



HILLINGDON
LONDON



Virtual External Services Select Committee

Councillors on the Committee

Councillor Nick Denys (Chairman)
Councillor Devi Radia (Vice-Chairman)
Councillor Simon Arnold
Councillor Raymond Graham
Councillor Vanessa Hurhangee
Councillor Stuart Mathers (Opposition Lead)
Councillor Ali Milani
Councillor June Nelson

Date: TUESDAY, 9 FEBRUARY
2021

Time: 6.30 PM

Venue: VIRTUAL - LIVE ON THE
COUNCIL'S YOUTUBE
CHANNEL: HILLINGDON
LONDON

**Meeting
Details:** Members of the Public and
Media are welcome to attend.
This meeting will also be
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Putting our residents first

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

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Terms of Reference

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

'Select' Panel Terms of Reference

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

Agenda

Chairman's Announcements

PART I - MEMBERS, PUBLIC AND PRESS

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

2 Declarations of Interest in matters coming before this meeting

3 Exclusion of Press and Public

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

4	Minutes of the meeting on 12 January 2021	1 - 8
5	Minutes of the meeting on 14 January 2021	9 - 10
6	Update on COVID-19 Vaccination Programme in Hillingdon	11 - 14
7	Post Office Services in Hillingdon	15 - 20
8	Update on the Implementation of Recommendations from Past Reviews of the Committee - GP Pressures	21 - 28
9	Work Programme	29 - 38

PART II - PRIVATE, MEMBERS ONLY

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

10 Any Business transferred from Part I

Minutes

EXTERNAL SERVICES SELECT COMMITTEE

12 January 2021

VIRTUAL



HILLINGDON
LONDON

	<p>Committee Members Present: Councillors John Riley (Chairman), Nick Denys (Vice-Chairman), Simon Arnold, Stuart Mathers (Opposition Lead), Ali Milani, June Nelson and Devi Radia</p> <p>Also Present: David Brough, Hayes Town Partnership Toby Elliott, Head of Communications (Western Route), Network Rail Matthew Frost, Group Station Manager (West), MTR Elizabeth Line John Geary, Head of Customer Experience, MTR Elizabeth Line Richard Griffiths, Head of Communications (Projects) - Wales and Western, Network Rail Ajaib Singh Puar, Chairman, Hayes Town Business Forum Colin Prime, Programme Sponsor for Network Rail's Project Works, Network Rail Omar Zaman, Hayes & Harlington Station Manager, MTR Elizabeth Line</p> <p>LBH Officers Present: David Knowles (Transport & Projects Senior Manager) and Nikki O'Halloran (Democratic Services Manager)</p>
20.	<p>APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS (<i>Agenda Item 1</i>)</p> <p>There were no apologies for absence.</p>
21.	<p>EXCLUSION OF PRESS AND PUBLIC (<i>Agenda Item 3</i>)</p> <p>RESOLVED: That all items of business be considered in public.</p>
22.	<p>MINUTES OF THE PREVIOUS MEETING - 10 NOVEMBER 2020 (<i>Agenda Item 4</i>)</p> <p>RESOLVED: That the minutes of the meeting held on 10 November 2020 be agreed as a correct record.</p>
23.	<p>GREAT WESTERN LINE (<i>Agenda Item 5</i>)</p> <p>The Chairman welcomed those present to the meeting. Mr Toby Elliott, Head of Communications (Western Route) at Network Rail (NR), advised that NR was responsible for the above ground works on the east and west side of the Crossrail works. This work had included upgrades to the track and improvements to signalling. It had also included the extension of electrification from Heathrow to Cardiff and Reading to Newbury. Mr Elliott noted that, although a new timetable had been introduced in December 2019, there had since been changes made to the timetable as a result of the COVID-19 pandemic.</p> <p>Mr Colin Prime, Programme Sponsor for Network Rail's Crossrail Project Works,</p>

understood residents' and Members' frustration that the works at Hayes & Harlington and West Drayton stations had not yet been completed. Despite the pandemic, progress was being made at these two stations and the structure at Hayes & Harlington was now starting to take shape and was on track for completion in the early autumn of 2021. Lift shafts and footbridges had been installed.

Mr Richard Griffiths, Head of Communications (Projects) - Wales and Western at NR, advised that NR had produced a monthly briefing for stakeholders to provide updates on the progress of the works being undertaken. He suggested that, if any Member wanted to receive this monthly update, they should contact him and he would be happy to add them to the distribution.

Mr David Brough, Chair of Hayes Town Partnership (HTP), advised that passenger drop off continued to be a problem because NR had sold off the land adjoining Hayes & Harlington station to Ballymore for the High Point development. Ballymore had employed a parking enforcement officer to issue parking tickets costing £100 to anyone dropping passengers off in Station Approach or turning in the road and he believed that an adequate solution had not yet been found. Following intervention, Ballymore had erected clearer signage to notify drivers of the enforcement action being undertaken.

Mr Ajaib Puar Singh, Chairman of Hayes Town Business Forum, noted that the businesses and residents of Hayes were pleased that improvements were being made to the station and to the town centre. However, if residents and visitors were receiving parking tickets, this was likely to influence whether or not they came back to the town again which would have an impact on the people and businesses in Hayes.

There had been a long-standing challenge with regard to drivers being issued with parking tickets when dropping rail passengers off in Station Approach, Hayes, which was a particular issue for those passengers with mobility issues. Mr Griffiths advised that two drop off spaces had recently been proposed as well as two long stay reduced mobility spaces. This issue had been high on the agenda and was now in the design stage. Mr Brough believed that two drop off spaces would be inadequate as the queue of cars wanting to drop off passengers at times extended into Station Road.

Mr David Knowles, the Council's Head of Transport and Town Centre Projects, advised that the issue of disabled and drop off parking spaces had been a topic of discussion for a long time. The challenge was that the land and Station Approach next to the lower entrance at Hayes & Harlington station was privately owned by Ballymore. Although negotiations had started with Ballymore some years previously, no progress had been made at that time so the new proposal for two drop off spaces and two mobility spaces was thought to be a step in the right direction. In addition, the Council would be putting in a kiss-and-ride facility in Blythe Road which would have a stop and drop facility and significant work would be undertaken to improve the subway access to the station. Mr Singh noted that this work would need to include improvements to the lighting so that the elderly and vulnerable felt safe when using it.

Mr Knowles noted that Ballymore had been dealing with other issues in relation to the building itself so had been somewhat predisposed. He also noted that the residents of High Point Village paid a service charge to Ballymore. As such, Ballymore might feel that the use of its land for drop off and mobility spaces might mean that this charge could be challenged. Mr Elliott would make enquiries to establish whether NR had previously had any dealings with Ballymore elsewhere in the country.

Mr Brough advised that HTP had been set up more than 15 years ago to address the

decline of Hayes and promote economic regeneration. HPT had been made up of a range of organisations including Hillingdon Chamber of Commerce, Brunel University, Uxbridge College and various employers in Hayes who were big supporters of Crossrail and had endeavoured to promote the station regeneration project. However, it was difficult to determine which organisation was responsible for different elements of the rail related work being undertaken.

Mr Elliott advised that Ms Jo Grew was the industry programme director and acted as a single point of contact for all queries. He agreed to produce a chart for Members of the names and responsibilities of the people involved in the projects and how these all fit together so that it was clear who needed to be contacted various queries.

Mr Brough noted that the Crossrail newsletter was very useful in terms of providing updates on the progress of development works so he included this in the weekly bulletin that he sent out to 500 people / business in Hayes. It was thought that NR and MTR Elizabeth Line (MTREL) had done a reasonable job of keeping residents updated and that disruption was to be expected at times.

Members were advised that the redeveloped West Drayton station was now starting to take shape: the footbridges had been installed and the cladding would be undertaken shortly. Although it had taken a while, NR continued to work closely with MTREL and the work was expected to be completed by the autumn of 2021.

It was noted that Station Approach, the no through road (cul-de-sac) that led to West Drayton station, had been in a bad state and closed for some time. Although the road had been due for repair once the station improvement works had been completed, the sewer underneath the road had collapsed before the work had been completed. There had been some challenge with regard to who was responsible for the repair work. Interim repairs had been undertaken but would only support the weight of light vehicles which meant that buses could still not access the station. A tender exercise had been undertaken to complete the road repairs more thoroughly in the spring so that buses could once again get direct access to the station. Concern was expressed that there had been resultant changes to the bus service but that these changes were not necessarily being communicated effectively. In addition, signage about entrance closures was being placed on the closed entrances which meant that some passengers were unaware of the closure until they actually arrived at the station entrance.

MTREL ran rail services and managed stations on behalf of Transport for London (TfL). Mr John Geary, Head of Customer Experience at MTREL, advised that MTREL had been contracted to operate TfL and future Elizabeth Line services until 2023. The organisation had around 1,000 employees which were predominantly station staff and drivers and staff were available to help passengers all day.

MTREL had ensured that stations were deep cleaned and had worked to improve and upgrade the stations within its responsibility. As the MTREL contract with TfL was based around customer experience and satisfaction, the organisation had focussed on deploying mystery shoppers, tackling fare evasion and maintaining the punctuality of the service. It was noted that any money made by TfL was reinvested back into services. Members noted that there had been improvements to the customer service as well as the reliability of the service provided at West Drayton station since MTREL had taken over.

Members noted that the central part of Crossrail was due to open in 2022. Concern was expressed that the work currently being undertaken would accommodate current

passenger numbers but would not be able to cope with the anticipated increase in passenger flow that would likely come with the opening of Crossrail. Mr Geary assured Members that MTREL's contract to operate had been built around customer perception and service. The organisation did not receive any income from ticket sales but instead had to focus on achieving service standards. When the Elizabeth Line opened in early 2022, the same regime would apply even with an increase in passenger numbers.

As a result of the work undertaken by MTREL to improve the customer experience, the service had been deemed to be the most reliable in the UK with all trains arriving within one minute of the expected arrival time. Fare evasion was at less than 2% and 75% of customers were satisfied with the information that they had received during a disruption (this was thought to be about 25% higher than the industry standard). Staff had been issued with tablets to be able to access information to help passengers in a timely fashion and plants had been included in the station décor to improve the overall ambiance for service users. In addition, 99% of MTREL customers were served within 3 minutes and the organisation had been voted as the best metro operator in the UK in the National Rail Passenger Survey.

Mr Omar Zaman, Hayes & Harlington Station Manager at MTREL, advised that it had been proposed to close the Station Approach entrance to Hayes & Harlington station in November 2020 to mitigate the impact of both the construction work and the pandemic. A route around the station had been developed and implemented to ensure that passengers could move around safely. The new route had created a slight bottleneck in one area so staff had been placed there to manage the situation and disperse groups effectively if they appeared.

Mr Zaman stated that he worked with a publicity team to disseminate information. This ensured that the information circulated was as accurate, detailed and timely as possible. In addition, access closure information was updated online and included detail about how to access the station. Information about closures was also put up in the roads surrounding the station. Mr Frost advised that he would be happy to speak with Councillor Mathers outside of the meeting to identify any further improvements that could be made to this communication around West Drayton station.

Mr Geary advised that that MTREL worked jointly with British Transport Police to keep passengers safe and met on a weekly basis in joint taskforce meetings. Travel Safe Officers and Land Sheriffs had been appointed to work with partners and the *i-Safety* application was available to all staff on their tablets to enable them to easily report low level crimes. The Land Sheriffs had been a joint initiative which had helped to reduce crime at West Drayton station by 45% and by 64% at Hayes & Harlington station. Whilst it was recognised that some of this improvement would be as a result of the pandemic, a proportion would also be as a result of local improvements to the way of working.

Concern was expressed with regard to the station security at the Warwick Road entrance to West Drayton station. It was thought that there had been some instances of anti-social behaviour and violent crime in the area immediately outside of West Drayton Station and that improvements were needed in the communication between British Transport Police, NR and the Council. Mr Geary advised that consideration needed to be given by the Head of Security at NR to ensuring that the NR CCTV network was joined up with that of the Council in terms of complete coverage. Mr Frost noted that a new CCTV system would be included as part of the station rebuild and that this would need a joined-up approach.

Members were advised that twelve community ambassadors had been appointed to help to make the railway more accessible. There had also been 300 lifesaving interventions undertaken by the Samaritans over the last five years, the appointment of a dedicated cycling ambassador and a range of safeguarding events.

Concern was expressed that the communication undertaken in relation to rail related issues was not necessarily as effective as it might be as residents continued to contact Councillors on various issues. Mr Elliott noted that the postal service had been used by NR to send communications out to residents within 250m either side of a project and that 11 pre-notification letters had been sent out in the last 12 months. In addition, posters had been devised with MTREL and put up, and the website was regularly updated with information explaining the current situation. Mr Elliott welcomed any suggestions for improvements to the communication that was put out by NR and MTREL.

Before the pandemic, face-to-face engagement events had been held where residents were able to drop in. Although virtual engagement events had been held as an alternative, it had been disappointing that only 1-2 people generally attended each of these.

Mr Geary advised that MTREL strove to ensure that the right communications were in place. Announcements were made over the public address system, posters were displayed and staff were available to provide passengers with updates. MTREL had also been working with TfL regarding wider communications whereby customers had been emailed directly with information.

The Committee was advised that the number of complaints continued to be monitored and was very low. That said, it was appreciated that there was still more to do and the organisation was open to suggestions for improvement to its communication.

Concern was expressed that construction of the Elizabeth Line was two years overdue. As such, assurance was sought that the development work at Hayes & Harlington station and West Drayton station would be completed by the autumn of 2021. Mr Prime confirmed that both stations would open in the autumn and that this development work had not impacted on the timescales for the construction of the Elizabeth Line. It was noted that there had been some significant delays with the station development work regarding redesign which had taken some time to resolve. In addition, there had been some contractual issues which Mr Prime was confident had now been resolved.

It was noted that some residents had experienced issues with damaged boundaries, fly tipping and vermin on the NR land at the back of their properties. Members asked how the process of resolving these issues could be improved. Mr Elliott recognised that, in the past, NR's performance in relation to these issues had not been as good as it could have been. Over the last year, NR had not been putting down rat traps because of the pandemic. However, the laying of traps had restarted in November 2020 and it was hoped that NR would now be able to keep on top of the vermin issue. That said, it was important that residents, passengers and NR staff played their part in terms of disposing of food waste securely to so as not to attract rats in the first place.

Concern was expressed that overgrown trees and vegetation on NR land had caused damage to neighbouring residential properties even before the onset of the pandemic. There had also been issues raised up to five years previously in relation to damage caused by previous construction works which had not yet been resolved, despite promises from NR to do so. Mr Elliott advised that NR issued letters to residents with a

named person and their direct contact details so that updates and information could be requested. Insofar as vegetation management was concerned, Mr Elliott advised that NR would only take action to resolve the matter if the situation was dangerous. If the situation was not dangerous, then it was likely that no further action would be taken. Mr Elliott offered to meet with Councillor Mathers outside of the meeting to discuss specific incidents in more detail.

RESOLVED: That the discussion be noted.

24. **WORK PROGRAMME** (*Agenda Item 6*)

Consideration was given to the Committee's Work Programme. The Vice Chairman congratulated the Chairman on his imminent appointment to Cabinet and praised his excellent chairmanship during his time at the helm of the External Services Select Committee.

It was noted that the Programme of Meetings 2021/2022 had not been included on the Council agenda for the meeting on 14 January 2021. Instead, it would be considered by the Council at its meeting on 25 February 2021.

It was agreed that the next External Services Select Committee meeting on 9 February 2021 would be virtual. At this meeting, it had previously been agreed that, in addition to an update on post office services, Members would receive and update on the infection prevention and control measures that had been put in place at Hillingdon Hospital, an update on the flu vaccination programme and an update report on the implementation of the recommendations from the GP pressures review that had been considered by Cabinet at the beginning of 2020. Members agreed that the meeting on 9 February 2021 would receive the post office update and GP pressures review update as planned but that they also receive an update on the roll out of the COVID-19 vaccine in the Borough including a BAME breakdown for COVID-related deaths and hospital admissions.

The Committee agreed that, instead of attendance at the meeting on 9 February 2021, Hillingdon Clinical Commissioning Group would be asked to provide a briefing note on the effectiveness of the flu vaccination programme for circulation to Members. Furthermore, it was agreed that the meeting on 28 April 2021 receive an update on infection prevention and control measures at Hillingdon Hospital, the new hospital development and a general update from The Hillingdon Hospitals NHS Foundation Trust (THH). All other Trusts would then be invited to attend the meeting on 29 April 2021 to provide general health updates. The Trust Quality Account reports for 2020/2021 would be reviewed and responded to outside of formal Committee meetings.

It was noted that, if Councillor Denys was elected on 14 January 2021 as Chairman of the External Services Select Committee as proposed, a meeting would be organised for him with the new Chief Executive at THH, Ms Patricia Wright. In addition, the Chairman would need to have regular meetings with NHS England / Improvement regarding the Mount Vernon Cancer Centre review and with Mr Jason Seez at THH regarding the Hillingdon Hospital redevelopment.

RESOLVED: That the Work Programme, as amended, be agreed.

The meeting, which commenced at 6.30 pm, closed at 8.19 pm.

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

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Minutes

EXTERNAL SERVICES SELECT COMMITTEE

14 January 2021

VIRTUAL



HILLINGDON
LONDON

	Committee Members Present: Councillors Nick Denys, Devi Radia, Simon Arnold, Raymond Graham, Vanessa Hurhangee, Stuart Mathers (Opposition Lead), Ali Milani and June Nelson
25.	ELECTION OF CHAIRMAN (<i>Agenda Item 1</i>) RESOLVED: That Councillor Denys be elected as Chairman of the External Services Select Committee for the remainder of the 2020/2021 municipal year.
26.	ELECTION OF VICE CHAIRMAN (<i>Agenda Item 2</i>) RESOLVED: That Councillor Radia be elected as Vice Chairman of the External Services Select Committee for the remainder of the 2020/2021 municipal year.
	The meeting, which commenced at 8.01pm, closed at 8.11pm.

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

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EXTERNAL SERVICES SELECT COMMITTEE - UPDATE ON COVID-19 VACCINATION PROGRAMME IN HILLINGDON

Committee name	External Services Select Committee
Officer reporting	Nikki O'Halloran, Corporate Resources and Services
Papers with report	None
Ward	n/a

HEADLINES

To enable the Committee to receive an update on the roll out of the COVID-19 vaccination programme across the Borough.

RECOMMENDATION

That the External Services Select Committee notes the update.

SUPPORTING INFORMATION

Although the COVID-19 vaccination rollout is a health led programme, the Council has been working in partnership with health colleagues to find suitable sites for the vaccination centres. The vaccination programme is under central NHS command and control, is expanding daily and has been broadly organised into two streams:

1. mass vaccination centres have been set up across the country organised centrally with no local involvement. The open units have not been ideally located for Hillingdon residents with the closest centres being in Stevenage, Epsom and the Docklands. Of the ten that are being set up in North West London, three will be in Hillingdon providing a high degree of accessibility for residents (Winston Churchill Hall in Ruislip, the Compass Centre near Heathrow and a site to be confirmed in the Hayes area). The first two should be operational from 1 February 2021 but residents are asked not to attend these centres unless called to do so by the NHS. It is anticipated that, when up to speed, these three centres will have a maximum capacity of 10,000 vaccinations per day.
2. community sites are being coordinated by North West London Health and Care Partnership, covering Hillingdon, Brent, Harrow, Hounslow, Ealing, Hammersmith & Fulham, Kensington & Chelsea and Westminster, but are being managed locally by Primary Care Networks. There are currently two community sites in Hillingdon based at Ruislip Young People's Centre (which opened on 16 December 2020) and the Navnat Centre in Hayes which opened on 14 January 2021. These two sites have a capacity of 1,375 vaccinations per day. Roving vaccination teams have been operating from these community sites to reach care home residents and, in due course, will visit house-bound residents.

In addition, Hillingdon Hospital have been providing a vaccination service for health and social care staff from across the NHS, Council, private providers and charities. The Council's social care programme started on 13 January 2021 with the intention of vaccinating all 6,000 front line staff (including those from private provision) by 14 February 2021.

Classification: Public

External Services Select Committee – 9 February 2021

Some community pharmacies will also be incorporated into the community stream and the first pharmacy to open for vaccinations will be in Stockley Park. The priority order for vaccinations has been determined nationally and it is anticipated that the first tranche from the priority list will have been vaccinated by 14 February 2021. This tranche of 41,255 individuals consists of residents in care homes for older adults, front line health and care staff, residents over 80, residents over 75 and residents over 70. Community health colleagues have advised that 10 of the Borough's 36 care homes had been completed and 23% of the over 80s had been vaccinated by 14 January 2021.

The infrastructure and staff have been coming on stream to markedly increase the rate of vaccination and steps are being taken to expand capacity even further. Health colleagues are confident that, subject to a reliable supply of the vaccine, Hillingdon will meet the 14 February 2021 target.

The Council will be advised of subsequent vaccination targets and delivery cohorts and will monitor performance against those targets. Officers will be monitoring the situation closely and will share details regarding the reporting regime and how frequently updates will be provided by the NHS when available. The Leader of the Council has been given assurance that the performance of the local community sites will be reported to the Council on at least a weekly basis.

An emerging issue is the potential number of people not accepting the vaccine when offered. Although there are very few people who have not turned up to their appointment locally, there have been anecdotal reports of up to 30% of some groups not making a booking. The Council has been working with the NHS and other partners to promote the take up of the vaccine and to myth-bust some of the misinformation that has been circulated.

Being vaccinated will be the best way to protect yourself, friends, family and others within your community and all Members have been asked to use their influence to spread this message amongst their communities.

Witnesses

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

- Hillingdon Clinical Commissioning Group
- London Borough of Hillingdon
- Local Medical Committee

Possible Key Lines of Enquiry

1. Who is responsible for deciding who in each cohort gets the vaccine when?
2. Why does it seem like some areas are vaccinating people quicker than in Hillingdon?
3. If you are a resident and think that you have been missed out, who should you contact?
4. What is the take-up rate of the COVID-19 vaccination in Hillingdon?
5. Are any communities not taking up the offer the vaccine as willingly as other groups?
6. Is the vaccination programme progressing at different speeds in different parts of Hillingdon?
7. How many vaccines are currently being delivered in Hillingdon per day?
8. When will the second dose be given?
9. Will capacity be available to continue to deliver the first vaccine injections for new cohorts whilst still giving previous cohorts their second dose?
10. When is it anticipated that the whole vaccination programme will be completed?
11. Once the current cohort has been vaccinated (residents in care homes for older adults, front line health and care staff, residents over 80, residents over 75 and residents over 70), who will be in the second cohort?

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EXTERNAL SERVICES SELECT COMMITTEE - POST OFFICE SERVICES IN HILLINGDON

Committee name	External Services Select Committee
Officer reporting	Nikki O'Halloran, Corporate Resources and Services
Papers with report	None
Ward	n/a

HEADLINES

To enable the Committee to receive an update on the availability of post office services across the Borough. The Committee last received an update at its meeting on 14 January 2020.

RECOMMENDATION

That the External Services Select Committee notes the update.

SUPPORTING INFORMATION

The Post Office was separated from Royal Mail in 2012 and is owned by the UK Government. The Post Office has been undergoing a major network transformation programme. The company had been reforming itself in order to become self-sustaining. This has included reducing central costs, increasing revenues and modernising branches in the network.

In 2016/2017, the Post Office reported its first annual profit in sixteen years, with a modest profit of £13 million. In 2017/2018, this increased to £35 million. However, Post Office revenue fell by £57 million in 2016/2017 to £1,037 million, and to £1,031 million in 2017/18. This was largely the result of the reduction in Government Network Subsidy Payments.

Between 2010 and 2017, the Government allocated £2 billion to fund the Post Office's modernisation and transformation programme. In December 2017, the Government agreed a new funding package of £370 million for the Post Office to run until 2021. As part of this funding package, the Government Network Subsidy continues to be reduced.

Modernisation has seen the number of Crown Post Offices (those run directly by the Post Office) decrease in recent years. Some branches have been franchised to partners such as WHSmith. Many non-Crown Post Offices have been converted, moved or modernised into new types of branches.

The number of post offices has been relatively stable since 2009, though the overall network size had declined since the 1980s. The Post Office is a limited company, owned entirely by the Government (Department for Business Energy and Industrial Strategy holds responsibility). The vast majority (around 98%) of post offices are operated by franchise partners or sub-postmasters who are independent business people. Only Crown Post Offices are directly managed by Post Office Limited.

Classification: Public

External Services Select Committee – 9 February 2021

Contract Type	Branch Type	Description
Crown		Branches that are directly managed by Post Office Ltd. They are normally situated in the centre of large towns and offer the complete range of post office services.
Agency	Local	A branch where the post office is fully integrated in a retail outlet, such as a convenience store, petrol station or pharmacy. They have longer opening hours than other types of post office branch but do not provide the full range of post office services.
	Main	A branch run by an independent operator. These branches are larger and have dedicated post office counters. Main branches are therefore able to offer a wider range of services than post office locals.
	Franchised former Crowns	Modernisation plans are seeing franchise partners such as WHSmith take over the running of some Crown Post Office branches. Most franchised branches have relocated to premises nearby.
	Traditional Model	A branch where a sub-postmaster runs a post office as an independent business. Some sub-postmasters run small retail business alongside their post office business. Many traditional branches are being converted (or were converted) to newer style branches as part of the network transformation programme.
Outreach	Hosted	A neighbouring sub-postmaster will visit the village and provide the service for a set number of hours a week and will offer the service from a village hall, public house or local shop.
	The Mobile Post Office	Mobile vans visit over 250 villages in the UK at set times and on certain days of the week. These Mobile Post Offices offer almost all of the post office services.
	Partner Service	Post Offices offers services through a partner - e.g., a local shop. It means that customers can access over 80% of post office services, usually whenever the partner's business is open. This is distinct from the 'local' model.
	Home delivery service	This is a service for very small communities and enables customers to order a reduced range of Post Office products and services over the telephone. The products may either be delivered to a customer's home by the core sub-postmaster or are available for collection by the customer as a local Drop-In.

The size and geography of the post office network is determined by the 'post office access criteria' which are set by the Government. The current access criteria requires the Post Office to meet the following conditions:

Classification: Public

External Services Select Committee – 9 February 2021

1. 99% of the UK population to be within three miles of their nearest post office outlet (achieved 99.7% in 2017/18);
2. 90% of the UK population to be within one mile of their nearest post office outlet (achieved 92.8% in 2017/18);
3. 99% of the total population in deprived urban areas across the UK to be within one mile of their nearest post office outlet (achieved 99.6% in 2017/18);
4. 95% of the total urban population across the UK to be within one mile of their nearest post office outlet (achieved 98.3% in 2017/18);
5. 95% of the total rural population across the UK to be within three miles of their nearest post office outlet (achieved 98.3% in 2017/18); and
6. 95% of the population of every postcode district to be within six miles of their nearest post office outlet (postcode districts with less than 95% population within 6 miles = 7).

At the end of March 2018, the Post Office met five of its six access criteria. It missed the target for the number of postcode areas in which 95% of the population are within six miles of their nearest post office. This criterion is intended to ensure a minimum level of access for customers living in remote rural areas. There were seven postcodes where this was not met.

Where these access criteria make reference to distance, measurement is based on ‘as the crow flies’ distance. Additional research has been undertaken into the real road distances by the Citizens Advice Bureau (CAB) where it was found that the average consumer would have to travel two-thirds further to reach their post office by road than they would in a straight line. This means that, although over 9 in 10 people (93%) live within one mile of a post office as the ‘crow flies’, 8 out of 10 people (80 %) are within one mile by road. This 13 percentage point gap means that around 8.4 million people have to travel more than 1 mile by road to their nearest post office but are classified as living within 1 mile according to the official access criteria.

CAB has raised the concern about whether or not the criteria should be more based on the services that people have access to, rather than just a post office, because, while post offices deliver a range of services, they do not all deliver all of the services advertised.

At the end of March 2018, there were:

- 9,768 agency branches (85% of the network)
- 1,517 outreach services (13% of the total network)
- 262 Crown branches (2% of the total network)

Year	Crown	Agency	Outreach
2009	373	10,776	803
2010	373	10,599	933
2011	373	10,468	979
2012	373	10,428	1,017
2013	373	10,342	1,065
2014	350	10,255	1,091

Year	Crown	Agency	Outreach
2015	326	10,172	1,136
2016	315	10,062	1,266
2017	285	9,935	1,439
2018	262	9,768	1,517

Universal Service Obligation

Royal Mail is the designated provider of the Universal Postal Service: the six-day a week, one price goes anywhere postal service that Royal Mail delivers to 30 million UK addresses. This is often referred to as the Universal Service Obligation. Ofcom is the postal services regulator which is responsible for safeguarding the one price goes anywhere, affordable Universal Postal Service to all UK addresses.

The Postal Services Act 2011 sets out the statutory minimum requirements the Universal Service Provider must deliver. These requirements can only be altered with the consent of the UK Parliament. The minimum requirements for all postal items not subject to exemption are:

1. Delivery of letters or parcels (including those posted outside the UK)
 - At least one delivery of letters every Monday to Saturday to every address in the UK.
 - At least one delivery of other parcels every Monday to Friday to every address in the UK.
2. Collection of letters or parcels (including those for onward transmission outside the UK)
 - At least one collection of letters every Monday to Saturday from every access point in the UK used for receiving letters and parcels for onward transmission
 - At least one collection of other parcels every Monday to Friday from every access point in the UK used for that purpose.
3. Service at affordable prices at a uniform public tariff
 - Postal services – (including conveying, receiving, collecting, sorting and delivering) at an affordable, uniform public tariff across the UK; and to places outside the UK.
4. A registered items service at a uniform UK-wide, affordable public tariff.
5. An insured items service at a uniform UK-wide affordable public tariff.
6. A free-of-charge postal service to blind or partially sighted people.
7. Free carriage of legislative petitions and addresses.
8. Redirection, Post restante and Retention services.

Witnesses

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

- Post Office

Possible Key Lines of Enquiry

1. How has the current pandemic affected the delivery of post office services in Hillingdon?
2. How has the number of post offices in Hillingdon changed since January 2020 (of the different types: crown, agency, outreach)?
3. What recent developments have there been to improve the services provided by the Post Office given the pandemic?
4. What part does technology play in the delivery of Post Office services now and in the future?
5. Is any action being taken to ensure a post office provision in Heathrow Villages (excluding Heathrow Airport)? If so, what? If not, what is the rationale?
6. What developments can be expected in future?

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EXTERNAL SERVICES SELECT COMMITTEE - UPDATE ON THE IMPLEMENTATION OF RECOMMENDATIONS FROM PAST REVIEWS OF THE COMMITTEE

Committee name	External Services Select Committee
Officer reporting	Liz Penny, Corporate Resources and Services
Papers with report	Appendix A - Updates on previous review
Ward	n/a

HEADLINES

The attached paper provides a brief summary of progress with regard to the implementation of recommendations agreed by Cabinet on the following reviews:

- GP Pressures

RECOMMENDATION

That the External Services Select Committee notes the updates provided in Appendix A and provides comment, as appropriate.

SUPPORTING INFORMATION

Hillingdon's Policy Overview, Scrutiny and Select Committees have a vital responsibility in monitoring Council and other public services in the Borough, influencing policy and engaging residents and local organisations in this important work. Over the years, Committees have undertaken successful in-depth reviews of local services and issues. This has resulted in a number of positive changes locally, with some also affecting policy at a national level. Such committees engage Councillors in a wide range of Council activity and make recommendations to the decision-making Cabinet. This report provides Members with an update on the progress made in implementing scrutiny recommendations that have previously been accepted by the Executive.

The Committee is invited to review the action (detailed in Appendix A) taken to implement recommendations previously accepted by the Executive in relation to the following completed scrutiny activities:

- [GP Pressures](#) – this review was considered by Cabinet on [23 January 2020](#).

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	Recommendations	Updates
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 23</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">GP Pressures</p>	<p>RECOMMENDATION 1 That Hillingdon Health and Care partners explore the establishment of a single online directory of health, care and wellbeing services (delivered and maintained / updated by Hillingdon Health and Care Partners) to be utilised across the partnership, particularly by GPs, and to link into emerging NHS digital applications being promoted nationally for patients.*</p>	<p>The H4All Wellbeing Service has developed its own directory of services that is linked into both the Council's 'Marketplace' - an online directory of local care and support services and the NHS directory of health services. The development of a single directory has not proved feasible. In addition, there has been a pause in the introduction of NHS digital applications since the withdrawal of the Health Help Now APP.</p>
	<p>RECOMMENDATION 2 That Hillingdon Health and Care Partners work with the Citizens Advice Bureau (CAB) to explore the simplification of processes in relation to GP referrals to CAB services.*</p>	<p>Since the onset of the pandemic, ways of working in GP practices have changed considerably, with the result that face to face consultations are kept to a minimum to reduce the risk of infection. The scope for referral to CAB services comes not necessarily directly through the practices but more through the key work role undertaken by the H4All Wellbeing Service. Key workers are attached to each of the Neighbourhood Teams (see below for definitions). One of the roles of the key worker is to sign-post to other organisations where appropriate to meet need and this would include the CAB.</p>
	<p>RECOMMENDATION 3 That Hillingdon Health and Care Partners improve signposting for patients to CAB services and to emerging digital applications via information screens in GP surgeries.*</p>	<p>All GP surgeries now have information screens, but the pandemic has led to a change in working practices to reduce the number of face to face visits. As a result, this action is not relevant at the current time. However, please see the response to recommendation 2 above.</p>

Page 24	<p>RECOMMENDATION 4 That Cabinet requests Adult Social Care officers make available information sessions to the emerging Neighbourhood Teams on the scope of the Council's Adult Social Care duties.</p>	<p>Completed. Adult Social Care attended a range of meetings with the Neighbourhood Teams in June and July 2019 to clarify the scope of the Council's responsibility and duties under the Care Act, 2014.</p>
	<p>RECOMMENDATION 5 That Hillingdon Health and Care partners explore affordable options to enable homecare to be triaged and deployed more flexibly by the Neighbourhood Teams to support the independence of residents and prevent GP visits and hospital admissions that are avoidable.*</p>	<p>The mechanism to enable this to happen was included within a homecare tender that was undertaken in 2019/20. Implementation has been delayed by the impact of the pandemic. However, an application for NHSE funding to facilitate implementation was successful and mobilisation arrangements are in progress.</p>
	<p>RECOMMENDATION 6 That Cabinet welcomes the pilot work by Council officers to streamline GP administrative procedures in relation to patient requests for medical information to support their housing assessments, and requests that this be rolled out across the Borough.</p>	<p>Officers from the Council met with Dr Suri & Dr Sira and provisionally agreed a process for requests for information that will significantly reduce the administration required by GPs and will enable the administrative staff within the surgeries to process the requests.</p> <p>Requests for information would be sent from the Council's Housing Service directly to the individual surgeries through the housing team's generic email address (which would include a client consent form and up to date contact details for the client).</p> <p>The request would specify the information that would be required which it is hoped would be able to be pulled from the surgery's IT database. Before the information would be sent back to the Council, it would be shared with the resident (also via email) to confirm that it could be sent back to the Council.</p>

		<p>It is thought that by sending the information to the resident it will not need to be assessed by a GP before it is sent and it would allow the resident to have full sight of the record before the Council is provided with it. It was agreed that this process would be done by email except were the resident does not have access to an email account and then it will be sent via letter.</p> <p>Dr Suri & Dr Sira will be discussing this approach with all Hillingdon surgeries in order to take forward and raise any concerns with this approach.</p> <p>Unfortunately, since the initial meeting, as set out above, progress has not been made in putting this into operation. The Housing Team will therefore be contacting Dr Suri & Dr Sira in order to put it into practice as soon as possible. A further update will then be provided to the External Services Select Committee.</p>
	<p>RECOMMENDATION 7 That planning officers be asked to notify Hillingdon CCG when processing any planning applications relating to accommodation for the elderly that are subject to CIL.</p>	<p>Officers have sought to identify planning applications which, as per the ESSC’s recommendation, involve accommodation for the elderly and then consulted the CCG. This was applied with respect to major planning applications and has involved the following two major development proposals being subject to written consultation of the CCG for their views (such that they were able to either comment on the applications or simply note the nature of the submissions to then inform healthcare planning):</p> <p><i>SEYMOUR HOUSE 30-38, CHESTER ROAD NORTHWOOD</i> <i>Erection of 29-bed residential care home (Use Class C2) on land at Nos. 30-32 Chester Road and the change of use of three existing rear bedrooms to storage and ancillary rooms to No. 34 Chester Road.</i></p>

		<p>LAND OFF HAREFIELD ROAD (Halfords/Wickes site adjacent to Uxbridge Police Station), UXBRIDGE Comprehensive redevelopment of the site comprising demolition of existing buildings to provide residential care accommodation (Use Class C2), cafe and nursery (Use Class E) in buildings up to 8 storeys, car parking, landscaping and associated works.</p> <p><i>Detailed Description: 194 units (66x1 bed units, 123x2 bed units and 5x3 bed) together with integrated nursing care and associated communal and support services including ancillary communal, care and well-being facilities including a restaurant, cafe/bar and wellness centre/gym and a 313 sq.m children's nursery.</i></p> <p>At the time of writing, neither planning application has been determined, as both applications were lodged in late 2020, rather than earlier in the year, hence we do not know if they will impact upon future healthcare provision.</p>
	<p>RECOMMENDATION 8 That Cabinet note that the External Services Select Committee will continue to closely monitor any implementation of the above recommendations, along with GP training programmes and the recruitment of new GPs, particularly in the South of the Borough.</p>	<p>The pandemic has had a significant impact on all planned GP training programmes for 2020/21. However, subject to the progress of the pandemic, it is hoped to restart these in the coming months. Recruitment in the south of the Borough also continues to be an issue, but there are a range of initiatives in place to support recruitment and retention of GPs and these include:</p> <ul style="list-style-type: none"> • <i>Training Hub</i> - A training hub has been established and is led by the Confederation. This is responsible for all training for GP practices and the NHS workforce in Hillingdon. It also leads on all work-based placements and placing students within the Borough for GPs, nurses and apprenticeships. The training hub will shortly also be accountable for all PCN learning

environments and ensuring training practices have resources and support in place.

- *Hillingdon Young Practitioner Group* - This was re-established in January 2021. It will be supporting new GPs in Hillingdon and will provide professional supervision. This Group will meet monthly with the first session taking place in February and, so far, 4 GPs have signed up.
- *Mentor and Buddy Schemes* – Led by experienced GPs, these are intended to support new and existing GPs and, at present, there are:
 - 5 x Mentors supporting 9 x Mentees; and
 - 11 x Buddies supporting 7 x Budders
- *SPIN Training* - These are extended training courses open to those who have completed GP training as well as GPs within their first five years of their career. Four courses will have been delivered during 2020/21.
- *Fellowship Programmes* – This is a one-year programme that, subject to funding, will be extended into 2021/22 and includes sessions for specific career development in a range of options, e.g., quality improvement, frailty, cancer, etc.

Key

Clinically Extremely Vulnerable (CEV) List: A person will be on the CEV list if they have one or more of a range of medical conditions, e.g., certain cancers, respiratory conditions, immune deficiency conditions, or are deemed by their GP to be at serious risk should they contract Covid-19. The list is developed by the Primary Care Networks and held by the CCG.

Neighbourhood Teams Neighbourhood Teams (NTs) are multidisciplinary teams but with a core team of GPs, community staff, social care staff and health and wellbeing officers and wider third sector staff, mental health professionals, practice staff and acute consultants.

There are 6 NTs in Hillingdon aligned to the PCNs. Each team is supporting a population of between 30 and 50,000. The NTs identify and manage 15% of people within their population at greatest risk of future hospital admission or attendance.

At risk people are identified through:

- Use of risk stratification tools.
- Intelligence gathering from health and care providers.

Frequent user information from the ambulance service and acute hospital

Primary Care Network (PCN) PCNs are collaborations of GP practices serving a total population of between 30 and 50,000 people.

Each PCN has a clinical director and must agree a collective system of governance, including identification of the lead practice for accepting funding.

Practices within a PCN must collectively decide which one will lead on enhanced services, such as extended opening or support for care homes.

The PCN workforce will include a pharmacist and social prescribing link workers in addition to a clinical director.

EXTERNAL SERVICES SELECT COMMITTEE - WORK PROGRAMME

Committee name	External Services Select Committee
Officer reporting	Nikki O'Halloran, Corporate Resources and Services
Papers with report	Appendix A – Work Programme
Ward	n/a

HEADLINES

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

RECOMMENDATIONS:

That the External Services Select Committee considers the Work Programme at Appendix A and agrees any amendments.

SUPPORTING INFORMATION

1. At its meeting on 8 September 2020, the Committee agreed that all future meetings be scheduled to start at 6.30pm for the remainder of the municipal year, to provide those attending straight from work with a little extra time to arrive. Should the need arise, the Committee will be able to vary the start time on an ad hoc basis. Given the current changing situation with regard to COVID-19, whether the meeting will be held in person or virtually will also be determined on an ad hoc basis.
2. The meeting dates for the 2020/2021 municipal year were agreed by Council on 16 January 2020 and are as follows:

Meetings	Room
Thursday 11 June 2020 CANCELLED	CR6
Thursday 2 July 2020, 6.30pm (Private / Informal)	VIRTUAL
Tuesday 8 September 2020, 6.30pm	VIRTUAL
Thursday 8 October 2020, 6.30pm	VIRTUAL
Tuesday 10 November 2020, 6.30pm	VIRTUAL
Tuesday 12 January 2021, 6.30pm	VIRTUAL
Tuesday 9 February 2021, 6.30pm	VIRTUAL
Tuesday 23 March 2021, 6.30pm	?? CR5
Wednesday 28 April 2021, 6.30pm	?? CR5
Thursday 29 April 2021, 6.30pm	?? CR5

3. The meeting dates for the 2021/2022 municipal year are due to be agreed at the Council meeting on 25 February 2021. Further details of the issues to be discussed at each meeting can be found at Appendix A.

Topics to be Scheduled into the Work Programme

4. At its meeting on 12 January 2021, the Committee agreed that it would not convene meetings to specifically talk to the local Trusts about their Quality Account 2020/2021 reports. These would instead be circulated, reviewed and responded to by Members outside of formal Committee meetings as and when they were received.
5. Members would be receiving an update on post office services at its next meeting on 9 February 2021 as well as an update on the implementation of the recommendations from the GP pressures review. Given the current pandemic, the Committee requested that consideration also be given to the roll out of the COVID-19 vaccination programme at its next meeting on 9 February 2021. As such, rather than being included as another item on the agenda, Hillingdon Clinical Commissioning Group would be asked to provide a written update on the effectiveness of the flu vaccination which would be circulated to Members outside of the meeting.
6. It was agreed that representatives from The Hillingdon Hospitals NHS Foundation Trust (THH) would be invited to attend the meeting on 28 April 2021 to talk to Members about the measures that had been taken with regard to infection prevention and control. THH would also be asked to provide Members with an update on the progress of the new hospital development.
7. It should be noted that the Committee is required to meet with the local health trusts at least twice each year. It is also required to scrutinise the crime and disorder work of the Safer Hillingdon Partnership (SHP).
8. The Committee received an update from NHS England (NHSE) / NHS Improvement (NHSI) at its meeting on 9 October 2019 in relation to the review of the Mount Vernon Cancer Centre. Following a period of engagement, expressions of interest were sought and evaluated and a recommendation has been made to NHSE. The Chairman of the Committee attended a site visit and workshop at Mount Vernon Hospital on Tuesday 4 February 2020. Representatives from a number of organisations attended this event including: East and North Hertfordshire NHS Trust, NHSE, University College London Hospitals NHS Foundation Trust (UCLH), The Hillingdon Hospitals NHS Foundation Trust (THH), Healthwatch Hillingdon, East and North Hertfordshire CCG and Hillingdon CCG.
9. It is anticipated that all Members of the health scrutiny committees at the London Borough of Hillingdon and Hertfordshire County Council will be invited to attend a site visit which, as a result of the COVID-19 pandemic, has yet to be arranged. Members should note that, given that there are a large number of Health Scrutiny Committees that may want to scrutinise proposals for the future of cancer services at Mount Vernon Cancer Centre, a Joint Health Overview and Scrutiny Committee (JHOSC) is likely to be established. The Committee will be kept apprised of any developments with regard to this issue.

Live Broadcasting of Meetings

10. It should be noted that Cabinet, at its meeting on 30 May 2019, agreed that all future policy overview and select committee meetings would be broadcast live on YouTube. As such, all formal External Services Select Committee meetings will be broadcast live. Where possible, these meetings have been moved into Committee Room 5 to facilitate better views of the meetings. If the meeting is to be held virtually, it will also be streamed and broadcast live.

Reviews

11. As the meetings of the External Services Select Committee usually deal with a lot of business, the Committee is able to set up Select Panels to undertake in depth reviews on its behalf. These Panels are 'task and finish' and their membership can comprise any London Borough of Hillingdon Councillor, with the exception of Cabinet Members.
12. Due to the COVID-19 pandemic, meetings of the Select Panel have been put on hold for the time being. It is hoped that these will resume in the near future.

BACKGROUND PAPERS

None.

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**EXTERNAL SERVICES SELECT COMMITTEE
WORK PROGRAMME**

NB – all meetings start at 6.30pm in the Civic Centre unless otherwise indicated.

Shading indicates completed meetings

Meeting Date	Agenda Item
11 June 2020 <i>Report Deadline: 3pm Monday 1 June 2020</i>	CANCELLED
2 July 2020 <i>Report Deadline: 3pm Monday 22 June 2020</i>	VIRTUAL INFORMAL MEETING
8 September 2020 <i>Report Deadline: 3pm Thursday 27 August 2020</i> <i>Previously scheduled for 2 September 2020</i>	Crime & Disorder To scrutinise the issue of crime and disorder in the Borough: <ol style="list-style-type: none"> 1. London Borough of Hillingdon 2. Metropolitan Police Service (MPS) 3. Safer Neighbourhoods Team (SNT) Hillingdon Hospital Development Update To receive an update on the progress of proposals for a new Hillingdon Hospital.
8 October 2020 <i>Report Deadline: 3pm Monday 28 September 2020</i>	Mount Vernon Cancer Centre Update To receive an update on the progress of the review of the services provided at Mount Vernon Cancer Centre.
10 November 2020 <i>Report Deadline: 3pm Thursday 29 October 2020</i>	Health Performance updates and updates on significant issues: <ol style="list-style-type: none"> 1. The Hillingdon Hospitals NHS Foundation Trust – CQC Inspection and Hospital Development 2. Royal Brompton & Harefield NHS Foundation Trust 3. Central & North West London NHS Foundation Trust 4. The London Ambulance Service NHS Trust 5. Public Health 6. Hillingdon Clinical Commissioning Group 7. Healthwatch Hillingdon

Meeting Date	Agenda Item
<p>12 January 2021</p> <p>Report Deadline: 3pm Wednesday 30 December 2020</p>	<p>Great Western Rail Line Issues relating to British Transport Police, Network Rail and Crossrail.</p>
<p>9 February 2021</p> <p>Report Deadline: 3pm Thursday 28 January 2021</p>	<p>Post Offices An update on the provision post office services in the Borough.</p> <p>COVID-19 Vaccination Update Members to receive an update on the roll out of the COVID-19 vaccination programme as well as information on BAME COVID-related deaths and hospital admissions.</p> <p>Update on the implementation of recommendations from previous scrutiny reviews:</p> <ul style="list-style-type: none"> • GP Pressures <p>SEPARATE BRIEFING NOTE REQUESTED FOR (to be circulated outside of meeting):</p> <ul style="list-style-type: none"> • Hillingdon Clinical Commissioning Group (HCCG) – Update on the effectiveness of the flu vaccination programme • Hillingdon Hospital redevelopment update
<p>23 March 2021</p> <p>Report Deadline: 3pm Thursday 11 March 2021</p>	<p>Crime & Disorder To scrutinise the issue of crime and disorder in the Borough:</p> <ol style="list-style-type: none"> 1. London Borough of Hillingdon 2. Metropolitan Police Service (MPS) 3. Safer Neighbourhoods Team (SNT) 4. London Fire Brigade 5. London Probation Area 6. British Transport Police 7. Hillingdon Clinical Commissioning Group (HCCG) 8. Public Health
<p>28 April 2021</p> <p>Report Deadline: 3pm Thursday 15 April 2021</p>	<p>The Hillingdon Hospitals NHS Foundation Trust (THH) Update on the infection prevention and control measures put in place at Hillingdon Hospital and an update on the development of the new hospital.</p>

Meeting Date	Agenda Item
<p>29 April 2021</p> <p>Report Deadline: 3pm Friday 16 April 2021</p>	<p>Health</p> <p>Performance updates and updates on significant issues:</p> <ol style="list-style-type: none"> 1. Royal Brompton & Harefield NHS Foundation Trust 2. Central & North West London NHS Foundation Trust 3. The London Ambulance Service NHS Trust 4. Hillingdon Clinical Commissioning Group 5. Healthwatch Hillingdon
<p>June 2021</p> <p>Report Deadline: TBA</p>	
<p>July 2021</p> <p>Report Deadline: TBA</p>	<p>Health</p> <p>Performance updates and updates on significant issues:</p> <ol style="list-style-type: none"> 1. The Hillingdon Hospitals NHS Foundation Trust 2. Royal Brompton & Harefield NHS Foundation Trust 3. Central & North West London NHS Foundation Trust 4. The London Ambulance Service NHS Trust 5. Hillingdon Clinical Commissioning Group 6. Healthwatch Hillingdon
<p>September 2021</p> <p>Report Deadline: TBA</p>	<p>Crime & Disorder</p> <p>To scrutinise the issue of crime and disorder in the Borough:</p> <ol style="list-style-type: none"> 1. London Borough of Hillingdon 2. Metropolitan Police Service (MPS) 3. Safer Neighbourhoods Team (SNT) 4. London Fire Brigade 5. London Probation Area 6. British Transport Police 7. Hillingdon Clinical Commissioning Group (HCCG) 8. Public Health
<p>October 2021</p> <p>Report Deadline: TBA</p>	
<p>November 2021</p> <p>Report Deadline: TBA</p>	<p>Health</p> <p>Performance updates and updates on significant issues:</p> <ol style="list-style-type: none"> 1. The Hillingdon Hospitals NHS Foundation Trust 2. Royal Brompton & Harefield NHS Foundation Trust 3. Central & North West London NHS Foundation Trust 4. The London Ambulance Service NHS Trust 5. Hillingdon Clinical Commissioning Group 6. Healthwatch Hillingdon
<p>January 2022</p> <p>Report Deadline: TBA</p>	

Meeting Date	Agenda Item
February 2022 <i>Report Deadline: TBA</i>	Crime & Disorder To scrutinise the issue of crime and disorder in the Borough: <ol style="list-style-type: none"> 1. London Borough of Hillingdon 2. Metropolitan Police Service (MPS) 3. Safer Neighbourhoods Team (SNT) 4. London Fire Brigade 5. London Probation Area 6. British Transport Police 7. Hillingdon Clinical Commissioning Group (HCCG) 8. Public Health
March 2022 <i>Report Deadline: TBA</i>	
April 2022 <i>Report Deadline: TBA</i>	Health Performance updates and updates on significant issues: <ol style="list-style-type: none"> 1. The Hillingdon Hospitals NHS Foundation Trust 2. Royal Brompton & Harefield NHS Foundation Trust 3. Central & North West London NHS Foundation Trust 4. The London Ambulance Service NHS Trust 5. Hillingdon Clinical Commissioning Group 6. Healthwatch Hillingdon
Possible future single meeting or major review topics and update reports	
<ul style="list-style-type: none"> • Mental health discharge • Collaborative working between THH and GPs in the community • Opportunities for local oversight of services provided in Hillingdon that had been commissioned from outside of the Borough • Transport provision within the Borough - Transport for London (TfL), Crossrail, bus route changes and Dial-a-Ride 	

MAJOR REVIEW (SELECT PANEL)

Members of the Select Panel:

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

Topic: Children's Oral Health

Meeting	Action	Purpose / Outcome
ESSC: 18 December 2019	Agree Scoping Report	Information and analysis
Select Panel: 1st Meeting - 12 February 2020	Introductory Report / Witness Session 1	Evidence and enquiry
Select Panel: 2nd Meeting - 11 March 2020 CANCELLED	Witness Session 2	Evidence and enquiry
Select Panel: 2nd Meeting - Date TBA	Witness Session 2	Evidence and enquiry
Select Panel: 3rd Meeting - Date TBA	Witness Session 3	Evidence and enquiry
Select Panel: 4th Meeting - Date TBA	Witness Session 4	Evidence and enquiry
Select Panel: 5th Meeting - Date TBA	Consider Draft Recommendations	Agree recommendations
Select Panel: 6th Meeting - Date TBA	Consider Draft Final Report	Agree final draft report
ESSC: Date TBA	Consider Draft Final Report	Agree recommendations and final draft report
Cabinet: Date TBA	Consider Final Report	Agree recommendations and final report

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

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