and yearly maintenance fees will help the Council to better identify what is the true requirement for self-build and custom build plots in Hillingdon and guide new relevant policies as appropriate.

31. Initial considerations to equality suggest that there may be a potentially negative impact of the 10 year local connection requirements on people from Romany Gypsy and Irish Traveller backgrounds, who would be less likely to be able to meet this criteria. A full equality assessment will be carried out as part of the consultation process.

#### **Consultation carried out or required**

32. The proposed public consultation will give those on the existing register as well as other interested parties the opportunity to provide feedback into the proposed criteria which will be taken into account prior to the formal decision by Cabinet on their adoption later this year.

## CORPORATE CONSIDERATIONS

### Corporate Finance

Corporate Finance has reviewed the report and concur with the Financial Implications set out above, noting that there are no financial implications arising from the report recommendations.

### Legal

The Borough Solicitor confirms that the legal implications are to a large extent included in the body of the report. Equality Impact Assessments will be carried out to demonstrate that the Council has complied with its Public Sector Equality Duty pursuant to section 149 of the Equality Act 2010 and further legal advice will be provided to Cabinet as necessary when it is asked to consider the outcome of the public consultation.

## BACKGROUND PAPERS

May 2017 report published by the Ministry of Housing, Communities and Local Government (MHCLG) titled 'Land Value Estimates for Policy Appraisal'. [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/710539/Land\\_Values\\_2017.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/710539/Land_Values_2017.pdf)

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