



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
Tony Little

Date: TUESDAY, 15 OCTOBER
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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Putting our residents first

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Terms of Reference

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

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

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

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

Agenda

Chairman's Announcements

- | | | |
|----------|---|-----------|
| 1 | Apologies for Absence | |
| 2 | Declaration of Interest in matters coming before this meeting | |
| 3 | To confirm that all items marked Part 1 will be considered in Public and that any items marked Part 2 will be considered in Private | |
| 4 | To agree the Minutes of the previous meeting | 1 - 10 |
| 5 | Review into Littering and Fly Tipping Within Hillingdon - Second Witness Session | 11 - 14 |
| 6 | Annual Complaint & Service Monitoring Report for 1 April 2018 to 31 March 2019 - Including Education Complaints | 15 - 26 |
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Minutes

RESIDENTS, EDUCATION AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE

4 September 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, Heena Makwana, Devi Radia, Stuart Mathers, Jan Sweeting, Steve Tuckwell and Nicola Brightman (In place of Paula Rodrigues)</p> <p>LBH Officers Present: Steve Austin (Traffic, Parking, Road Safety and School Travel Team Manager), Cathy Knubley (Head of Waste Services), Nathan Welch (ASB and Environment Manager), and Neil Fraser (Democratic Services Officer)</p>
22.	<p>APOLOGIES FOR ABSENCE (<i>Agenda Item 1</i>)</p> <p>Apologies were received from Councillor Rodrigues, with Councillor Brightman present as her substitute.</p>
23.	<p>DECLARATION OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>None.</p>
24.	<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>
25.	<p>TO AGREE THE MINUTES OF THE PREVIOUS MEETING (<i>Agenda Item 4</i>)</p> <p>Members asked that the additional information requested from officers at the previous meeting be forwarded as soon as possible. This information included detail on:</p> <ul style="list-style-type: none"> • The Emergency Centres Plan; • The Major Incidences exercises planned for October; • Schools reporting difficulties with accommodation of SEN children; • Detail on secondary intake for September due to late applications; • Revised projections for school places. <p>It was agreed that the clerk would liaise with the relevant officers regarding the above, before feeding back to the Committee.</p> <p>RESOLVED:</p> <p>1. That the minutes of the meeting held on 18 July 2019 be approved as a</p>

- correct record; and
2. That the clerk would liaise with officers regarding outstanding actions from the previous meeting.

26. **ROAD SAFETY AROUND SCHOOLS** (*Agenda Item 5*)

Steven Austin, Traffic, Parking, Road Safety and School Travel Team Manager, introduced a report detailing the work of the Council's School Travel and Road Safety (STARS) Team to foster a positive road safety climate, attitude and environment at the Borough's schools.

The officer highlighted a number of key points, including that, according to an analysis of 2018 Collision data collated by the Department of Transport, Hillingdon's roads were the safest in London. The data recorded 48 incidents for every hundred miles driven, compared to the London average of 166 incidents per 100 miles, which showed that Hillingdon roads were approximately 71% safer than the average London borough. This was testament to the work of the Council in supporting the Road Safety and Highways teams, with Hillingdon often cited as a benchmark for road safety by other local authorities. The team's work had been recognized in both national transport and London transport awards, and Councillor Teji Barnes was the chairman of the London Road Safety Council, which was further evidence of the Council's commitment to keeping Hillingdon roads safe for residents.

Members asked a number of questions, including:

Could the officer provide further detail on the number of serious accidents recorded in recent years?

For 2018, the number of police recorded incidents in Hillingdon was 918, which was down 8% on the previous year, in comparison to a London total of over 30,000. These figures covered all roads in Hillingdon, including the A40. Statistics showed that certain accidents, such as pedestrian, car and motorcycle accidents, were declining, though cycle collisions had increased. There were no emerging patterns regarding the collision data (e.g. hotspots, etc.), though the team could undertake further analysis.

Could Ward Councillors help encourage schools to engage more with the Council and take up the initiatives offered?

A list of schools that were not currently engaging could be provided to Members outside of the meeting, and officers would welcome any help available. The team could also look into putting together literature to aid Councillors when approaching schools.

Air quality in the Borough was a very important issue. Was it possible to put notices outside schools mandating 'no idling', and specifying fines, as seen at councils such as Kensington and Chelsea?

Colleagues in the corporate communications team were working with air quality and health officers on designing schemes to address air quality, especially around schools.

How did the team contact schools, and how were schools prioritised for contact?

Every school was contacted at the start of each school year, and offered a variety of initiatives and opportunities to work with the Council. This included the formation of a travel plan, which could result in a host of events that the school could run, including engineering measures, bikeability courses, pedestrian training, and mini and junior

road safety officers. This work was then recognised through the Stars program, and the schools were then accredited by Transport for London. Unfortunately, some schools chose not to respond. Officers also worked with other groups, such as Brownies, Guides, Scouts, etc.

Did the school 'keep clear' scheme occur at all schools, or was it offered upon request?

The CCTV enforcement of school 'keep clear' markings was rolled out to every school that had markings. Since then, changes to school layouts following school expansion programs had meant that some entrances had changed, so the team was now in the process of reviewing the markings to ensure they were fit for purpose. All school keep clear markings were enforced by CCTV.

Was bikeability and pedestrian training available to children who live in Hillingdon but do not attend Hillingdon schools?

Yes, the Council runs bikeability courses during the school holidays, which Hillingdon residents and children of Hillingdon residents are free to attend. These courses included opportunities for families to learn together. However, pedestrian training was school-specific, and included working with the school in question to make the routes to the school safer.

How many parents had signed up to the Parent Pledge?

This information could be provided following the meeting.

How were school crossing sites assessed for suitability?

Criteria was varied, and included a review of the number of people using the site, integration with the existing school travel plan, visibility, traffic flow etc. Further detail on the criteria for assessment could be provided following the meeting.

What powers does the Council have to address parking around schools?

Issues with parking tended to be raised by residents of the local area. If an issue was highlighted, then officers would engage with the schools by way of the consultation process, which the Council must follow when introducing any parking restrictions. This often included an informal consultation with the school, local residents, and local businesses, and if there was support for managed parking then officers would progress to a formal consultation process, where schools were invited to comment before any action was taken.

Is there capacity to look ahead at potential issues that might affect schools, pupils and parents, for example parking and access issues around forthcoming new building developments?

Inevitably, most of the problems that residents who lived near schools faced were due to school traffic, which is why officers encouraged schools to work with the Council on identifying measures to address such issues. These could include introducing a walking bus, improvements to footways, new zebra crossings close to the school, etc.

Some Councillors have seen people, dressed similarly to school crossing patrol officers, who managed traffic flow and who prevented traffic using through-roads in order to safeguard pedestrians. Was this a Council or school led initiative?

It is likely that this was a school led initiative, though if the Councillor could provide further detail, this could be looked into. Separately, the Council was hoping to trial the option of having school streets closed to all traffic at certain times, via a barrier, which would be supported by a legal traffic order, and would enable prosecution of those who did not abide by the road closure.

The Hillingdon Association of Residents is particularly interested in air quality initiatives. Could officers provide more information concerning the school air quality projects that are listed on page 15 of the report that could be cascaded out to that association?

This would need to be referred to colleagues in the air quality team.

Regarding the mini and Junior Road Safety officers, the report mentioned that the Council encourages pupils of ages 5 to 11 and 11 to 18 to work on campaigns and projects. Could the officer provide some examples of these projects?

Before CCTV cameras were in place at school keep clear markings, mini and junior road safety officers would be out on the road, putting pressure on those motorists that ignored the parking restrictions and keep clear markings. This proved to be very effective in encouraging motorists to think about the safety of young people outside schools. In addition, pupils created banners to be displayed outside the school, and recently, pupils from St. Helen's School took part in a junior road safety watch where they stood on Long Lane with colleagues in the police force, conducting speed monitoring using handheld speed radar guns. As a result, some drivers were stopped by the police and spoken to.

Other areas of London have timed crossing displays at junctions, which display how long pedestrians have to cross the road. Were these available in Hillingdon?

Hillingdon does have several sites where countdown signals are installed, though if there were any additional sites that Members would like to see timers installed at, these could be put forward to Transport for London for review.

It was agreed that officers would draft a letter of thanks to the Council's long standing and hardworking school crossing patrol officers on behalf of the Committee, thanking them for their efforts and years of service.

RESOLVED:

- 1. That the report be noted;**
- 2. That a list of schools that were not currently engaging with Council initiatives be provided to Members;**
- 3. That the transport team design and distribute literature to aid Councillors when approaching schools;**
- 4. That detail on the number of parents signed up to the Parent Pledge be forwarded to Members;**
- 5. That the criteria for assessment of potential school crossing sites could be forwarded to Members;**
- 6. That colleagues in the Council's Air Quality team be requested to provide information concerning the school air quality projects to the Committee; and**
- 7. That officers draft a letter of thanks to the Council's school crossing patrol**

27. **PARKING MANAGEMENT SCHEMES** (*Agenda Item 6*)

Steven Austin, Traffic, Parking, Road Safety and School Travel Team Manager, introduced a report detailing the Councils extensive Parking Management Schemes.

The Council's Parking Management Schemes were set into context, and the Committee was informed that, as per data captured from the London Travel demand survey 2011/2012, Hillingdon had the third highest household car access rates in London at 73%, only beaten by Richmond upon Thames at 75% and Bexley at 74%. Several major housing developments are under construction in Hillingdon, and so the demand for kerbside space was significantly increasing, together with the demand for parking schemes. In 2018, the Cabinet Member for Planning, Transportation and Recycling had 64 petitions submitted to the Council that fell within his portfolio and of these, 41 (64%) were parking related.

Last year, the Transport and Projects team consulted over 11,500 households on possible parking options in their roads, and currently the existing program had over 51 schemes of various sizes that were being managed. This did not include the further 5 petitions that the Cabinet Member will be hearing in the coming months.

Members asked a number of questions, including:

Some residents are concerned at the time being taken to resolve requests for parking management schemes. Is this due a lack of team resources, and what can be done to relieve the pressure in what is going to continue to be a demanding area to manage?

Recently, a new member of staff had been seconded into the team on a six month placement, to try and help clear the backlog. However, it was important to point out that the delay in resolving requests was not wholly due to volume vs. resource, but also due to the requirement to adhere to process and legal obligations before any actions could be taken, which is often a lengthy process.

How often were parking management schemes reviewed, and what more can be done in regards to educating residents on what their options are?

Officers were always happy to review what communication is being sent to residents, and all consultation forms included an officer's name, telephone number and email address should residents wish to contact the department. While officers were always happy to take on board suggestions for ways to improve correspondence and communication with residents, recent consultations had achieved very positive response rates.

In instances where proposed schemes cover part of a road or area, was there a way for officers to engage with the other road section to fully explain how they will be affected by the scheme? Often, the only course of action available to these residents is to engage with the Council's petition scheme, which can be a lengthy process.

The extent of the demand was such that officers were comfortable that the petition scheme and subsequent consultation process was the most appropriate way for residents to make their views known. By signing a petition in sufficient numbers, the Cabinet Member was assured that there is a consensus among residents for some kind

of action.

Regarding new housing developments, some large scale developments were being approved without sufficient resident and visitor parking spaces, which cascaded parking issues out into neighbouring areas. Was there any way that the transport team could work more closely with planning officers to avoid such issues?

While it would be inappropriate to comment on planning processes, the team did work closely with colleagues in planning. In certain circumstances, parking issues could be regulated through the use of parking permits.

What were the plans to review those roads across the Borough where parking enforcement is suspended?

The Borough has approximately 380 legacy roads where enforcement has been suspended, though only a small subset of those roads ever report parking issues. When notified by residents of such issues, the Council will often consult with residents on a formal scheme, (likely parking bays with appropriate signage) however, this inevitably leads to an overall loss of parking for residents. Officers can make a list of these legacy roads available to the Committee outside of the meeting.

The Stop and Shop scheme set out in the report was intended to encourage residents to use their local high street. However, the reality is that parking spaces are often being taken up by the owners of local shops. What could the Council do to address this? Could number plate recognition be used to combat the issue?

Enforcement of the maximum stay time would be a matter for the parking enforcement team; however, it is likely that it would be down to the diligence of the parking enforcement officers to make sure that they note what vehicles they see, and how long they have been parked, before taking the relevant enforcement action. The suggestion of number plate recognition could be fed back to the parking team for consideration. Members could also report details of suspected infringements to the parking enforcement team who can then investigate the matter.

How did the Council manage those busy roads where, due to parked vehicles, access by emergency services was difficult?

Each case would need to be reviewed individually, and appropriate actions taken in line with policy.

It was requested that a larger map showing the current parking management schemes within the Borough be made available to the Committee following the meeting.

It was suggested that a briefing note regarding the enforcement of parking management schemes be considered for inclusion on the work programme at a later date.

RESOLVED:

- 1. That the information in the report be noted;**
- 2. That a list of list of legacy roads where parking enforcement is suspended be forwarded to the Committee;**
- 3. That the suggestion of number plate recognition as a way to combat Stop**

	<p>and Shop parking infringements be fed back to the parking team for consideration;</p> <ol style="list-style-type: none"> 4. That a larger map showing the current parking management schemes within the Borough be made available to the Committee; and 5. That a briefing note regarding the enforcement of parking management schemes be considered for inclusion on the work programme at a later date.
28.	<p>ANNUAL COMPLAINT & SERVICE MONITORING REPORT FOR 1 APRIL 2018 TO 31 MARCH 2019 - INCLUDING EDUCATION COMPLAINTS (<i>Agenda Item 7</i>)</p> <p>The item was deferred to a future meeting of the Committee.</p>
29.	<p>REVIEW INTO LITTERING AND FLY TIPPING WITHIN HILLINGDON - FIRST WITNESS SESSION (<i>Agenda Item 8</i>)</p> <p>Cathy Knubley, Head of Waste Services, and Nathan Welch, ASB and Environment Manager, provided the Committee with information to aid the review into littering and fly tipping within the Borough.</p> <p>Fly tipping was confirmed as being distinct from littering, in that fly tipping usually involved the deliberate aim of disposing of waste material unlawfully. The number of reported incidences of fly tipping was confirmed to be decreasing, but the volume of material being dumped was increasing. This was mostly due to organised crime, though a large proportion of fly tipped waste was due to elements within the Traveller community.</p> <p>Littering involved the leaving of waste material from a person or vehicle, and as a result, gave rise to the perception that the Borough was untidy or unsightly. Littering also had implications for the environment, and wildlife. Littering could be domestic waste put out by residents onto the street for collection, but at the wrong time or in the wrong place.</p> <p>Council resources to address littering and fly tipping included seven ASBET Rapid officers whose job was to deal with fly-tipping Borough-wide, three dedicated Cage Crew van operators who visit the fly tipping hotspot areas within the Borough, the Partnership Tasking team MPS North/South teams, and the Environmental Enforcement Team which consisted of ten officers. ASBET Rapid officers are trained in gathering evidence to review potential prosecution, while the environmental enforcement team predominantly address littering in high streets and public spaces. However, this team can also be tasked on various waste carrier operations in support of the Police, which can involve stopping vehicles carrying waste to ensure that they have the correct documentation and licenses to be conducting that waste carrier operation.</p> <p>Members sought to gather further information, and asked a number of questions, including:</p> <p>What was the cost to the Council to clear up littering and fly tipping?</p> <p>Costs varied, though fees to recently clear three sites totalled £35k, £62k, and 72k, respectively. Cost details for preceding years could be forwarded to the Committee following the meeting.</p> <p>Were there significant hotspots for littering and fly tipping?</p>

Yes. Littering is mostly within areas of heavy footfall, such as parking areas or shopping areas. Popular fly tipping sites have been identified, with particular sites identified as problem areas due to illegal incursions and the occupation of land. To address this, the Council had secured an interim injunction to protect land from illegal incursions and remove occupiers quickly, to limit potential fly-tipping. Talks are ongoing with the police, with the idea that within three hours of a notified incursion there will be a waste carrier operation at the site, that will stop and search every vehicle going in and out of the site. Vehicles could then potentially be seized, which will have a dramatic impact on offenders.

However, while officers understand the most common locations, and secure the sites as much as possible, if people are determined to gain entry then they will use petrol-driven angle grinders and other such equipment to do so.

Officers are confident that the best way to deal with fly-tipping is while it is in transit before it is dumped, as often it has been cleansed of identifying data, making dumped waste impossible to trace. Therefore, resources are being expanded to increase the number of ID checks and other measures. A further update on the success of these new tactics can be brought to the Committee at a later date.

Would larger, clearer signage (including details of the penalties for offenders), or a change to the design of refuse bins, help dissuade people from fly tipping/littering or using bins for domestic waste?

Signage could be reviewed, though signs are in place at some sites and on bins, and issues remain. Regarding bin design, experience has shown that smaller bins would result in rubbish piled up outside the bin, while larger bins would simply be filled. Bin emptying is dependant on location, with remote areas collected weekly, and high traffic areas collected throughout each day. If a bin is often reported to be full, then the frequency of its collections could be reviewed.

What powers did the Council have to prevent dumping in private alleyways?

Firstly, it would be necessary to identify all those responsible for that private land. Once identified, those responsible would then be served a notice requiring the waste to be cleared. If not cleared, the Council would carry out the works and issue an invoice for reimbursement. Currently, those responsible would have 21 days from the notice to resolve the issue. If not resolved, or and the Council is not allowed on the land, then the Council would seek to obtain a warrant of entry. If the material was hazardous, such as asbestos, the Council has powers to carry out quicker clean-up operations. However, each case would be reviewed on a case-by-case basis to ensure that the Council's actions were correct in law.

How successful was CCTV in combating fly tipping? Could Councillors be of help with identifying persons captured on CCTV?

CCTV can be used as a deterrent, though prosecutions can be difficult if the footage does not include identifying features such as vehicle details, etc. An upgrade of fixed CCTV cameras had taken place, and the quality of image was much higher, but the cameras were still dependant on proper siting and adequate lighting to be effective. Regarding Councillors helping to identify those persons captured on CCTV, this could potentially be of use though would be subject to legal and data protection approval.

Does the Council have a standard letter that Councillors and residents could put to people that are known to be persistent offenders?

Not currently, but this could be produced.

Has the Council's bulk waste collection service had any impact on reducing fly tipping?

The service has proven very popular, but despite this, the volume of fly tipped waste has continued to increase. A regular bulk collection day could be considered (as opposed to residents arranging bespoke collections), but this could have the potential for areas to be designated as 'waste areas' which could upset residents (particularly if these areas were close to homes, etc.)

Were there any plans to introduce recycling to flats?

While recycling was a complicated issue, officers were keen to provide recycling to every property in the Borough, regardless of whether it was a flat or a house, and to that end, the matter was currently being looked into.

Members highlighted the importance of learning from other local authorities who had been successful in combating littering and fly tipping. In addition, it was suggested that further efforts could be made to highlight the issues and engage and educate residents of the costs and impact of littering and fly tipping, including liaising with traveller groups, schools, local businesses, and the like. Officers advised that they were looking to begin a campaign focussed on having pride within one's local area, which would involve engaging with schools and other groups. Further updates on the campaign could be provided to the Committee as the campaign progresses.

The need to engage with young people and encourage them to act as advocates for their environment, and by extension highlight the importance of proper waste management to their parents, was highlighted. The potential for increased use of social media and other youth targeted platforms was also recommended, as well as the use of clear messaging in multiple languages (where appropriate).

RESOLVED:

- 1. That the information provided be noted;**
- 2. That details of the cost of addressing littering and fly tipping in recent years be forwarded to the Committee; and**
- 3. That officers draft a standard letter that Councillors and residents could put to people that are known to be persistent offenders.**

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

Consideration was given to the Cabinet Forward Plan.

Regarding the item on the Local Plan Part II, scheduled for Cabinet in October 2019, Members requested that the clerk speak to officers to determine whether a report could be brought to a future meeting setting out how residents would be affected by the proposed change to residential areas from suburban to urban designation.

In addition, it was requested that the clerk speak to officers to determine whether the item on the Collection and Processing of Co-Mingled Recycling was relevant to the Committee's current review into Littering and Fly Tipping.

	<p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That the report be noted; 2. That the clerk review, with officers, whether a report on the Hillingdon Local Plan Part II could be brought to a future meeting of the Committee; and 3. That the clerk determine whether the item on the Collection and Processing of Co-Mingled Recycling was relevant to the Committee's current review into Littering and Fly Tipping.
31.	<p>WORK PROGRAMME (<i>Agenda Item 10</i>)</p> <p>Consideration was given to the Forward Plan.</p> <p>Members were advised that the item on Charity Shop Waste had been removed from the Work Programme pending rescheduling, following feedback from officers that further work on the topic was required.</p> <p>Members sought further information on primary school class sizes vs. secondary school class sizes, and requested that a regular item on Year 7 year group capacity be added to the programme. The Chairman reminded Members that a quarterly school places update was present on the Work Programme, and would include such information.</p> <p>RESOLVED: That the report be noted.</p>
	<p>The meeting, which commenced at 7.00 pm, closed at 8.50 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.

REVIEW INTO LITTERING AND FLY TIPPING - SECOND WITNESS SESSION

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Neil Fraser, Chief Executive's Office
Papers with report	None
Ward	All

HEADLINES

The Committee is conducting an in-depth review into littering and fly-tipping within Hillingdon. As part of the review, a number of witness sessions and other activities will be undertaken to gather relevant information and evidence for Members.

At the meeting held on 4 September, the Committee heard from witnesses regarding the scale of the issues, Hillingdon Council's current response, and forthcoming activity.

This second witness session is themed around resident feedback and experiences, including local business perspectives.

Witnesses attending will include:

- David Brough – Chairman of the Hayes Town Partnership
- A S Puar – Chairman of the Hayes Town Business Forum
- Colleen Sullivan – Oak Farm Residents Association
- Claire King – Resident of Barnhill Ward
- Kiran Soor – Resident of Barnhill Ward

Tony Choules, from Waste Services, will also be attending to aid the Committee from a technical perspective.

The session to follow, on 4 November, will focus on best practice and innovation through Government and local authority actions and national campaigns, and a report to that effect will be included in those meeting papers.

RECOMMENDATIONS

That the Residents, Education and Environmental Services Policy Overview Committee considers the evidence provided from the witnesses in attendance and asks further exploratory questions to aid their review.

Classification: Public

Residents, Education and Environmental Services Policy Overview Committee – 15 October 2019

SUPPORTING INFORMATION

The Committee may wish to consider the following lines of enquiry, along with any other questions Members may have for witnesses during the meeting:

Residents:

- What do residents perceive are the main causes of littering/fly tipping - and who do they think are most responsible for it?
- Where does it most tend to occur, in their experience?
- What do they feel is the scale of the issue in their area?
- Do they see the issue getting better or worse?
- How does this affect their civic pride / pride in their street/area?
- What has their experience been of using the Council's reporting tools?
- What do residents perceive is the average response time for the Council to respond?
- How successfully has the Council resolved the issues, once reported?
- Do residents organise or attend litter picking groups, or other activities?
- New ideas on how the Council and also residents can help further address these issues.

Hayes Town Partnership and Hayes Business Forum:

- How do you see the role of local businesses in tackling litter and fly-tipping?
- How effectively do businesses dispose of their business waste, and can this contribute to any littering and fly-tipping?
- How do businesses, e.g. shops and fast food restaurants, encourage their customers to dispose of their waste and also ensure the area outside their establishment is clean?
- How is waste from residents living above shops disposed of?
- How have the Partnership and Business Forum engaged with the Council and Ward Councillors to collaborate on these issues?
- Views on the role of local schools to promote a clean environment by their pupils.
- Have there been any local campaigns carried out by business or community groups to in relation to this, and any planned for the future?
- How does the Business Forum work with Hillingdon's Chamber of Commerce on the subject of business waste?
- What other community groups exist, and how can the Council engage with them to further address the issues?
- Ideas for best practice and adoption of techniques to further address the issues.

Implications on related Council policies

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

How this report benefits Hillingdon residents

Policy Overview Committees directly engage residents in shaping policy and recommendations to the decision-making Cabinet that seek to improve the way the Council provides local services.

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Residents, Education and Environmental Services Policy Overview Committee – 15 October 2019

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

NIL.

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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

Classification: Public

Residents, Education and Environmental Services Policy Overview Committee – 15 October 2019

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 complaint s	Ombudsman Investigation s	Compliment s
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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Residents, Education and Environmental Services Policy Overview Committee – 15 October 2019

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.

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 Finance and	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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Residents, Education and Environmental Services Policy Overview Committee – 15 October 2019

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
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.	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.
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.	Did not investigate It concerns matters which have been decided in court and the law prevents the Ombudsman from investigating such matters.
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	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.
Complaint ref: 6828065 Miss X complained that the documents for her appeal case against the refusal of	Did not investigate The Ombudsman did not investigate this matter because there was no evidence of fault causing injustice to the complainant.

Classification: Public

Residents, Education and Environmental Services Policy Overview Committee – 15 October 2019

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.	
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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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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 – 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)
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	TO FULL COUNCIL 21-Nov-19	Cllr Douglas Mills	RS – Stephanie Waterford	Policy Overview Committee, Statutory consultees and Licensing Committee		Public

Cabinet Meeting – 14 November 2019

041a	Hillingdon Homelessness Prevention and Rough Sleeping Review and Strategy	Cabinet Member approval will be sought to commence formal consultation on the draft Homelessness Prevention and Rough Sleeping Review and Strategy.	All		Cllr Ray Puddifoot MBE / Cllr Philip Corthorne	RS – Dan Kennedy / Debbie Weller			Public
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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	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
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		years. This will also include the HRA rents for consideration.							
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 Plan, subject to main modifications.	All	21 Nov 19	Cllr Keith Burrows	RS - James Rodgers, Julia Johnson	Public consultation		Public
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)
041b	Hillingdon Homelessness Prevention and Rough	Following consultation, Cabinet approval of the Council's	All		Cllr Philip Corthorne	RS – Dan Kennedy / Debbie Weller			Public

	Sleeping Review and Strategy	Homelessness Prevention and Rough Sleeping Review and Strategy will be sought.							
Cabinet Meeting – 13 February 2019									
026b	The Council's Budget - Medium Term Financial Forecast 2020/21 - 2024/25 BUDGET FRAMEWORK	Following consultation, 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 also include the HRA rents for consideration.	All	TO FULL COUNCIL 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	NEW	Public
047	The Schools Budget 2020/21	Cabinet will asked to agree the Schools	All		Cllr David Simmonds CBE, Cllr	FD - Peter Malewicz	Schools Forum	NEW	Public

		Budget for the next financial year, following a recommendation from the Schools Forum.			Jonathan Bianco & Cllr Ray Puddifoot MBE				
289	Standards and quality of education in Hillingdon during 2018/19	The Annual Report to Cabinet regarding children and young people's educational performance across Hillingdon schools.	All		Cllr David Simmonds CBE	RS - Daniel Kennedy	Residents, Education & Environmental Services Policy Overview Committee	NEW	Public

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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.

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 B: 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									

Regular business items

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

One-off business items

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

Past review monitoring

Air Quality Action Plan	X							X	
Disposal of Charity Shop Waste (tbc)									
Review into the Council's current and future relationship with Academies and Free Schools					X				
Payment Modernisation for Key Resident Services									X

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