



HILLINGDON
LONDON



Residents, Education and Environmental Services Policy Overview Committee

Councillors on the Committee

Wayne Bridges, (Chairman)
Michael Markham (Vice-Chairman)
Allan Kauffman
Heena Makwana
Devi Radia
Stuart Mathers
Paula Rodrigues
Jan Sweeting
Steve Tuckwell

Date: WEDNESDAY, 4
SEPTEMBER 2019

Time: 7.00 PM

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

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

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Contact: Neil Fraser
Tel: 01895 250692
Email: nfraser@hillingdon.gov.uk

Putting our residents first

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

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Terms of Reference

The Following Terms of Reference are common to all Policy Overview Committees (referred to as “The overview role”):

1. To conduct reviews of policy, services or aspects of service which have either been referred by Cabinet, relate to the Cabinet Forward Plan, or have been chosen by the Committee according to the agreed criteria for selecting such reviews;
2. To monitor the performance of the Council services within their remit (including the management of finances and risk);
3. To comment on the proposed annual service and budget plans for the Council services within their remit before final approval by Cabinet and Council;
4. To consider the Forward Plan and comment as appropriate to the decision-maker on Key Decisions which relate to services within their remit (before they are taken by the Cabinet);
5. To review or scrutinise decisions made or actions taken by the Cabinet, a Cabinet Member, a Council Committee or an officer.
6. To make reports and recommendations to the Council, the Leader, the Cabinet, a Policy Overview Committee or any other Council Committee arising from the exercise of the preceding terms of reference.
7. In accordance with the Local Government and Public Involvement in Health Act 2007, to consider ‘Councillor Calls For Action’ (CCfA) submissions.

To perform the policy overview role outlined above in relation to the following matters:

1. Education Services and statutory education authority functions
2. School performance and attainment
3. School Transport
4. Relationships with Local Academies / Free Schools
5. Pre-School & Early Years Services
6. Youth Services & Careers Services
7. Juvenile justice & probation services
8. Adult Learning
9. Education and learning partnerships
10. Music & The Arts
11. Highways, traffic, parking & street environment
12. Local transport, including rail, cycling & London Underground
13. Footpaths and Bridleways
14. Road safety and education
15. Planning & Building Control
16. Libraries
17. The Borough’s heritage and history
18. Sport & Leisure services
19. Waste management & recycling
20. Green spaces, allotments, woodlands, conservation and sustainable development
21. Consumer Protection, Trading Standards & Licensing
22. Registrars & Bereavement Services
23. Local watercourses, drainage and flooding
24. Environmental Health, Air & Noise Quality
25. Local impacts of Heathrow expansion
26. Local impacts of High Speed Rail

Agenda

Chairman's Announcements

- 1 Apologies for Absence
- 2 Declaration of Interest in matters coming before this meeting
- 3 To confirm that all items marked Part 1 will be considered in Public and that any items marked Part 2 will be considered in Private
- 4 To agree the Minutes of the previous meeting 1 - 8
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Minutes

RESIDENTS, EDUCATION AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE

18 July 2019



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

	<p>Committee Members Present: Councillors Wayne Bridges (Chairman), Michael Markham (Vice-Chairman), Allan Kauffman, Devi Radia, Stuart Mathers, Paula Rodrigues, Jan Sweeting, Steve Tuckwell, Farhad Choubedar (In place of Heena Makwana) and Tony Little</p> <p>LBH Officers Present: Neil Fraser (Democratic Services Officer), Dan Kennedy (Director, Housing, Environment, Education, Performance, Health & Wellbeing), Sarah Phillips (School Place Planning Project Manager), Stephanie Waterford (Licensing Service), Iain Watters (Financial Planning Manager) and Debbie Lewis (Emergency Management and Response Manager)</p>
11.	<p>APOLOGIES FOR ABSENCE (<i>Agenda Item 1</i>)</p> <p>Apologies were received from Councillor Makwana. Councillor Choubedar was present as her substitute.</p>
12.	<p>DECLARATION OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>None.</p>
13.	<p>TO CONFIRM THAT ALL ITEMS MARKED PART 1 WILL BE CONSIDERED IN PUBLIC AND THAT ANY ITEMS MARKED PART 2 WILL BE CONSIDERED IN PRIVATE (<i>Agenda Item 3</i>)</p> <p>It was confirmed that all items would be considered in public.</p>
14.	<p>TO AGREE THE MINUTES OF THE PREVIOUS MEETING (<i>Agenda Item 4</i>)</p> <p>Regarding the suggested revision to the minutes of the meeting held on 16 April 2019, Councillor Markham asserted that the referred to 85%-15% split in allocated funding for the repair of pavements in the north and south of the Borough was due to the north requiring more repair work than the south. Cllr Sweeting advised that the split in funding was a matter of public record and had been seen for the previous two years.</p> <p>RESOLVED: That the minutes of the meeting held on 26 June 2019 be approved as a correct record.</p>
15.	<p>GAMBLING POLICY STATEMENT (<i>Agenda Item 5</i>)</p> <p>Stephanie Waterford, Licensing Services Manager, introduced a report detailing proposed revisions to the Statement of Gambling Policy in line with the Council's</p>

requirements to review its licensing policies every 3 years.

The Committee was advised that there had been little change to gambling legislation since 2016, and therefore there were very few changes proposed to the policy. All local authorities carried out reviews at a similar time, and London boroughs had identified similar issues to that of Hillingdon.

A draft policy was included in the meeting papers, which was now being consulted on. Following this consultation period, the policy would be brought before Cabinet with comments, ahead of its adoption at Council in November 2019. Consultees included HMRC, the Police, and other stakeholders.

It was noted that the draft policy referenced a completed consultation, which would be amended with the correct consultation dates.

Members sought clarity on a number of points, including:

What were the local challenges that had been identified?

Issues identified were predominantly within local betting shops, and particularly related to betting machines. Issues included antisocial behaviour and addiction. The Council continued to work with the Police, and agencies such as Bet Aware, to help protect residents. Conditions of gambling licences included the mandatory display of literature regarding the dangers of addiction and gambling. The Council worked with enforcement officers to ensure that these conditions were being met.

What were the 'Local Area Profiles' referred to within the policy?

There were currently no formal Local Area Profiles identified. The Council carried out its own risk assessments when granting licences to new betting sites. It had been noted that betting shops were now declining in numbers following a previous boom, and that high stakes betting machines had been regulated via legislation.

How were children and vulnerable people protected?

The Gambling Commission provided guidance, which had informed Hillingdon's robust policies. These included mandatory training for staff, which included identification of warning signs and questioning techniques. Officers checked sites regularly, including proprietor's complaints logs and self-exclusion registers etc.

How was the sharing of information with the Gambling Commission working?

The Gambling Commission dealt with the big national and online operators, while local authorities regulated local sites. The Commission carried out its own proactive enforcement and response and was in regular contact with officers. It was noted that gambling regulations for local authorities were permissive, and that authorities were required to grant licences to betting establishments unless there were serious concerns.

Was the policy taking into account the Council's new duty of care to Looked After Children (LAC)?

The policy did not make specific reference to LAC, who were covered under the general guidelines relating to vulnerable children and adults. This could be amended, should responses to the consultation show a requirement.

Why had the Garden City Estate Residents Association not been consulted on the new policy?

This would be checked and corrected.

RESOLVED: That the report be noted.

16. **EMERGENCY RESPONSE PROCESSES** (*Agenda Item 6*)

Debbie Lewis, Emergency Management and Response Manager, provided the Committee with information relating to the Council's emergency response processes.

The command structure, which included the roles and responsibilities of officers and Members in the event of an incident, was outlined. The Council Gold Group (CGG) included Executive Directors and the Head of Communications. The Council Silver Group (CSG) included Directors and Heads of Services, as well as the Borough Emergency Control Centre (BECC) Manager. The BECC was activated and deployed under request from services such as the Police or Fire brigade.

Ward Councillors were responsible for advising and assessing the needs residents, particularly in instances of evacuation. Member training courses were currently being reviewed, and would be rolled out to Members once completed.

Developments in flood control systems were highlighted, including a new temporary flood barrier system that was designed to be more effective than sandbags. The barriers were likely to be more expensive than sandbags, but also more durable with a longer lifespan. However, this option was yet to be costed, and deployment training would likely be required. Members were enthused at the prospect of more effective flood control measures, but it was understood that the financial impact of any such measures would need to be fully considered.

Members asked a number of questions, including:

A large fire incident at a coal yard in April 2019 was missing from the report's list of incidents. Why was this?

The report listed incidents that had required full activation from the Council's emergency response teams. In such instances, the Council would normally only become involved should there be a requirement to evacuate residents. The incident on 28 April 2019 was not an incident that fell under the Council's remit, though as the fire had not been extinguished after approximately three hours, the Local Authority Liaison Officer (LALO) had been activated. However, by the time the LALO arrived at the scene the fire had been put out. In addition, the Council's Social Care team had been on standby to help vulnerable residents, if so required.

Was there a requirement for officers to contact Ward Councillors in the event of an incident?

Yes, Members are provided with information and this is facilitated through the Chief Executive and the Leader of the Council, through Council Gold.

The Council is reliant on information provided by the Metropolitan Police Service and London Fire Brigade, which initially is imprecise. As soon as the Council is in receipt of information, briefing notes are provided to the Leader so that the information can be

shared accordingly.

In addition, the Fire Brigade will often not share an incident report with the Council until the cause of the incident has been identified. Moving forward, such reports could be disseminated to Councillors, when and if they become available.

What had the Council learned as a result of the four incidents listed within the report?

It was recognised that no two incidents were the same, and each provided an opportunity to learn and improve. Since March last year, there had been a number of relatively small incidents that had provided the Council with an opportunity to review existing plans. The Council's Corporate Emergency Response Plan was reviewed accordingly, with the aim of making the Council's response more robust. This remained a continuous process, as plans are constantly reviewed.

The recent incidents raised learning points in relation to how the Council would activate its emergency centres, and the plans have subsequently been re-written. The emergency centres plans are to be ratified by the Corporate Management Team in September 2019.

It was agreed that the revised plan be forwarded to Members, once ratified. In addition, incident debrief reports could be shared with Members.

Under the terms of the new Local Plan Part 2, the Council was approving more high density and high rise accommodation. How was the Council planning for potential incidents in these new dwellings?

The Council maintains a Borough-wide Risk Register, which is regularly reviewed in conjunction with multi-agency partner organisations on the Hillingdon Resilience Forum, in order to mitigate against potential future risks.

How did the Council work with the Communications team to keep residents informed during an incident?

The Emergency Management and Response Service works very closely with Corporate Communications in order to provide information and reassurance to residents, particularly in relation to advice on areas to avoid, routes to take, locations of rest centres and timescales for evacuations.

The information is provided via social media, the website and through briefing notes to the Leader which can be cascaded to Councillors and residents. This forms part of the statutory duties under the Civil Contingencies Act 2004, which advises that authorities are to warn, inform and advise the public, as to how their neighbourhoods and homes have been affected by a disaster.

It was agreed that details of the major incident exercises planned for October and November 2019 be fed back to Members upon their completion.

RESOLVED: That the report be noted.

17. **BUDGET PLANNING REPORT FOR RESIDENTS SERVICES** (*Agenda Item 7*)

Iain Watters, Financial Planning Manager, introduced the 2020/21 Budget Planning Report for services within the remit of the Residents, Education and Environmental

Key points from the report were highlighted. The budget gap and savings requirement for the three years to 2022/23 was £28,467k, or 12% of the Council's current £229,985k budget requirement after allowing for an assumed 2.99% per annum increase in Council Tax. In general, £11,837k of the budget gap reflected normal inflation and demand-led pressures off-set by increased funding. £8,854k was driven by capital financing costs and other investment decisions, while the final £7,776k savings were deferred from earlier periods through the use of reserves.

Members sought clarity on a number of points, including:

Could the officer provide further detail on the potential reduced budgets for services within the remit of the Committee?

Table 2 of the report set out 6 saving 'themes' which were: Service Transformation, Zero Based Reviews, Effective Procurements, Preventing Demand, Commercialisation & Maximising Income, and Responsibility & Funding Streams. Service Transformation ensured that the Council was doing things more efficiently, and as part of this, all services were being reviewed. Zero Based Reviews offered flexibility to redirect funding to areas of demand, while procurement ensured value for money. Commercialisation & maximising Income could be seen through investment in new housing.

Paragraph 9 of the report stated that there was no specific financing strategy within the current capital programme. Could this be elaborated upon?

This referred to capital schemes which did not directly pay for themselves, e.g. the update to LED lighting within the Civic Centre, wherein the borrowing to pay for the update was offset by the energy savings made, or school places which did not result in a direct revenue stream but were a vital Council service.

Was demand still growing for funding for High Need pupils?

It was anticipated that there would be a requirement for further increased spending on High Need in line with the rise on population. This was a national issue, which would likely require additional support from the Government. School contributions toward this need would be discussed through the Schools Forum and would feed into budget setting later in the year.

Could the officer provide further detail on the deficit recovery plan for the redistribution of school balances?

The Deficit Recovery Plan was formulated between the Schools Forum and the Council, and set out a number of actions, including the proposed redistribution of balances from the small number of schools that had disproportionately high balances. However, this was a complicated topic, which required further exploration. Timescales for actions depended on the response received from the Department of Education.

Had Hillingdon achieved success in lobbying Government for funding in other areas?

Additional funding had been secured within Social Care, as a result of lobbying from the local authorities and the LGA.

How were decisions made in relation to Preventing Demand? For example, the introduction of the Supported Living Programme had avoided later costly intervention.

All proposals were looked at. Where initial investment could result in reduced spending later, action would be taken. For example, enabling residents to stay in their existing homes had the benefit of reducing later demand on residential care placements.

Could the officer elaborate on the Housing Revenue Account (HRA) investment into expansion?

The HRA had approximately 10,000 homes for social affordable housing need. £56,186k of rental income from the Council's social housing provision was to be reinvested into maintenance, improvement and the expansion of housing stock. The approved capital programme included funding to acquire 428 new dwellings over the period to 2023/24, and the current operation was seen as sustainable in the long term.

Many schools were reporting difficulties with having to accommodate SEN children without the requisite budget to meet their needs. Could further information on these schools be made available to the Committee?

Further information could be provided following the meeting.

RESOLVED: That the report be noted.

18. **QUARTERLY SCHOOL PLACES PLANNING UPDATE** (*Agenda Item 8*)

Dan Kennedy - Director, Housing, Environment, Education, Performance, Health & Wellbeing, and Sarah Phillips – School Place Planning Project Manager, updated the Committee on the Council's School Places Planning.

It was highlighted that all primary and secondary school children had been offered a school place for September 2019 entry. Demand for primary places was slightly reducing overall, but with surplus places concentrated in a few schools. Officers were speaking with schools to establish plans to address this, which included the option to reduce Planned Admission numbers (PANs) or introduce temporary caps.

Demand for secondary school places was increasing, as predicted. Places across the Borough were tight, with only a handful of schools retaining capacity. Officers were confident that late applications would be offered school places for September 2019. Forecasting was underway, and potential measures to address the increased demand included temporary or permanent expansions of existing schools, and the proposed new Free School north of the A40.

Members sought further information on a number of points, including:

Could the officers provide more detail on the reasons for the decline in demand for primary places?

The reduction in demand appeared linked to housing, as well as changes to the welfare system and benefits caps. Families were either staying in existing homes for longer due to increasing house prices, or moving out of high rent areas due to rises in rent costs.

How did the Council work to address the issue of places at schools close to

Borough boundaries?

Local authorities across London were in regular dialogue regarding timetabling and admissions, and so forecasting and school place planning took into account information from neighbouring boroughs. However, as parents retained the choice of school for their children, many border schools could have a high proportion of non-Hillingdon attendees.

Were the demand trends seen in Hillingdon in line with trends seen elsewhere in London?

Primary trends were broadly the same across London. Demand for secondary places in parts of inner London was falling, while still increasing in outer London.

What was the strategy when deciding which schools were to receive a reduced PAN?

School places at primary schools was a complicated issue. The Council's strategy was based on available data and aimed to keep a sufficient number of places available to facilitate parental choice. A subset of eight schools was now being reviewed to determine whether reduced PANs were necessary, and such action would be subject to evidence and a legal process. Two of the eight schools were to be reviewed further in September, once pupils were in place.

Was there a danger that the current shortage of secondary school places could turn into a surplus?

Currently, all options were being considered to address secondary school places. This included bulge years, the new Free School, etc. Dialogue was continuing with schools, several of whom had expressed an interest in accommodating additional pupils. Currently, the concern was that every one of the existing seven year groups already in the Borough's primary schools was larger than the secondary capacity, so the high numbers would last for some time yet. Further information would be reported to Members, once available.

Did the Council have the ability to influence schools to ensure they made the right decisions for their pupils?

The Council maintained regular dialogue with schools to discuss attainment of pupils, challenges, etc. Collaborative working was promoted, including peer reviews, and measures such as lesson observation, mentoring and buddying were seen to be effective.

It was agreed that the revised projections for school places, as referred to within the report, be forwarded to Members, once available.

RESOLVED: That the report be noted.

19. REVIEW SCOPING REPORT - TACKLING LITTERING AND FLY TIPPING WITHIN HILLINGDON (Agenda Item 9)

Consideration was given to the draft scoping report for the next review of the Residents, Education and Environmental Services Policy Overview Committee.

The previous request to expand the scope of the review to include waste management

	<p>services and civic amenity sites was discussed, and the majority of the Committee felt that the review would be best served by maintaining a focus on the antisocial behaviour of littering and fly tipping, inclusive of enforcement.</p> <p>Members highlighted the need to ensure that the review included information from Hillingdon residents, as well as a focus on how other authorities were educating their residents to avoid such antisocial behaviour. It was requested that, if possible, witnesses include volunteer groups such as litter picking groups and street champions, or residents be contacted through the use of surveys.</p> <p>It was recommended that, if possible, witnesses should have a broad knowledge of the wider subject, including prevention measures, technology, and innovations.</p> <p>RESOLVED: That the report be noted.</p>
20.	<p>CABINET FORWARD PLAN (<i>Agenda Item 10</i>)</p> <p>Consideration was given to the Cabinet Forward Plan. It was confirmed that the Plan did not currently include an item on Youth Services.</p> <p>RESOLVED: That the Cabinet Forward Plan be noted.</p>
21.	<p>WORK PROGRAMME (<i>Agenda Item 11</i>)</p> <p>Members considered the Work Programme. It was confirmed that the information suggested to be included in the forthcoming SEN Provision item had been forwarded to the relevant officers.</p> <p>It was confirmed that, as requested at the previous meeting, the future item on Youth Services would now be considered at the January meeting.</p> <p>RESOLVED: That the Work Programme be noted.</p>
	<p>The meeting, which commenced at 7.00 pm, closed at 8.55 pm.</p>

These are the minutes of the above meeting. For more information on any of the resolutions please contact Neil Fraser on 01895 250692. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

ROAD SAFETY AROUND SCHOOLS

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Lisa Mayo
Papers with report	<ul style="list-style-type: none">• Appendix A - National Transport Award submissions• Appendix B - Parent Parking Pledge flyer
Ward	All

HEADLINES

To provide Members of the Committee with a brief outline of the work of the Council's School Travel and Road Safety ('STARS') Team, with a particular focus on the actions that the Council is taking to foster a positive road safety climate, attitude and environment at the many schools throughout the Borough.

RECOMMENDATIONS:

That the Committee:

1. Notes the information presented in the report;
2. Endorses the work of the School Travel and Road Safety Team ('STARS')

SUPPORTING INFORMATION

Background

The Council is highly active in the sphere of highways, traffic, parking and road safety, working both independently and in partnership with many key stakeholders such as Transport for London (TfL), the Metropolitan Police and other emergency services, the London Road Safety Council and crucially, in the context of this report, with many schools throughout the Borough.

Whilst an important element of this work is centred on engineering measures, with the development of new road safety, parking and road safety schemes on the public highway, the Council also undertakes and maintains a highly proactive education, training and publicity role, working with all willing school partners to help them with the promotion of road safety within the school community.

The STARS team offers a wide range of carefully tailored support services such as pedestrian training, cycle training, cycle-based activities and events and encourages the establishment within willing partner schools of pockets of road safety knowledge which can help to foster peer to peer encouragement, with established schemes such as the 'Junior Road Safety Officers'

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(JRSOs), 'Youth Travel Ambassadors' (YTAs) and active participation within a London-wide school road safety accreditation scheme, details of which are covered within this report.

The Council is especially proud of the small but vitally important group of School Crossing Patrol Officers (popularly known as 'lollipop people') and supports the development and retention of these officers in their crucial role in helping protect vulnerable school children and students at the start and end of their school day. Details of this service is also set out later in this report.

The Council has introduced a number of projects which are either unique to Hillingdon, or have received a particular focus not always seen elsewhere; these initiatives include the 'Parent Parking Pledge' and the active camera-enforcement of the yellow school 'keep clear' zig zag markings on the roads near many of the Borough's schools.

Bikeability

The School Travel and Road Safety team includes 25 Casual Cycle Instructors who deliver a number of different cycle initiatives throughout the Borough, including Bikeability which is the new delivery of Cycling Proficiency.

There are three Bikeability levels, each designed to improve cycling skills, no matter what is known already. Levels 1, 2 and 3 take trainees from the basics of balance and control, all the way to planning and making an independent journey on busier roads.

Between April 2018 and March 2019, 2128 pupils aged ten and eleven were given bikeability training in 41 out of the 62 junior and primary schools in the Borough.

In October 2018 the team were shortlisted in the National Transport Awards for Excellence in Cycling and Walking.

Practical Pedestrian Training

The School Travel and Road Safety team includes 7 Casual Pedestrian Trainers who deliver practical training to all primary schools in the Borough. This initiative is delivered to children aged 5 - 11 which develops their awareness of the road and provides the basis for lifelong skills. They are taught the basic ability to identify safe places to cross and how to do it in an acceptable and intact manner. Children are made aware of distractions we face in the modern day world and how it can affect their judgment. Throughout the training, children will be practically learning how to put their new skills and knowledge into practice.

Between April 2018 and March 2019, 12,060 pupils aged five to eleven were given Practical Pedestrian Training in 54 out of the 73 infant, junior and primary schools in the Borough.

In March 2019, the team were shortlisted for the London Transport Awards for Excellence in Cycling and Walking.

School Crossing Patrol Officers

The School Travel and Road Safety team includes 24 part time School Crossing Patrol Officers over 23 sites across the Borough. In September 2018 the Council celebrated 347 years combined service from all the SCPs in Hillingdon. Barbara Martin also received outstanding recognition at the National Transport Awards for her long service of 47 years.

In October 2018 Barbara received a further commendation at the National Transport Awards for 'Frontline Employee of the Year'.

This year a review has begun on all current sites and two potential new locations to ensure all safety measures are being implemented. This reviews includes risk assessments of staff, sites and an area around the school which will look at ways to improve the area through engineering measures or alternative travel options.

STARS - Travel Plans

Travel plans are submitted via [TfL's STARS website](#) where they can gain a level of accreditation to reward the work they do. 'Stories' are created to advise TfL what the school is doing to encourage safer and more sustainable travel in their community through a number of different initiatives such as attending borough events, obtaining further funding, introducing walk/cycle to school projects, educating parents and much more. The team provides support and guidance to develop a School Travel Plan and assist the schools in setting up and running the initiatives.

In July 2019, 16 schools applied for either bronze, silver or gold accreditation.

Ongoing Projects/ Initiatives/ Events

The team works with schools on a number of different projects and campaigns to assist them in becoming safer and more sustainable:

Mini and Junior Road Safety Officers (MRSO/ JRSO)

Pupils aged five to eleven run campaigns, projects and initiatives in their school community to improve safety and sustainability.

The team stage two annual events for the pupils to reward them for their hard work but also allow them to take part in a number of workshops to encourage team building and communication, develop a project plan, watch a Theatre show based around school travel and road safety and finally bid for money to help them achieve their project ideas or improve safety or sustainable travel at their school.

Youth Travel Ambassadors (YTA)

Pupils aged eleven to eighteen research and develop campaigns to change people's behaviour.

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They focus on walking and cycling, road safety and improving passengers' experiences. They are supported by TfL, the borough and school staff.

Pupils attend a so-called “Dragons’ Den” event (styled loosely on the popular TV show) in order to bid for money for their projects, they must provide enough information on the project, potential outcomes and cost to run for the ‘dragons’ to deliberate whether they will award the funding. YTA is linked closely to the School Travel Plan process and also is part of the DofE Leadership Award.

Walk to School Week/Month or Walk once a Week

In the months of October and May the team provide numerous activities for the schools to take part in to help publicise the benefits of walking to school. The team also assists schools to create walking buses, park and stride options and walking maps to encourage more sustainable travel.

Classroom talks and assemblies

Schools are able to request road safety talks to all ages around specific concerns, issues or general road safety knowledge at any time of the year.

Parent/ Governor Meetings

Officers regularly attend parent governor meetings at school to discuss the safety concerns around the school.

Road Safety Campaigns

The team work with the Council’s communications team to develop campaigns specific to Hillingdon but also publicise nationwide and London wide campaigns. The Council’s annual ‘Child Car Seat Campaign’ is promoted through schools to educate parents both on the legal situation with car seats and to offer practical help and advice. The campaign involves a professional car seat checker attending car parks around the Borough and offering to carry out a free assessment and refit any seats that are incorrectly fitted. In April the team saw the highest number of seats checked in six years with a total of 206.

From this the team has set out to offer checks on a more regular basis as opposed to once a year, visiting different locations throughout the Borough.

Parent Parking Pledge

The “Parent Parking Pledge” is a unique-toHillingdon scheme developed by the team, in an effort to manage congestion and improve safety near the school at busy times.

The idea is that school will ask parents to sign up to the pledge and in return, by agreeing to follow some basic principles, they will be offered a car window sticker showing their agreement and that they are involved in (and supportive of) improvements to the safety of the school and

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residents.

The Hillingdon-wide principles are:

- *I agree to help my child / children travel actively at least once a week*
- *I agree to drive with consideration for others*
- *I agree to park away from the school gates*
- *I agree to never block a driveway*
- *I agree to turn off my engine when parked*

Schools can add up to five more principles specific to the area they are in and problems that occur on a daily basis. Clearly as well as the obvious dissemination of good practice and the direct encouragement of better driver behaviour, there is an element of 'pester power' as the school children themselves become active ambassadors and may be able to bring some moral pressure on recusants.

In July 2019 the London Borough of Hillingdon was granted a runner up award for this initiative by the London Road Safety Council, seen as a positive endorsement set against the backdrop of an active field of entries from across London..

Safe Drive Stay Alive

All secondary schools and colleges in the Borough are invited to Hillingdon's annual "Safe Drive Stay Alive" event to watch a series of educational films and live speakers.

Members of the emergency services and parents or close relatives of accident victims (and sometimes victims themselves) provide powerful and moving personal testimonies of the life-changing tragedies they have encountered. There are also talks from former teenagers whose lives were damaged by poor decisions behind the wheel.

The use of emotive real life stories about people who have been affected professionally and personally by dangerous driving is not geared to distress individuals but is carefully intended and designed to influence attitudes and ultimately save lives. Few of those who attend - either as the intended young audience or as onlookers - fail to be affected by the stories that they hear.

In November 2018 - 1935 pupils from 22 different schools/college courses attended the event. Hillingdon also provides an evening event for members of the public to come and watch and all parents of the pupils are invited along too.

School-originated Engineering Measures

Schools who are actively working with the STARS team can raise 'issues' via the [TfL's STARS website](#) to highlight any safety concerns they have outside their school. This could be as simple as adding some guard railing outside of the school pedestrian gates, to introducing a traffic calming scheme due to the high level of speeding motorists. As a team officers try to look at all the soft measures that could be implemented first to help educate and train the children and the public about safety. However in some instances this is not viable or safe therefore school engineering options may be explored where appropriate.

Classification: Public

Residents, Education and Environmental Services Policy Overview Committee - 4 September 2019

School Keep Clear - Zero Tolerance

To improve safety around schools the Council has installed an unattended CCTV enforcement system outside all schools in Hillingdon that have school keep clear (SKC) restrictions adjacent to their entrances. This resulted in a total of 108 unattended CCTV cameras being installed outside schools. Due to the length and layout of the various SKC restrictions, some schools required more than one CCTV unit to fully cover the restrictions. The unattended CCTV enforcement system was installed over the summer of 2016 and went fully live during September 2016.

The enforcement system is designed to ensure that people do not illegally stop or park on the yellow zig zag SKC zones. The SKC restrictions at the entrance of schools are an important road safety feature, demonstrating that the area must be kept clear to allow an unrestricted view for approaching motorists and for children waiting to cross the road.

The system operates by CCTV cameras automatically detecting when a vehicle has stopped on the SKC restrictions. The system is configured so that it only captures any contraventions that occur during the times and days that the SKC restrictions operate.

The unattended CCTV system ensures that enforcement action is taken against all vehicles that park or stop in contravention on the SKC markings. Previously enforcement action was only taken when an enforcement officer physically issued a Penalty Charge Notice and placed it on the vehicle. As many of the vehicles had the drivers within them, or nearby, PCNs were not frequently issued as the vehicle would move away before enforcement action could be undertaken. As this resulted in no enforcement action being taken against the offending vehicle, compliance with the parking regulations remained low as there was little chance of a driver receiving a PCN.

The introduction of the Unattended CCTV enforcement system meant that drivers frequently received a PCN if they parked on the SKC markings and this has significantly increased compliance with the parking regulations as the drivers then chose not to park there.

This system was nominated and shortlisted at the National Transport Awards in 2018 for: Excellence in Technology and Most Innovative Transport Project.

Implications on related Council policies

A role of the Policy Overview Committees is to monitor the performance of Council services and make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

How this report benefits Hillingdon residents

The report sets out the ways in which the Council actively seeks to help keep school children safe.

Financial Implications

TfL LIP Funding 2019/ 2020

Set in the context of a decline in the overall level of support from Transport for London (TfL), the School Travel and Road Safety Team were allocated a total of £449,393 from Transport for London's Local Implementation Plan (LIP) Funding. The work that this supports includes:

- School Air Quality Projects
- Pedestrian Training
- Safe Drive Stay Alive
- Mini Road Safety Officers, Junior Road Safety Officers, Youth Travel Ambassadors
- Safer Routes to School Initiatives
- School Sustainable Travel Projects
- Road Safety Campaigns/Initiatives
- Cycle Scheme Delivery
- Additional Cycle Scheme Funding
- School Crossing Patrol Review

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

[TfL's STARS website](#)

[Youth Travel Ambassadors \(YTA\)](#)

[Bikeability](#)

Classification: Public

Residents, Education and Environmental Services Policy Overview Committee - 4 September 2019

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Name of Project: Zero Tolerance at Zig Zags

Award Categories Entered: Most Innovative Transport Project of the Year

Title: Mr
First Name: Marcus
Surname: Rogers
Local Authority: London Borough of Hillingdon
Department: Transport and Projects
Job Title: Road Safety and School Travel Officer
Address: Civic Centre, High Street
Town: Uxbridge
Postcode: UB8 1UW
Telephone: 01895 250484
Email: roadsafety@hillingdon.gov.uk

1. Who are we? (Max. 700 characters including spaces)

We are the Road Safety & School Travel and Parking Services teams, working within Residents Services at the London Borough of Hillingdon. Putting our residents first, we work together in partnership to improve safety outside schools and enforce parking regulations. The Road Safety & School Travel Team works with schools to improve safety and promote active travel for the home to school journey, whilst Parking Services manages on and off street parking across Hillingdon to reduce congestion and improve journey time reliability.

2. Project / Initiative or Service Overview (Max. 2500 characters including spaces)

Zero Tolerance at Zig Zags

In May 2016 the London Borough of Hillingdon agreed 'Zero Tolerance at Zig Zags' to improve safety outside schools, becoming the first Council to introduce unattended CCTV enforcement for School Keep Clear restrictions at schools across the Borough. This followed the successful trial use of a similar system in 2015 in one road to enforce weight restrictions, that reduced the number of HGVs using the road and proved to be more accurate and cost effective than an attended CCTV system.

The Council carried out a tendering exercise for bids (both hire and purchase options) for the provision and maintenance of an unattended CCTV enforcement system for 5 years with the option of a 2 year contract extension. It also required

bidders to include prices for the supply and installation of extra units during the contract. Only one bid included a hire option.

The successful bidder was APCOA Parking (UK) Ltd - for the supply and installation of the CCTV enforcement system at 70 sites covering 124 School Keep Clear markings in time for the next academic year. The contract capital costs were approximately £1,700k - met by capital release from the CCTV Enforcement capital budget.

Each installation was site-specific with equipment dependent on the number and type of School Keep Clear markings. Many use one pole with a single dome camera, one fixed camera fitted each side of the pole facing the markings and a processing unit to transmit data to a central point. When the fixed cameras identify an infringement a signal is sent to the dome camera which records contraventions using Automatic Number Plate Recognition (ANPR) technology and high definition video imagery. This evidence is later reviewed by trained staff so that a Penalty Charge Notice can be issued to the registered keeper of an offending vehicle.

Legislation does not permit traffic regulations, including School Keep Clear markings, to apply just during term time. Whilst there was an option for daytime restrictions (Monday to Friday am and pm) to apply only, for example, from 2nd January to 25th July and 1st September to 20th December, excluding bank holidays, the Council took the decision that enforcement would continue during school holiday periods, since it is an offence to park on the zig zags at any time.

3. Key Results / Outcomes / Performance

NB: Written as text as opposed to e.g. tabular / graphical

**Comparison to previous years or national / regional average encouraged
(Max. 2000 characters including spaces)**

In the year to 31 August 2016, parking attendants issued 140 Penalty Charge Notices (PCNs) to drivers parking on School Keep Clear markings across Hillingdon. In the following year (1 September 2016 to 31 August 2017) the number of PCNs issued using the unattended CCTV enforcement system increased to 5004.

In line with legislation, each incident is reviewed by trained staff before a PCN is issued, to ensure that an offence has been committed - to date more than 75% of all PCNs issued have been paid. The three schools with the greatest number of tickets issued (September 2016 to April 2018) are an independent nursery (399), an independent secondary school (377) and a faith school (362), probably reflecting significantly wider catchment areas and hence greater car use on the school run.

The data suggests there is an increasing level of compliance over time as drivers become used to rigorous enforcement. In the same periods (September to April) in 2017 and 2018 there were 3382 and 2747 PCNs issued respectively - a fall of almost 20%. At some specific sites the reduction has been much more - some schools show a 70% drop in PCNs issued.

This pattern, however, is not consistent as some sites show an increase in numbers, as the system is monitored and adjusted to ensure full coverage of the School Keep Clear markings. The data also helps the Council identify sites where access arrangements may have changed, as schools develop, expand or merge with others - a period of three consecutive months with zero PCNs issued is usually a good sign!

The scheme is particularly popular with the Borough's 21 School Crossing Patrollers as the CCTV enforcement helps keep the zig zags clear, improving visibility and safety for them and the pupils. The next step for the Road safety team is to analyse PCN data alongside school travel surveys and data collected about active journeys to school to see if 'Zero Tolerance at Zig Zags' is leading to more walking and cycling trips.

Name of Project: Barbara Martin, School Crossing Patroller

Award Categories Entered: Frontline Employee of the Year

Title: Mrs
First Name: Lisa
Surname: Mayo
Local Authority: London Borough of Hillingdon
Department: Transport and Projects
Job Title: Road Safety and School Travel Manager
Address: Civic Centre, High Street
Town: Uxbridge
Postcode: UB8 1UW
Telephone: 01895 250484
Email: roadsafety@hillingdon.gov.uk

1. Who are we? (Max. 700 characters)

We are the Road Safety and School Travel Team, providing education, training and publicity to all residents in Hillingdon. The team currently totals at 45 employees including officers, pedestrian trainers, cycle instructors and School Crossing Patrollers, who work together to provide an exceptional and invaluable service in Hillingdon.

We currently employ 23 School Crossing Patrol Officers outside or near 23 different sites in the Borough.

2. Project / Initiative or Service Overview (Max. 2500 characters)

Originally employed by the Metropolitan Police, School Crossing Patrol Officers were introduced to enable policemen, who had previously supervised safer school crossings, time to perform their other duties.

Mrs Barbara Martin started as a School Crossing Patroller on 27th January 1975 on Field End Road outside Field End Infant and Junior Schools, when a member of staff from the school encouraged her to apply - she was already working at the school part time. After Barbara was successfully offered the post, she said her plan was only to stay as a lollipop lady until her youngest child left the school.

An outstanding 43 years later, Mrs Martin remains in post and has helped generations of families cross the road to school. She is not only a highly valued

member of staff but also cherished in the local community, possibly even a Hillingdon landmark!

For more than a quarter of a century Barbara operated at the site with no extra safety precautions other than her lollipop and uniform. In 2004 a zebra crossing was installed to further improve safety for the children and parents she was assisting, since then other improvements have been made, including extension of the crossing lines, warning lights, road signs and School Keep Clear markings, enhanced with the Borough's 'Zero Tolerance at Zig Zags' introducing an unattended CCTV enforcement system for 124 School Keep Clear markings across Hillingdon.

Hillingdon recently celebrated the 'Lollipopers' at

3. Key Results / Outcomes / Performance

NB: Written as text as opposed to e.g. tabular / graphical

Comparison to previous years or national / regional average encouraged (Max. 2000 characters)

In the year 2000, the responsibility for managing School Crossing Patrollers passed from the Metropolitan Police to London Boroughs and the legal requirement to provide 'lollipop people' was removed. Over time with the financial difficulties imposed on Local Authorities many Councils have sacrificed these posts to make necessary savings.

Amongst other negatives, short hours and aggressive behaviour from motorists make posts difficult to fill - in some London Boroughs as many as 50% of posts are vacant. Hillingdon however has continued to support our SCP's and maintain current sites by always attempting to recruit to absent positions.

We currently have 85% of sites covered during the academic year and anticipate filling the remaining vacancies by the end of this academic year 2018/19..

Our current SCP's are encouraged to contact the team with any concerns or suggestions they may have to better improve the service - they can often be the eyes and ears of their local community and regularly inform us when issues arise that may otherwise go unnoticed, such as overhanging greenery covering road signs, broken warning lights, worn road markings etc.

Name of Project: Hillingdon Cycle Initiatives

Award Categories Entered: Excellence in Cycling and Walking

Title: Mrs

First Name: Lisa

Surname: Mayo

Local Authority / Organisation: London Borough of Hillingdon

Department: Transport and Projects

Job Title: Road Safety and School Travel Manager

Address: Civic Centre, High Street

Town: Uxbridge

Postcode: UB8 1UW

Telephone: 01895 250 484

Email: roadsafety@hillingdon.gov.uk

1. Who are we? (Max. 700 characters)

The Road Safety and School Travel Team provide Education, Training and Publicity to all residents in Hillingdon. The team currently totals at 45 employees including officers, pedestrian trainers, cycle instructors and school crossing patrol officers all of which work together to provide an exceptional and invaluable service in Hillingdon. We currently have 18 in house cycle instructors who deliver a number of different projects borough wide. The team and programme continues to grow and develop, ultimately increasing numbers of residents trained and educated in a number of cycling initiatives. The London Borough of Hillingdon has been providing Cycle Training free of charge for over 12 years and in this time the service has been widely recognised and desired by not only schools, but to adults and families alike.

2. Project / Initiative or Service Overview (Max. 2500 characters)

Bikeability - Levels 1, 2 and 3 Bikeability Training is delivered in primary and secondary schools borough wide. Each level is designed to improve cycling skills, no matter what is known already. Levels take trainees from the basics of balance and control, all the way to planning and making an independent journey on busier roads. Hillingdon adopted Bikeability in 2006 replacing the well known 'Cycling Proficiency Test'. Six qualified Cycle Instructors were to deliver sessions to as many 10/11 year olds as they could. In 2010 a new booking system and course set up was introduced. This change saw a rise in interest from the schools. By the end of 2010 the team had increased to 12 instructors and bikeability courses were running almost weekly. In early 2010 a new booking system and course set up was introduced and this change saw a rise in interest from the schools. By the end of 2010 the team had increased to 12 instructors and bikeability courses were running almost weekly. To date the team has now risen to 18 with 6 more posts currently to recruit. Bikeability has at least one

course if not two running every week of the school term, school holidays and weekends.

Hillingdon offers up to 4 hours Adult Cycle Training to all residents in Hillingdon 16+. The lessons are tailored to each individual need - whether they are a complete beginner or looking to regain some confidence.

The team regularly provides pop up Dr Bike maintenance in different locations across the borough. Residents can bring along their bikes to these locations for a free service, minor repairs and basic replacements. Advice is given on how to keep your bike 'healthy'.

Guided rides are free and designed to allow participants to ride at their own pace increasing heart rates and improving overall well being. A range of rides are offered to get everyone involved including medium, long and family rides.

Hillingdon designed a specific module to assist GCSE pupils complete and pass their Cycling GCSE exam. As far as we are aware no other borough has done this. (Supporting documents attached)

As a result Hillingdon's cycling initiatives have and will continue to grow and develop. The team regularly meets to discuss new initiatives and how we can further encourage cycling to a nation of drivers. We take great pride in making a difference in the safety of our residents and children, and we hope to continue to increase the numbers as the years go on.

Key Results / Outcomes / Performance NB: Written as text as opposed to e.g. tabular / graphical. Comparison to previous years or national / regional average encouraged (Max. 2000 characters)

In 2007, 353 children were trained in Level 1 and 2 compared with 1172 children trained in 2017. This is a 232% increase in pupils trained.

Adult Cycle Training was outsourced from 2009 to 2011, however due to the growing numbers of internal cycle instructors it was decided to bring the training in house. In 2009 170 lessons were given to adults 16+ in Hillingdon ranging from complete beginners to competent cyclists. In 2018 to date around 348 lessons have been delivered. This is 104% in Adult Cycle Training in 9 years.

Dr Bike was introduced in 2016 when pop ups were readily available for residents to bring their bikes along for a service in one location in the borough. The initiative fast gained publicity and more locations have been added with 1280 bikes being service in the past year alone.

It was found that instructors were spending time during Level 1 bikeability training fixing bikes before the child could begin the course, it was decided to add Dr Bike as part of the Bikeability package to enable more time training. Since February 2016, 2206 children's bikes have been serviced to ensure they are roadworthy and safe to ride.

Between 2015 and 2017 we had a total of 980 people join us on one of our guided rides, this is an average of 7 people per ride. In 2018 the programme goes from strength to strength we recently had 16 people take part in a family guided ride from Highgrove Leisure pool with the youngest participant being 7 years old.

Other initiatives

- Our annual cycle promotional event 'Bikespiration' is in its 6th year with more cycle shops and clubs coming on board than in previous years.
- We have a 1,135 followers on our Explore Hillingdon Facebook Page.
<https://www.facebook.com/explorehillington/>
- Encouragement of cycling through the Travel Planning process and working with businesses, a couple of examples are the Polish Bakery having a 15% increase in cycling and Gate Gourmet having a 5% increase in cycling.
- Hillingdon's abandoned bike policy came into effect in November 2016, we have removed 40 bikes to date and donated to Recycle a Bike.
- Met Police won 'Most Amount of Bikes Marked' at the 2017 Cycle Crime Awards - this scheme was a partnership initiative alongside Hillingdon ensuring that all bikes sold in the borough were recorded, marked and registered. A total of 2696 bikes were marked in 2016/17

Name of Project: Practical Pedestrian Training

Award Categories Entered: Excellence in Cycling and Walking

Title: Mrs
First Name: Lisa
Surname: Mayo
Local Authority / Organisation: London Borough of Hillingdon
Department: Transport and Projects
Job Title: Road Safety and School Travel Manager
Address: Civic Centre, High Street
Town: Uxbridge
Postcode: UB8 1UW
Telephone: 01895 250 484
Email: roadsafety@hillington.gov.uk

1. Who are we? (Max. 700 characters)

The Road Safety and School Travel Team provide Education, Training and Publicity to all residents in Hillingdon. The team currently totals at 45 employees including officers, pedestrian trainers, cycle instructors and school crossing patrol officers all of which work together to provide an exceptional and invaluable service in Hillingdon. We currently have 6 members of the team providing Practical Pedestrian Training to all primary aged children in a various amount of schools. The team and programme continues to grow and develop, ultimately increasing numbers of children trained. The London Borough of Hillingdon has been providing Practical Pedestrian Training free of charge for over 10 years and in this time the service has been widely recognised and desired by not only schools, but also nurseries, scouts, brownies and children's centres.

2. Project / Initiative or Service Overview (Max. 2500 characters)

Practical Pedestrian Training began in 2008. Whilst still being able to perform their other duties, just two Road Safety Officers were to execute the training to as many Year 3 children as they could. It became quite apparent that the training was in high demand but the team did not have the resources to offer it to every school throughout the year. The decision was made to recruit a small team of 3 people to deliver the training in the officers place, enabling them to continue with their other commitments. In 2010, for the first time, Practical Pedestrian Training was offered to every Year 3 class in the borough. The popularity grew and an increased number of schools were signing up to the scheme, many also requesting for other year groups to benefit from the training. Soon enough, the scheme had been implemented in more schools than ever before and to a number of different ages. Sessions were adapted and indoor training was introduced. In 2014, 3 more trainers were recruited

to meet the demand totalling the team to 6. Today the organisation not only is greatly valued by many members of the community including parents and teachers, it is training more children than ever imagined. The scheme continues to improve and develop alongside the latest challenges of a modern day road user.

Hillingdon's Practical Pedestrian Training is a scheme for children which develops their awareness of the road and provides the basis for lifelong skills. They are taught the basic ability to identify safe places to cross and how to do it in an acceptable and intact manner. Children are made aware of distractions we face in the modern day world and how it can affect their judgment. Throughout the training children will be practically learning how to put their new skills and knowledge into practice.

Nursery to Year 1

The 40 minute indoor programme is based around the solution of learning through play which has been identified as the most effective solution for children of this age. The interactive session focuses on teaching the Green Cross Code through rhyme, how to behave near roads and to always hold an adults hand. All children are encouraged to participate in the practical training by dressing up as one of the many elements that they may come across in real life including; traffic, crossings, school crossing patrol officers and physical examples of the Green Cross Code itself.

Years 2 to 6

Training sessions for these year groups starts off with a 15 minute talk in a classroom environment. This allows us to discuss the Green Cross Code, safer crossings, safer cycling and travelling safely in vehicles. The training then moves outside where the trainers will have identified and risk assessed an appropriate road to conduct the practical training. The trainers will break down each part of the Green Cross code and highlight any hazards as they demonstrate the safest way to cross the road. Pupils will learn how to cross safely whether crossing in a clear space, between parked cars or over driveways. Year 6 pupils will be encouraged to make the decisions themselves whilst analysing possible hazards during a walk.

Moving On is a relatively new initiative delivered to Year 6 pupils assisting them with their new journeys to secondary school. Walking is a heavily discussed subject as pupils walking to school increases as they move on to secondary education. The initiative encourages good pedestrian behaviour, which bad habits to break and new habits they may develop as they get older. The project involves route planning and focuses on safe places to cross during their journey. Route planning is encouraged to continue with the parents at home, so the safety message continues through different routes.

Key Results / Outcomes / Performance NB: Written as text as opposed to e.g. tabular / graphical. Comparison to previous years or national / regional average encouraged (Max. 2000 characters)

In 2013/14, Hillingdon trained 5310 children in both KS1&2. In 2017/2018 so far, the borough has trained 10,200 pupils ranging from 3 to 11 years old. This identifies a 92% increase in 5 years.

Annually the team visits around 76% of infant, junior and primary schools in the borough up from 30% in 2013/14.

The borough highly encourages schools to sign up to WoW (Walk Once a Week) WoW is a nationally run scheme that encourages children to walk to school as much as they can, Pupils record how they get to school on the WOW Travel Tracker and those who walk at least once per week for a month are rewarded with a themed badge.

Since September 2017:

- A total of 110,905 individual trips have been recorded
- 97,121 of those trips were classed as active travel (ie non-car)
- Therefore 87.57% of all recorded trips were active trips

As part of Walk to School Month in October, the team held a competition whereby infant school children were asked to draw a picture to correspond with the road safety message through a story. The book: Grace and Snugglefluff was created and copies are handed out free of charge to all KS1 classes who take up the training, this allows pupils to continue the learning after the trainers have left. To date over 150 copies have been distributed to schools and a copy was sent to every Nursery in Hillingdon. A letter was addressed to the staff explaining the nature and importance of road safety and how the book would assist them in teaching the children lifelong skills. The distribution saw a rise in nursery bookings for Indoor Pedestrian Training. Over the last two years, the team has developed the training further to suit the younger age groups that are now so keen to have an involvement in the scheme. As a result Hillingdon's walking initiatives have and will continue to grow and develop. The team regularly meets to discuss new initiatives and how we can further encourage walking to a nation of drivers. We take great pride in making a difference in the safety of our residents and children, and we hope to continue to increase the numbers as the years go on.

Name of Project: Zero Tolerance at Zig Zags

Award Categories Entered: Excellence in Technology

Title: Mr
First Name: Marcus
Surname: Rogers
Local Authority: London Borough of Hillingdon
Department: Transport and Projects
Job Title: Road Safety and School Travel Officer
Address: Civic Centre, High Street
Town: Uxbridge
Postcode: UB8 1UW
Telephone: 01895 250484
Email: roadsafety@hillingdon.gov.uk

1. Who are we? (Max. 700 characters including spaces)

We are the Road Safety & School Travel and Parking Services teams, working within Residents Services at the London Borough of Hillingdon. Putting our residents first, we work together in partnership to improve safety outside schools and enforce parking regulations. The Road Safety & School Travel Team works with schools to improve safety and promote active travel for the home to school journey, whilst Parking Services manages on and off street parking across Hillingdon to reduce congestion and improve journey time reliability.

2. Project / Initiative or Service Overview (Max. 2500 characters including spaces)

Zero Tolerance at Zig Zags

In 2016 Hillingdon Council chose to implement 'Zero Tolerance at Zig Zags', improving safety outside schools, using a CCTV enforcement system for more than 120 School Keep Clear parking restrictions. This came on the back of a successful unattended CCTV enforcement trial for weight restrictions on one road, which greatly reduced HGV numbers using the road, and was more accurate and cost effective than an attended CCTV system.

In carrying out the procurement, the Council invited bids for the provision and maintenance of an unattended and automated CCTV enforcement system - a 5 year contract with the option of a 2 year extension - with prices for the supply and installation of extra units as required during the contract period.

APCOA Parking (UK) Ltd won the contract to supply, install and maintain the CCTV enforcement system. Every site required individual consideration to ensure that the number and type of equipment provided met the site's specific needs. Each installation usually has one dome camera (360 degree view), at least one fixed camera and a processing unit to transmit data to a central point. The fixed camera/s identify an event, triggering the dome camera which records the event using high definition video imagery and Automatic Number Plate Recognition (ANPR) technology.

Using the latest wireless CCTV cameras, equipped with 3G or 4G cellular technology, the footage is sent to a control centre where contraventions are reviewed by trained staff so that a Penalty Charge Notice (PCN) can be issued to the registered keeper of an offending vehicle. The system has saved Civil Enforcement Officer time, enabled many more PCNs to be issued and improved compliance at many schools. The contract capital costs were approximately £1,700k - met by capital release from the CCTV Enforcement capital budget.

Legislation does not permit traffic regulations, including School Keep Clear markings, to apply only during term time. Whilst there was an option for daytime restrictions (Monday to Friday am and pm) to for specific periods - e.g, from 2nd January to 25th July and 1st September to 20th December, excluding bank holidays - the Council took the decision that enforcement would continue during school holiday periods, since it is an offence to park on the zig zags at any time.

3. Key Results / Outcomes / Performance

**NB: Written as text as opposed to e.g. tabular / graphical
Comparison to previous years or national / regional average encouraged
(Max. 2000 characters including spaces)**

In the year to 31 August 2016, parking attendants issued 140 Penalty Charge Notices (PCNs) to drivers parking on School Keep Clear markings across Hillingdon. In the following year (1 September 2016 to 31 August 2017) the number of PCNs issued using the unattended CCTV enforcement system increased to 5004.

In line with legislation, each incident is reviewed by trained staff before a PCN is issued, to ensure that an offence has been committed - to date more than 75% of all PCNs issued have been paid. The three schools with the greatest number of tickets issued (September 2016 to April 2018) are an independent nursery (399), an independent secondary school (377) and a faith school (362), probably reflecting significantly wider catchment areas and hence greater car use on the school run.

The data suggests there is an increasing level of compliance over time as drivers become used to rigorous enforcement. In the same periods (September to April) in 2017 and 2018 there were 3382 and 2747 PCNs issued respectively - a fall of almost 20%. At some specific sites the reduction has been much more - some schools show a 70% drop in PCNs issued.

This pattern, however, is not consistent as some sites show an increase in numbers, as the system is monitored and adjusted to ensure full coverage of the School Keep Clear markings. The data also helps the Council identify sites where access arrangements may have changed, as schools develop, expand or merge with others - a period of three consecutive months with zero PCNs issued is usually a good sign!

The scheme is particularly popular with the Borough's 21 School Crossing Patrollers as the CCTV enforcement helps keep the zig zags clear, improving visibility and safety for them and the pupils. The next step for the Road safety team is to analyse PCN data alongside school travel surveys and data collected about active journeys to school to see if 'Zero Tolerance at Zig Zags' is leading to more walking and cycling trips.

I made the Parent Parking Pledge

I will:

- ▶ try to travel actively at least once a week
- ▶ drive with consideration for others
- ▶ park away from the school gates
- ▶ never block a driveway
- ▶ turn off my engine when parked



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PARKING MANAGEMENT SCHEMES

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Steven Austin Traffic, Parking, Road Safety and School Travel Team Manager
Papers with report	Appendix A - Plan of Parking Management and 'Stop and Shop' Schemes
Ward	All

HEADLINES

To provide Members of the Committee with a brief summary of the current Parking Management and 'Stop and Shop' schemes across Hillingdon and the on-going programme of works.

RECOMMENDATIONS:

That the Committee:

- 1. Notes the information presented in the report.**
- 2. Notes the current extensive Parking Management Scheme Programme currently being revised for approval by the Cabinet Member for Planning, Transportation and Recycling.**

SUPPORTING INFORMATION

Background

Prior to September 1993 the enforcement of parking restrictions were undertaken by Traffic Wardens employed by the police service. In London the enforcement of parking was decriminalised in 1993 by powers given to local authorities prescribed in the Road Traffic Act 1991. As with all other London Boroughs, Hillingdon had adopted Decriminalised Enforcement (DPE) powers by 1994.

When delivering Parking Management Schemes or 'Stop and Shop' parking schemes, there is very little the Council is permitted to do in delivering a parking service that is not bound by a considerable framework of regulation and law.

Every day, officers discharge their functions with regard to the following Acts of Parliament and Statutory Instruments made by the Secretary of State to mention but a few;

Classification: Public

Residents, Education and Environmental Services Policy Overview Committee - 4 September 2019

- The Road Traffic Regulation Act 1984 & 1991
- The Road Traffic Act 1991
- The London Local Authorities Acts 1990, 1995, 1996, 2000, 2004, 2007 and 2012.
- The Traffic Management Act 2004
- The London Local Authorities and Transport for London Act 2003 and 2013
- The Traffic Signs Regulations and General Directions 2002 and 2016
- The Local Authorities' Traffic Order (Procedure)(England and Wales) Regulations 1996.

In addition to the above, there are also a variety of Acts and Statutory Instruments that have amended the foregoing and every waiting restriction and parking place in Hillingdon is designated by a Legal Traffic Management Order ('TMO'), formally made by the Council using prescribed processes.

As will be appreciated from the information above, the delivery of compliant and enforceable parking schemes is legally complex and can often be time consuming. It is however vitally important that the correct procedures are followed as the entire enforcement regime is predicated on the legal validity of the relevant TMO, without which the Council would be open to the potential costs of legal action.

The demand for Parking Management Schemes has increased over the years and indeed last year (2018) the Council received 64 petitions which fall within the Cabinet Member for Planning, Transportation and Recycling's portfolio, of which 41 (64%) were parking related. These requests are in addition to the existing schemes that were already in the extensive parking scheme programme.

Attached as Appendix A to this report is a plan showing the existing Parking Management Scheme ('PMS') and 'Stop and Shop' ('S&S') parking schemes currently implemented across the Borough. As an Outer London borough, with the second largest area of any London borough, a generally less dense spread of housing, and in some areas limited access to public transport, the spread of PMS and S&S schemes is less dense across Hillingdon as a whole than in a typical inner London Borough.

This means that the work of the Parking Management Scheme Team involves a great deal of work on creating genuinely all-new schemes rather than reviewing existing ones, as would normally be the case in an inner London borough. However, as the population density in Greater London rises, and parking near commuter attractions such as train stations becomes ever more heavily regulated towards the centre of London, the attractiveness of some of the unregulated streets in parts of Hillingdon continues to grow, leading to understandable pressure from the residents who see the impact of such parking in their streets.

It is estimated that London's population will have increased, by the Year 2050, by a sum equivalent to the present population of the entire City of Birmingham. Whilst it is also clear that travel behaviour, the introduction of greater automation and many other new initiatives will arise in the meantime, there is a clear indication that the demand for kerb-side parking space in Hillingdon is destined to rise for the foreseeable future, with little prospect of any reduction in the associated workload for those involved in managing the parking arrangements.

The Council's School Travel and Road Safety Team (also a part of 'Transport & Projects', and whose separate report is to be considered by the Committee) aims to work closely with the Borough's Schools, encouraging them to take responsibility for the means by which their staff and students travel to and from school.

However, whilst some schools positively embrace the idea of promoting sustainable and safe means of travel, it is an inescapable fact that there are choices involved and the consequences are that many residents who live near schools have concerns about the levels of school-related parking and associated driver behaviour. Parking Management Schemes near schools are another aspect of the Team's workload.

Last but not least, the Council is keen to support the viability of its shopping centres, in particular the smaller local parades which can form a vital part of local communities. It is here that the potential of 'Stop & Shop' parking schemes come into play, offering customers of local shops some of the most attractive parking charges in London, with suitable sliding scales of charges to deter long-term parking to the benefit of a healthy turnover.

The Parking Management Scheme Team currently consists of two dedicated Parking Engineers (one of which also manages the Traffic Orders Making process for the Council) working on the delivery of the programme. Last year alone around 11,500 individual households were consulted on parking matters.

The process to implement either a Parking Management Scheme or 'Stop and Shop' scheme usually is driven by residents and/ or local businesses and the request for measures usually in the form of a petition. This will normally result in the Council undertaking an informal consultation with the local community typically over a 21 day period.

If residents are requesting measures on their road to address non-residential parking, then a range of options is provided for their consideration. Attached as Appendix B to this report is the information letter.

For Parking Schemes the Council will typically offer three options for residents:

OPTION 1: Waiting Restrictions

Typically single yellow lines are installed throughout the length of the road preventing anyone (residents and non-residents alike) from parking during the hours of operation. In addition, consideration for double yellow lines can be considered to prevent obstructive parking at junctions or where road safety is a major concern.

OPTION 2: Parking Management Schemes

These usually take the form of parking bays with associated signs where permit holders only can safely park within marked bays. A combination of single or double yellow lines are installed where no parking places can be recommended.

In certain circumstances a 'Permit holders parking only past this point' scheme can be

considered where the entire road is solely reserved for permit holders only. It may be possible to provide signs at the entrance to the road and dispense with signs and bay markings within the road itself. This type of scheme is most suited to cul-de-sacs or a small network of roads.

OPTION 3: No change to the current arrangements

Parking is often an emotive subject and even with the presence of a petition it does not guarantee that restrictions are supported by the wider community which is why the Council offers this as an option.

On the completion of an informal consultation the responses received will be reported to the Cabinet Member who, based on the results and guidance from Ward Councillors will decide on whether there is a mandate to progress a scheme or if no further action should be taken.

If the Cabinet Member decides there is enough support for one of the options offered then the Council will then be required to undertake a 21 day formal consultation on any proposals. This will often involve sending a letter and plan to the directly affected residents, a notice published in a local newspaper, the London Gazette and notices erected in the local area.

Forward Programme

The Parking Management Scheme programme is currently under review for consideration by the Cabinet Member to agree the next phase of projects. However, there are approximately 51 parking schemes of various proportions on the current programme which does not include any parking petitions yet to be considered by the Cabinet Member. An initial desktop exercise suggests that the current programme alone will result in over 13,000 households being consulted on managed parking in the future.

Implications on related Council policies

A role of the Policy Overview Committees is to monitor the performance of Council services and make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

How this report benefits Hillingdon residents

The report sets out the ways in which the Council actively responds to requests from residents in respect of parking management issues.

Financial Implications

When developing, implementing Parking Management Schemes or 'Stop and Shop' schemes there are usually no implications to Council Resources described above, as wherever possible they are to be fully funded through the Transport for London Grant Local Implementation Plan allocation for various Parking Management Schemes or S106 funding subject to the usual Cabinet Member release protocols

Legal Implications

The relevant legal framework is set out in this report.

BACKGROUND PAPERS

<https://drive.google.com/open?id=1lotCZnXv7Q6cZ0rasggVdsmltF8Jtolc>

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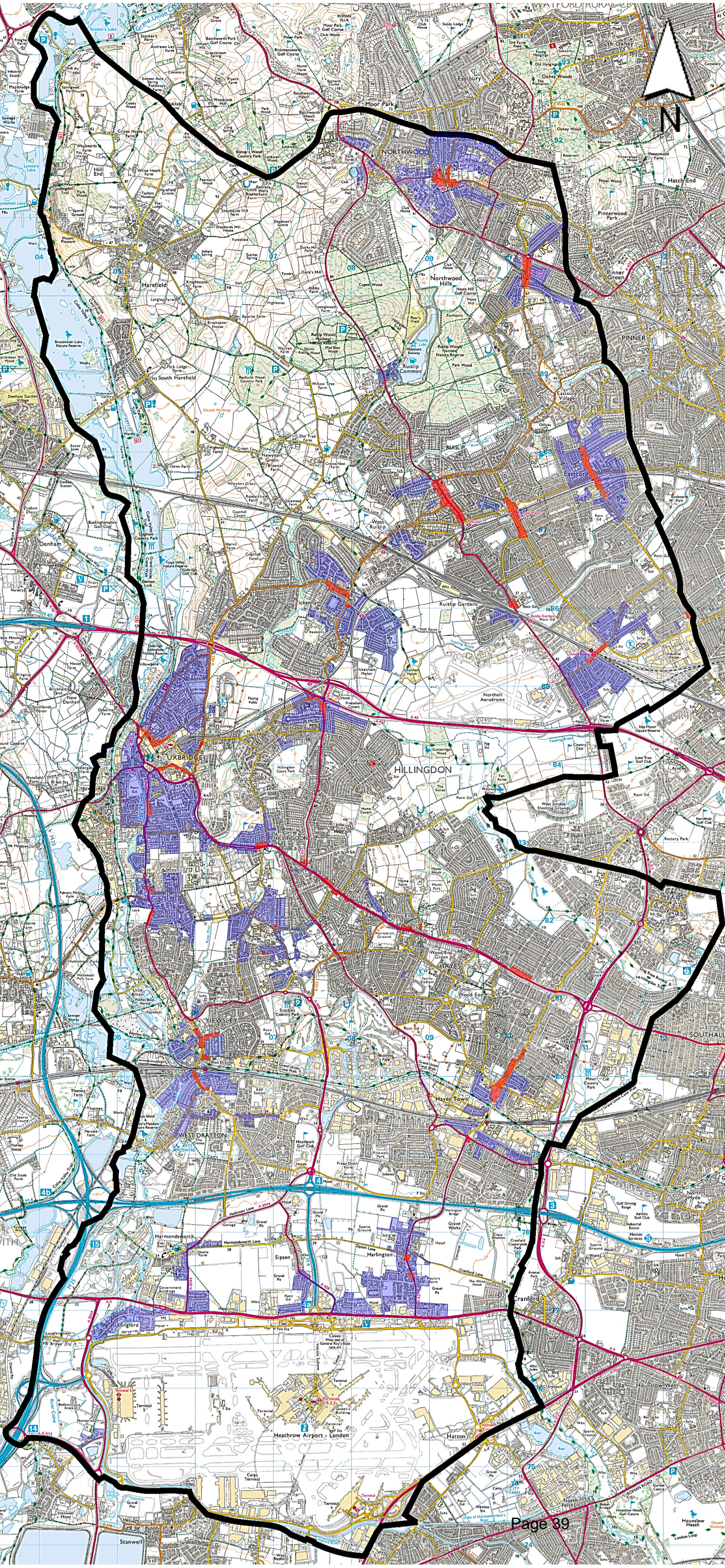
Appendix A

KEY

 = Borough Boundary

 = Parking Management Schemes

 = Stop & Shop Parking Schemes



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LONDON

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ANNUAL COMPLAINT & SERVICE MONITORING REPORT FOR 1 APRIL 2018 TO 31 MARCH 2019 – INCLUDING EDUCATION COMPLAINTS

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Ian Anderson - Business Manager, Complaints and Enquiries
Papers with report	Appendix A, B and C
Ward	All

HEADLINES

To provide information to the Committee on key complaints and related service monitoring data.

RECOMMENDATIONS:

That the Committee note the contents of the report and provide any comments to officers as appropriate.

SUPPORTING INFORMATION

This report provides information and analysis of complaints and Members' Enquiries received between 1 April 2018 and 31 March 2019. It also provides details of complaints in relation to Education Services, satisfying the requirement to publish such annual information. It includes

- Appendix A: Background to the complaints process
- Appendix B: Complaints, compliments and Members' Enquiries trends for 2018/19
- Appendix C: complaints report for Education Services for 2018/19

Implications on related Council policies

A key role of the Policy Overview Committees is to monitor the performance of council services within their remit. Policy Overview Committees may also recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

How this report benefits Hillingdon residents

This report seeks to provide assurance that complaints and Members' Enquiries that emanate from residents are being processed in accordance with the Council's published policies.

Financial Implications

There are no direct financial implications associated with this report.

Legal Implications

None.

BACKGROUND PAPERS

NIL.

APPENDIX A

Background to the complaints process

1. The Council's Vision

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

2. What is a Complaint?

In general terms a complaint can be considered as:

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

3. How can people complain?

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

4. Remedies for redress

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

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

5. Mediation

For some complaints it will not be appropriate, or possible, to resolve a complaint through the complaint process - particularly where there has been a breakdown in the relationship between the service provider and the service user or where emotions are running high. In such situations the Business Manager, Complaints and Enquiries will consider whether mediation is an option

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that should be considered. If both parties are agreeable, mediation by an independent mediator allows both parties to come together to see if they can reach a solution through dialogue.

APPENDIX B

COMPLAINTS, COMPLIMENTS AND MEMBERS' ENQUIRIES FOR 2018/19

1. Total number of complaints/compliments recorded for 1 April 2018 to 31 March 2019

Directorate	Informal complaints	Stage 1 complaints	Stage 2 Complaints	Stage 3 complaints	Ombudsman Investigations	Compliments
Administration and Finance	108	235	27	0	12	2
Adult Social Care	76	40	N/A	N/A	9	68
Children and Young People's Services	91	55	2	0	5	52
Residents Services	2,481	507	44	0	59	112
Total for 2018/19	2,756	837	73	0	85	234
Comparison - 1 April 2017 to 31 March 2018	3,077	860	56	1	75	54

- Officers focus remains on addressing concerns raised informally and the figures above reflect this. We will continue to take this approach wherever possible.
- 3% (23) fewer Stage 1 complaints were registered when comparing the figure of 837 for 2018/19 with the figure of 860 for 2017/18.
- Of the 837 Stage 1 complaints registered, Residents Services accounted for 61% (507), Administration and Finance 28% (235), Adult Social Care 5% (40) and Children Services 7% (55).
- Of the 837 Stage 1 complaints, 9% (73) escalated to Stage 2. This suggests that 91% of formal complaints are being resolved at Stage 1.
- It is taking the Housing Ombudsman (HO) roughly 9 months and the Local Government and Social Care Ombudsman (LGO) between 3 and 6 months to conclude their investigations. For 2018/19, 85 enquiries were concluded by the HO and LGO which is roughly 10% of all Stage 1 complaints responded to during this period. There has been a small increase in the number of complaints considered by the Ombudsman from 75 for 2017/18 to 85 in 2018/19, this is not significant as 51 out of the 85 complaints were not investigated by the Ombudsman.
- During this period, 234 compliments were also recorded, which is a significant rise when compared with the 2017/18 figure of 54. This is as a result of articles in All Staff E-mail and Managers' Roundup.

- Officers continue to apply the revised Corporate complaints procedure (to escalate a complaint direct from Stages 1 and/or 2 to the Ombudsman where it is felt that the decision cannot be overturned through the complaint process). That is why volumes of Stage 2 and 3 complaints remain low.

2 Complaint outcomes - 1 April 2018 to 31 March 2019

The table below provides the outcome of all complaint investigations and at all stages of the complaint process.

Directorate		Upheld	Partially upheld	Not upheld	Withdrawn /discontinued	Did not investigate	Total
Administration & Finance	Stage 1	19	24	191	1	0	235
	Stage 2	0	1	26	0	0	27
	Ombudsman	1	0	0	0	11	12
Adult Social Care	Stage 1	5	7	25	3	0	40
	Ombudsman	1	1	6	0	1	9
Children & Young People's Services	Stage 1	5	18	28	4	0	55
	Stage 2	0	2	0	0	0	2
	Ombudsman	0	1	0	0	4	5
Residents Services	Stage 1	81	72	337	16	1	507
	Stage 2	3	7	34	0	0	44
	Stage 3	0	0	0	0	0	0
	Ombudsman	8	4	13	0	34	59
Total for 2018/19		123	137	660	24	51	995
2017/2018		130	134	575	21	N/A	860

- The volume of upheld (123) and partially upheld (137) complaints is low at 12% and 14% respectively when compared against the complaints not upheld figure of 660 (66%)
- Of the 85 complaints investigated by the Ombudsman, 10 were upheld, 6 partially upheld, 19 not upheld and 51 not investigated.
- Please note that in one investigation (LGO 17016682), a public report was issued by the LGO because they felt that the Council had not for example made reasonable adjustments to meet the complainant's needs. The Council accepted the findings and recommendations of the Ombudsman and have already taken a number of steps to address the concerns identified, including the need for all frontline staff to attend equality refresher training

3. Time taken to respond to complaints

Timeliness of response			
Directorate		Total number of complaints	Number and % responded to within target
Administration & Finance	Stage 1	235	231 (98%)
	Stage 2	27	26 (96%)
Adult Social Care	Stage 1	40	33 (83%)

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Children & Young People's Services	Stage 1	55	42 (76%)
Residents Services	Stage 1	507	429 (85%)
	Stage 2	44	33 (75%)

- **Administration and Finance.** 231 (98%) out of 235 Stage 1 complaints were responded to within 10 working days and 96% of Stage 2 complaints were responded to within 10 working days. This directorate is set up slightly differently to other directorates in that they have an Appeals and Complaints Team whose remit is to deal with complaints and Members' Enquiries.
- **Adult Social Care.** 33 (83%) out of 40 Stage 1 complaints were dealt with within our internal 10 working day target. 39 (98%) out of 40 Stage 1 complaints were responded to within our published target of 20 working days.
- **Children Services.** 42 (76%) out of 55 Stage 1 complaints were responded to within 10 working days. An area for improvement.
- **Residents Services.** 429 (85%) out of 507 Stage 1 complaints were responded to within 10 working days.

4. Residents Services

In view of the range of corporate services provided by Residents Services, a breakdown is provided below of the complaints received for each service area.

Residents Services	Stage 1	Stage 2	Stage 3	Ombudsman	Compliments
ASBET	41	8	0	4	0
Education	32	0	0	0	1
Green Spaces includes Libraries	26	1	0	7	15
Highways	46	2	0	4	3
Housing	157	26	0	16	67
Planning and Building Control	105	0	0	18	2
Technical and Admin Support (Parking, Cemeteries)	43	4	0	5	7
Transport and Projects	10	1	0	4	0
Waste	47	2	0	1	17
Total	507	44	0	59	112

- Housing accounts for 31% (157) of all Stage 1 complaints registered for Residents Services with Planning, Highways and Waste services next highest at 21% (105), 9% (47) and 9% (46) respectively.
- Of the 32 Stage 1 Education Service complaints, 29 related to complaints to Ofsted who then asked the Council to investigate. The remaining 3 complaints related to parents dissatisfaction with the handling or decision not to admit their child to a particular school by the School Placement and Admission Team.
- The number of compliments recorded has risen from 54 for 2017/18 to 112 for 2018/19. This is largely due to the number of compliments for the Repairs Team (67) which accounted for 60% of all compliments received for Residents Services.

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5. Comparative benchmarking data on how Hillingdon compares against other neighbouring Local Authorities 1 April 2018 to 31 March 2019.

a. Children and Young People's Service

Local Authority	Total number of Stage 1 complaints	Total number of Stage 2 complaints	Total number of Stage 3 complaints	Total Number of Ombudsman investigations
Barnet	38	1	0	4
Brent	79	12	0	1
Ealing	90	2	0	4
Buckinghamshire	44	11	3	3
Hillingdon	55	2	0	5
Islington	80	4	0	1

b. Adult Social Care

Local Authority	Total number of Stage 1 complaints	Total Number of Ombudsman investigations
Barnet	95	4
Brent	97	9
Ealing	109	5
Buckinghamshire	156	10
Hillingdon	40	9
Westminster	106	5

In comparison with the Local Authorities near to us, the volume of formal complaints for the above two areas is low. This is mainly due to the effort made by staff to bring about early resolution of a complaint at the informal stage and Stage 1 of the complaint procedures.

Comparative figures for Corporate complaints is not available as these are not published or shared amongst Local Authorities.

6. Members' Enquiries

Period	Residents Services	Social Care	Admin and Finance	Total
2017/18	8,110	205	187	8,502
2018/19	11,308	186	181	11,675

- 37% (3,173) more (overall) enquiries from Elected Members when comparing the figure for 2017/18 of 8,502 with the figure for 2018/19 of 11,675.
- Residents Services accounts for 97% of all enquiries from Elected Members. Waste Services (5,813), Planning and Building Control (1,891), Housing (1,240) and Green Spaces (1,050) receive the most number of enquiries from Elected Members.

- Adult Social Care and Children and Young People's Service received 117 and 69 enquiries from Elected Members, respectively. Whilst the number of enquiries is significantly lower than those received in Residents Services they tend to be more complex enquiries.
- The number of enquiries for Administration and Finance remains broadly similar for 2017/18 (187) and 2018/19 (181).

APPENDIX C

COMPLAINT REPORT FOR EDUCATION SERVICES FOR 1 APRIL 2018 TO 31 MARCH 2019

EDUCATION AND SCHOOLS COMPLAINTS

This report satisfies the requirements to publish annual information about complaints for Education Services.

SUMMARY OF ANALYSIS

Informal Complaints

- 20 informal complaints (service requests) were recorded for 2018/19.

Formal Complaints

- There were 32 Stage 1 complaints. 29 related to complaints from Ofsted or parents about the way their children had been dealt with by the school/college. 3 related to parents dissatisfaction with the handling or decision not to admit their child to a particular school by the School Placement and Admission Team.
- Of the 32 Stage 1 complaints, 1 was upheld, 1 partially upheld, 29 not upheld and 1 complaint was withdrawn. The average time taken to respond to a complaint is 10.84 working days against the target of 10 working days.
- There were no Stage 2 and 3 investigations.

Local Government Ombudsman (LGO)

- Four complaints were considered by the LGO during this period. The LGO decided not to investigate any of the complaints.

DETAILED COMPLAINT REPORT

Complaints about education and schools are governed by the Education Act 2002. The Local Authority will only deal with complaints that are education related such as the provision of the national curriculum, school admission appeals, exclusions, special educational needs assessments, child protection issues, allegations of child abuse, etc.

Complaints about the internal management of a school must initially be made in writing to the Head Teacher of the school. If this fails to resolve the issue, concerns should then be raised with the chair of governors. If a complainant remains dissatisfied they can then escalate their complaint

to the Department for Education and beyond that to the Parliamentary and Health Service Ombudsman via a Member of Parliament.

THE COMPLAINT PROCEDURE

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

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

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

A. THE INFORMAL COMPLAINT

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

Table 1 - Informal Complaints received – (Service requests)

Year	1 April to 30 June (Q1)	1 July to 30 Sept (Q2)	1 Oct to 31 Dec (Q3)	1 Jan to 31 March	Total
2017/18	2	2	4	6	14
2018/19	8	2	6	4	20

43% (6) more complaints were dealt with by way of service requests when comparing 2017/18 figure of 14 with the 2018/19 figure of 20.

B. STAGE 1 – LOCAL RESOLUTION

At Stage 1 the Director for Housing, Environment, Education, Performance Health and Wellbeing will aim to respond within 10 working days.

Table 2 – Total number of complaints recorded

Period	Total number
2017/18	33
2018/19	32

29 of the 32 complaints related to complaints submitted to Ofsted or direct from parents concerning the way their child(ren) had been dealt with by a school or college. In all complaints received, the concerns were raised directly with the Head teacher (safeguarding) but the outcome of the investigation was in almost all instances that this was a matter for the school to consider under their own complaint procedure.

Table 3 - Outcome of complaints

Period	Upheld	Partially upheld	Not upheld	Withdrawn	Total
2017/18	0	2	30	1	33
2018/19	1	1	29	1	32

The volume of upheld and partially upheld complaints is low, mainly because the concerns raised were a matter for a complainant to raise directly with the school or college.

Table 4 – Time taken to respond to a complaint (working days)

	2017/18	2018/19
Average time taken to conclude a complaint	9.36	10.84
Target	10	10
Variance	- 0.64	+ 0.84

The average time taken to respond to a Stage 1 complaint is 10.84 working days.

Table 5 - Number and % of complaints responded to within 10 working days

Period	Total number of complaints	Number dealt with within 10 working days	% dealt with within 10 working days
2017/18	33	28	85 %
2018/19	32	25	78%

The seven complaints that missed the 10 working days target all related to the investigation being put on hold or delayed because the school was closed during school holidays and officers could not begin the investigation until the school re-opened.

c. STAGE 2 AND 3 COMPLAINTS

At Stage 2, the Deputy Chief Executive and Corporate Director of Residents Services will aim to respond to Stage 2 complaints within 10 working days. At Stage 3, the Chief Executive commissions an investigation by an officer in Democratic Services and the aim is to respond within 15 working days.

There were no Stage 2 and 3 complaints registered for this period.

d. LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN (LGO) INVESTIGATIONS

Where it appears that a Council's own investigations have not resolved the complaint, the complainant is entitled to refer their complaint to the LGO and at any stage of the complaint process.

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Table 6 – Total number of LGO investigations

Period	Total Number
2017/18	1
2018/19	4

The table below shows the four complaints considered by the LGO and the outcome of their investigations.

Complaint details	LGO decision
<p>Complaint ref: 6863163 Ms X complained that the Council had wrongly issued penalty notices to her daughter for her children not attending school regularly. She says there were good reasons she and her daughter took the children out of school despite their head teachers refusing permission, and the Council has failed to consider them.</p>	<p>Did not investigate The Ombudsman cannot achieve the result Ms X want. It is for the courts to consider the merits of Ms X daughter's defence against the offence of not causing her children to attend school.</p>
<p>Complaint ref: 6751407 Mr X complained that social worker had failed to take into account his children's wishes and that she acted with bias.</p>	<p>Did not investigate It concerns matters which have been decided in court and the law prevents the Ombudsman from investigating such matters.</p>
<p>Complaint ref: 6810892 Mr and Mrs X complained that the Council mishandled their application for a primary school place for their son which resulted in him losing out on admission to their preferred school. They complained that the Council unreasonably failed to process their application based on their new address, and then provided the wrong address to the authority which dealt with admissions to their preferred school</p>	<p>Did not investigate The Ombudsman informed Mr and Mrs X that he did not have grounds to investigate this complaint. This is mainly because we could not achieve a worthwhile outcome for the parents by investigating their case.</p>
<p>Complaint ref: 6828065 Miss X complained that the documents for her appeal case against the refusal of</p>	<p>Did not investigate The Ombudsman did not investigate this matter because there was no evidence of fault causing injustice to the complainant.</p>

Classification: Public

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admission for her son to her preferred school were sent out late. Consequently the Independent Appeal Panel (IAP) hearing only had four days in which to consider them.

f. LEARNING FROM COMPLAINTS

No changes or service improvements were made as a result of these complaints.

g. COMPLIMENTS

Table 13 – number of compliments received

Period	Total number
2017/18	2
2018/19	1

Here's what one person said about your service:

"As this term draws to a close I wanted to email you to say thank you for your help with JS and WT this term. JS has settled into Reception far better than we ever thought and is clearly enjoying school. Using the strategies you have suggested, we have seen him make progress week by week. WT is unrecognisable from where he was back in October. If it wasn't for your support I do feel I would have excluded him by now. The level of aggression and unpredictability we were experiencing made each day very difficult. Working with you and putting your suggestions into place now mean we can manage him in our environment (even if it is still very difficult some days - fingers crossed the early intervention funding comes through). He has made SO much progress. I feel strongly that if it wasn't for the xx team, the numbers of exclusions in the LA would be on the rise".

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REVIEW: TACKLING LITTERING & FLY-TIPPING IN HILLINGDON

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Cathy Knubley, Waste Team Nathan Welch, ASB & Environment
Papers with report	None.
Ward	All

HEADLINES

The Committee have agreed to conduct a review into littering and fly-tipping in Hillingdon. As part of this, a number of witness sessions and other activities will be undertaken to gather the relevant information and evidence for Members.

As set out in the scoping report Members' considered at the last meeting, this first witness session has the theme of:

- Hillingdon Council's current response and upcoming activity

Officers attending as witnesses will include:

- Perry Scott, Director of Infrastructure, Procurement, Business Improvement, Communications, Waste Services & ICT
- Cathy Knubley, Head of Waste
- Nathan Welch, ASB & Environment Manager

This report provides the Committee with core data and information to aid their review. Officers will also provide a presentation to Members.

RECOMMENDATION:

That the Committee notes the information provided in this report as part of its review.

SUPPORTING INFORMATION

This report provides the Committee with core data and information to aid their review. Officers will also provide a presentation to Members.

Fly tipping

Fly-tipping is the illegal dumping of waste. It can be liquid or solid in nature and can vary in scale significantly from a single bin bag of waste to large quantities of waste dumped from trucks. Fly-tipping differs from littering in that it invariably involves the removal of waste from the public street scene where it was produced with the deliberate aim of disposing of it unlawfully.

Residents and businesses are encouraged to report witnessed and unwitnessed incidents of fly tipping to the Council in three main ways. These are either by telephoning our Contact Centre, completing an online "report it" form or by email to our Contact Centre where it is logged and passed to the waste team to action. Local Councillors are also proactive in reporting fly tipping using our internal Members Enquiry system.

The waste team has three fly tipping teams, consisting of driver and operative which work Monday to Fridays. All reported fly tipping should be removed within 48 hours of receiving the complaint.

For larger fly tips the grab lorry may also be employed or for our largest fly tips a private contractor will be used to remove and dispose of the waste.

The waste team work closely with the ASBET team and any identification found in fly tips removed by the waste team are sealed in evidence bags and delivered to the ASBET team for possible enforcement work.

Volume of fly tipping incidents excluding ASBET figures	
2014	10,239
2015	9,850
2016	11,045
2017	8,555
2018	9,952
2019 January to July	6,646

On average the waste team are dealing with the removal of 190 fly tipping incidents each week, despite the fact that the Borough provides a weekly refuse collection service, offer a free bulky waste service and allow the disposal of a variety of materials for free at New Years Green Lane Civic Amenity Site, Harefield (NYGL).

ASBET Fly tipping

Volume of fly tipping incidents ASBET figures	
2014	1,922
2015	1,668
2016	1,499
2017	1,213
2018	1,253
2019 Jan to July	927
Total	9,862

- In January 2019 ASBET received 155 reports of fly tipping of which 40 were Members Enquiries.
- In February 2019 ASBET received 118 reports of fly tipping of which 45 were Members Enquiries
- In March 2019 ASBET received 118 reports of fly tipping of which 43 were Members Enquiries.
- In April 2019 ASBET received 120 reports of fly tipping of which 32 were Members Enquiries.
- In May 2019 ASBET received 122 reports of fly tipping of which 41 were Members Enquiries.
- In June 2019 ASBET received 133 reports of fly tipping of which 38 were Members Enquiries.
- In July 2019 ASBET received 161 reports of fly tipping of which 43 were Members Enquiries.

Current resources:

- 3 x Cage Crew van operators (Borough wide)
- 7 x ASBET Rapid officers (Borough wide)
- Partnership Tasking Team MPS North/South Teams (Borough wide)
- Environmental Enforcement Team 10 x officers working of a shift pattern (Borough wide)

Challenges:

- Traveller community and fly tipping on a commercial scale.
- Enforcement/legal action of traveller community.
- Hot spot areas/CCTV/evidence/MPS support

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Residents, Education and Environmental Services Policy Overview Committee - 4 September 2019

Strategies employed to tackle:

- Borough wide injunction (interim) High court writ to remove illegal encampments from public land.
- Section 61 MPS Police powers to remove illegal encampments from public land
- Section 77 ASBET LBH powers to remove illegal encampments from public land.
- Waste Carrier operations MPS/ASBET to be set up within 3 hours of incursion to check all vehicles and waste documentation of vehicles coming and going from illegal encampment
- Cage Crew (evidence gathering) to attend and clear sites and gather evidence during clearing to identify those who are responsible for waste
- Out of Hours ASBET Team to operate outside of normal office hours and respond and manage illegal encampments and LBH response.

Littering

Littering is the act of leaving litter whether from a person or a vehicle. Littering gives the perception that the Borough is untidy or unsightly and has significant implications for the wellbeing of the environment, including wildlife and also upon the residents and users of the area.

- The street cleansing team consists of:
 - 1 x 15t mechanical sweeper
 - 5 x 7.5t mechanical sweepers
 - 10 x 3.5t mechanical sweepers (1 with scrubbing facilities)
 - 11 x town centre solo operatives
 - 28 x solo operatives
 - 12 x mobile crews

Despite these teams cleaning the Borough, reports of littering continues to increase. The reporting options are the same as stated for fly tipping incidents.

Volume of littering incidents	
2014	2,968
2015	3,470
2016	4,757
2017	4,074
2018	4,445
2019 January to July	3,313

Enforcement - Environmental Enforcement Team

Litter enforcement is undertaken by the Council's contracted Environmental Enforcement Service. Along with littering enforcement of the public, the Service also enforces a wide variety of other environmental crimes, including dog fouling, street trading infringements, breaches of PSPOs etc. When patrolling is carried out, Fixed Penalty Notices (FPNs) are issued for witnessed offences. The figures below show just the littering enforcement activity from August 2016 to July 2019:

Volume of Littering incidents EET figures	
Aug - Dec 2016	1,268
Jan - Dec 2017	4,665
Jan - Dec 2018	3,303
Jan - July 2019	1,268
Total	10,938

Education

Whilst enforcement will always be a key element to deterring littering and fly tipping it is also recognised that our residents hearts and minds need to also be engaged, to encourage ownership, responsibility and pride within the Borough.

The Council is considering a wide-ranging promotional campaign that seeks to raise awareness and educate to in turn influence and change behaviour to reduce the amount of littering in the Borough, encourage residents to have civic pride and be more environmentally conscious. Members views will be welcome in this regard.

Implications on related Council policies

A role of the Policy Overview Committees is to monitor the performance of Council services and make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

How this report benefits Hillingdon residents

By decreasing fly tipping and littering residents will benefit from a cleaner environment to live and work in. If residents and the public disposed of waste correctly, the Council would instead be able to invest this money on other essential services for residents.

Financial Implications

It is important that, as part of this in-depth review, at the appropriate time the Committee considers cost effective proposals that benefit resident taxpayers, which would ultimately be determined by Cabinet as part of the Council's broader budget planning process.

Classification: Public

Residents, Education and Environmental Services Policy Overview Committee - 4 September 2019

Legal Implications

No legal implications at this stage.

BACKGROUND PAPERS

NIL.

CABINET FORWARD PLAN

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

HEADLINES

The Committee is required by its Terms of Reference to consider the Forward Plan and comment as appropriate to the decision-maker on key decisions which relate to services within its remit (before they are taken by the Cabinet or by the Cabinet Member).

RECOMMENDATIONS

That the Residents, Education and Environmental Services Policy Overview Committee notes and comments on items going to Cabinet.

SUPPORTING INFORMATION

The latest published Forward Plan is attached.

Implications on related Council policies

Policy Overview Committees are at the heart of how the Council shapes policy at Member level.

How this report benefits Hillingdon residents

Policy Overview Committees directly engage residents in shaping policy and recommendations from the Committees seek to improve the way the Council provides services to residents.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

NIL.

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Ref	Upcoming Decisions	Further details	Ward(s)	Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Public / Private Decision & reasons
SI = Standard Item each month									
Council Departments: RS = Residents Services SC = Social Care AD = Administration FD= Finance									
Cabinet Meeting – 26 September 2019									
031b	Gambling Policy - POLICY FRAMEWORK	Following a six week period of public consultation, Cabinet will consider recommending to full Council adoption of the Council's Statement of Gambling Policy.	All	21 Nov 19	Cllr Douglas Mills	RS - Stephanie Waterford	Policy Overview Committee, Statutory consultees and Licensing Committee		Public
026	Transport for London Local Implementation Plan 3 Annual Spending Submission 2019/20	Cabinet will consider the Council's submissions to Transport for London for funding on local transport infrastructure projects.	All		Cllr Keith Burrows	RS - Alan Tilly			Public
036	Replacement of the Council's Pay	This report seeks approval to appoint a provider	All		Cllr Keith Burrows	RS / FD - Roy Clark / Allison Mayo			Private (3)

	& Display parking machines	for the complete replacement of the Council's pay and display machine stock with the inclusion of a cashless payment option alongside existing payment methods.							
038	Consideration of setting a licensed deficit budget in 2019/20 for three schools in the Borough	This report seeks Cabinet's approval for Holy Trinity CE Primary School, Bishop Winnington-Ingram CE Primary School and Oak Wood School to set a licensed deficit budget in 2019/20".	Hillingdon East, Northwood, West Ruislip		Cllr David Simmonds CBE	RS / FD - Peter Malewicz, Graham Young, Dan Kennedy			Public
021	Northwood Conservation area and local listings	Following public consultation, Cabinet will consider the responses and decide whether to approve updates to the Conservation	Northwood / Northwood Hills		Cllr Keith Burrows	RS - James Rodgers, Julia Johnson, Mark Butler	Public consultation		Public

		Area Character appraisal for Northwood Town Centre, Green Lane Conservation Area Appraisal and additions to local listings of Buildings of Architectural or Historical Importance in Northwood.							
Cabinet Meeting – 24 October 2019									
027	Managed Services Contract for the Borough's Leisure Centres	The approval of the Cabinet will be sought to accept a tender to provide managed services for Leisure Centres in the Borough.	All		Cllr Richard Lewis	RS / FD - Paul Richards / Melissa Sage			Private (3)
028	Adoption of the Hillingdon Local Plan Part 2	To inform Cabinet of the outcome of the Examination in Public of the Hillingdon Local Plan Part Two and recommend to Full Council the adoption of the	All	21 Nov 19	Cllr Keith Burrows	RS - James Rodgers, Julia Johnson	Public consultation		Public

		Plan, subject to main modifications.							
Cabinet Meeting – 14 November 2019									
037	The collection and processing of co-mingled dry recycling	This report seeks Cabinet authority to accept a tender for the collection and processing of co-mingled dry recycling on behalf of the London Borough of Hillingdon.	All		Cllr Keith Burrows	RS / FD - Nicola Herbert / Allison Mayo			Private (3)
Cabinet Meeting – 12 December 2019									
026a	The Council's Budget - Medium Term Financial Forecast 2020/21 - 2024/25 BUDGET & POLICY FRAMEWORK	This report will set out the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2020/21 for consultation, along with indicative projections for the following four years. This will	All	20 Feb 20	Cllr Ray Puddifoot MBE & Cllr Jonathan Bianco	FD - Paul Whaymand	Public consultation through the Policy Overview Committee process and statutory consultation with businesses & ratepayers		Public

		also include the HRA rents for consideration.								
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RESIDENTS, EDUCATION AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE - WORK PROGRAMME

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

HEADLINES

To enable the Committee to note future meeting dates and to forward plan its work for the current municipal year.

RECOMMENDATIONS

That the Residents, Education and Environmental Services Policy Overview Committee considers the report and agrees any amendments.

SUPPORTING INFORMATION

- The Committee's meetings will start at 7pm and the witnesses attending each of the meetings are generally representatives from external organisations, some of whom travel from outside of the Borough. The meeting dates for this municipal year are as follows:

Meetings	Room
26 June 2019 meeting	CR5
18 July 2019 meeting	CR5
4 September 2019 meeting	CR5
15 October 2019 meeting	CR5
4 November 2019 meeting	CR5
21 January 2020 meeting	CR5
25 February 2020 meeting	CR5
19 March 2020 meeting	CR5
14 April 2020 meeting	CR5

Implications on related Council policies

The role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet, who are responsible for the Council's policy and direction.

Classification: Public

Residents, Education and Environmental Services Policy Overview Committee – 4 September 2019

How this report benefits Hillingdon residents

Policy Overview Committees directly engage residents in shaping policy and recommendations from the Committees seek to improve the way the Council provides services to residents.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

NIL.

Multi year work programme

Residents, Education & Environmental Services

2020

Meeting Month	June	July	September	October	November	January	February	March	April
Date	26	18	4	15	4	21	25	19	14
REVIEW A: Tackling Littering and Fly Tipping Within Hillingdon									
Topic selection / scoping stage	Agree topic		Scoping report						
Witness / evidence / consultation stage			Witness Session	Witness Session	Witness Session				
Findings, conclusions and recommendations						Findings			
Final review report agreement								Final Report	
Target Cabinet reporting									CABINET
Post review monitoring									

Title of Review B

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

Regular business items

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

One-off business items

Youth services
 Home Schooling
 SEN Service Provision
 Adult Learning
 Council's Emergency Response procedures (presentation)
 Road Safety around schools
 Parking Management Schemes
 Gambling Policy Statement

Past review monitoring

Air Quality Action Plan
 Disposal of Charity Shop Waste
 Review into the Council's current and future relationship with Academies and Free Schools

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