



# 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, 23 MARCH 2021

**Time:** 6.30 PM

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

**Meeting  
Details:** This meeting will be  
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**Published:** Monday, 15 March 2021

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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 previous meeting - 9 February 2021 | 1 - 8   |
| 5 | Safer Hillingdon Partnership Performance Report   | 9 - 12  |
| 6 | Work Programme                                    | 13 - 22 |

### PART II - PRIVATE, MEMBERS ONLY

*That the reports in Part 2 of this agenda be declared not for publication because they involve the disclosure of information in accordance with Section 100(A) and Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as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

- 7 Any Business transferred from Part I

## Minutes

### EXTERNAL SERVICES SELECT COMMITTEE

9 February 2021

### VIRTUAL



	<p><b>Committee Members Present:</b> Councillors Nick Denys (Chairman), Devi Radia (Vice-Chairman), Simon Arnold, Raymond Graham, Vanessa Hurhangee, Stuart Mathers (Opposition Lead), Ali Milani and June Nelson</p> <p><b>Also Present:</b> Richard Ellis, Joint Lead Borough Director, Hillingdon Clinical Commissioning Group (HCCG) Dr Veno Suri, Vice Chair, Hillingdon Local Medical Committee (LMC) Laura Tarling, External Affairs Manager, Post Office Ltd Sandra Taylor, Director Provider Services and Commissioned Care, London Borough of Hillingdon</p> <p><b>LBH Officers Present:</b> Nikki O'Halloran (Democratic Services Manager)</p>
27.	<p><b>APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS</b> (<i>Agenda Item 1</i>)</p> <p>There were no apologies for absence.</p>
28.	<p><b>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING</b> (<i>Agenda Item 2</i>)</p> <p>There were no declarations of interest made.</p>
29.	<p><b>EXCLUSION OF PRESS AND PUBLIC</b> (<i>Agenda Item 3</i>)</p> <p><b>RESOLVED:</b> That all items of business be considered in public.</p>
30.	<p><b>MINUTES OF THE MEETING ON 12 JANUARY 2021</b> (<i>Agenda Item 4</i>)</p> <p><b>RESOLVED:</b> That the minutes of the meeting held on 12 January 2021 be agreed as a correct record.</p>
31.	<p><b>MINUTES OF THE MEETING ON 14 JANUARY 2021</b> (<i>Agenda Item 5</i>)</p> <p><b>RESOLVED:</b> That the minutes of the meeting held on 14 January 2021 be agreed as a correct record.</p>
32.	<p><b>UPDATE ON COVID-19 VACCINATION PROGRAMME IN HILLINGDON</b> (<i>Agenda Item 6</i>)</p> <p>The Chairman welcomed those present to the meeting.</p> <p>Mr Richard Ellis, Joint Lead Borough Director for Hillingdon Clinical Commissioning</p>

Group (HCCG), advised that the COVID-19 vaccination programme had been running since the third week of December 2020, approximately 6-7 weeks. A number of vaccination sites had been running across the Borough and it was hoped that more would be opened.

The Department of Health had set a target for all areas to have vaccinated 75% of the following priority groups by 14 February 2021:

1. Residents in a care home for older adults and staff working in care homes for older adults;
2. All those 80 years of age and over and frontline health and social care workers;
3. All those aged 75-79; and
4. All those aged 70-74 and clinically extremely vulnerable individuals (not including pregnant women and those under 16 years of age).

Mr Ellis confirmed that Hillingdon had already achieved the following:

1. 84% of those aged 80+ had been vaccinated;
2. 90% of those aged 75-79 had been vaccinated;
3. 84% of those aged 70-74 had been vaccinated;
4. 60% of clinically and extremely vulnerable individuals had been vaccinated;
5. 73% of care home residents and staff had been vaccinated. CNWL and other colleagues had vaccinated almost all residents in all care homes with the remainder being vaccinated on 10 February 2021; and
6. Approximately two thirds of health and social care staff had been vaccinated.

It was anticipated that the vaccination programme would be widened out to the following groups in the next week:

1. All those aged 65-69; and
2. Adults aged 16-65 in an at-risk group.

Mr Ellis noted that the success of the vaccination programme in Hillingdon had been as a result of joint working between the various partners including the Council, voluntary sector and health partners. Ms Sandra Taylor, the Council's Director Provider Services and Commissioned Care, echoed the comments made by Mr Ellis in relation to the effectiveness of the joined up working that been undertaken.

Dr Veno Suri, Vice Chairman of the Hillingdon Local Medical Committee, advised that general practice had been prioritising the roll out of the vaccination programme. That said, he strongly advised that patients should continue to contact their GP for routine care as normal services were also still being provided. GPs were being advised when their patients had not attended a vaccination appointment or had not booked an appointment even though they were eligible and were proactively contacting them to address any issues. They had also been working hard to identify eligible patients and book them in for a vaccination appointment.

Dr Suri stated that he had been humbled by the way that the vaccination programme had been rolled out in Hillingdon, particularly in comparison with other London boroughs. The programme had been well coordinated and issues experienced tended to be in relation to the availability of the vaccine rather than resources. These issues had included the logistics around the three-day shelf life of one of the vaccines that had been administered.

Ms Taylor advised that action had been taken to identify all social care workers in Hillingdon (approximately 4,600) and all of them had been offered the vaccination. Around 2,500 of these staff had taken up the vaccination offer so far, with this figure

still increasing. There had been reluctance from some staff cohorts who had adopted a watch and wait approach. It had been made clear to those who had not yet taken up the offer or who had refused the offer, that they could change their minds at any time.

Members appreciated the effort that had been made to deal with the huge logistical challenge that had been posed in getting the vaccination programme up and running. It was noted that the closest mass vaccination site to Hillingdon had been based in Wembley but this seemed a significant journey for some of the Borough's residents. Mr Ellis advised that residents would be offered more pharmacy sites as they became available and noted that the opening of local mass vaccination sites was awaited. He would provide the Democratic Services Manager with more information about these additional mass vaccination sites which could then be circulated to Members.

Concern was expressed that some residents were unable to get to local vaccination appointments as they did not have their own transport and were unable to use public transport. Mr Ellis advised that arrangements were being made for those patients who were registered with their GP as being housebound to have their vaccination at home. In addition, consideration was being given to the provision of reduced cost / free transport for some residents to vaccination sites.

Dr Suri believed that the service being provided by the Federation of GPs would be the way forward. If it transpired that the COVID vaccination needed to be undertaken annually, Mr Ellis believed that it would make sense that this was done by GPs and community pharmacies at the same time as the flu vaccination.

Although recent media broadcasts had been negative about the performance of the vaccination programme in North West London (NWL), the statistics presented at the meeting had painted a different picture. Mr Ellis would provide the Democratic Services Manager with local statistics for circulation to the Committee. He noted that NWL should be proud of its performance as these boroughs had vaccinated more people in less time than the rest of London. Of the eight NWL boroughs, Hillingdon had performed the best.

It was suggested that action needed to be taken to ensure that all of the feedback being given at all levels was collated in one place. Mr Ellis spent a lot of time talking to health colleagues and agreed that there was a need to collate all of the ideas and suggestions that were coming through. Ms Taylor noted that the Health Protection Board had been meeting on a monthly basis. In addition, a NWL communication group had been collecting information about lessons learnt and promoting the uptake of the vaccine to priority groups.

Dr Suri noted that GPs had access to a dashboard which identified which patients had not taken up the opportunity to have the vaccine. At his Hayes practice, there was a large South Asian population but uptake had not been low. However, neighbouring practices had reported a low uptake from this same group in their areas. To encourage more BAME residents to have the vaccination, videos had been produced in different languages to dispel any myths. GPs were advised when their patients did not turn up for their vaccination or if they had not booked an appointment to get their vaccination. When this happened, surgeries were proactively contacting these patients to identify any issues.

It was noted that antibody tests had been undertaken for health staff in 2020 but the results had not provided particularly useful data. Whilst the test could establish whether or not the individual had had the virus, it could not state when they had had it,

how long it had taken to develop the antibodies or how long the antibodies would last. Dr Suri was not aware of any plans for further antibody testing to be rolled out post COVID vaccination – effort was currently being concentrated on rolling out the first dose of the vaccination.

With regard to the supply of the vaccine, Mr Ellis advised that NWL would welcome as much as it could get. To this end, NWL continued to push for additional supplies of the vaccine. Although there had been rumours of a reduced supply, this had not yet been proven to be true. Dr Suri noted that there had not been any issues with supply in Ruislip and, although the Hayes site had expected problems, this had not been borne out.

Ms Taylor advised that Community Champions had been appointed and were working on the uptake of testing in the South of the Borough for both lateral flow (LF) and polymerase chain reaction (PCR) tests. Uptake in the area had been low in terms of vaccination and testing. As such, work was being undertaken with community leaders and the police to understand what was preventing uptake in these communities. Webinars were being held for faith leaders and leaflets were being sent out with home care workers to give to patients. PPE had also been distributed. A positive and active campaign had been undertaken to promote wellbeing. Ms Taylor would provide the Democratic Services Manager with a written update on the progress of the Community Champions by the end of March 2021.

Concern was expressed that information provided to residents about the LF test had not been as crisp as it could have been. Ms Taylor advised that she would take this issue back to the Hillingdon lead on the communications team. Whilst it was understood that positive LF tests were largely reliable, there was still a proportion of false negatives. That said, it was still a useful tool to help key workers to know their current position and could take some cases out of circulation. In Hillingdon, social care staff were being asked to take two PCR and two LF tests each week.

Members were advised that the national booking system / process for inviting residents to have their second dose of the COVID vaccination had changed. Whereas previously individuals had been helped by their GP surgery to get a second dose appointment after they had received the first dose, these second dose appointments (time, date and place) were now automatically being made at their first appointment. It was noted that patients should wait to be contacted about their appointments rather than chasing their GP.

**RESOLVED: That:**

- 1. Mr Richard Ellis provide the Democratic Services Manager with more information about additional mass vaccination sites for circulation to Members;**
- 2. Mr Richard Ellis provide the Democratic Services Manager with local statistics on the vaccination programme in Hillingdon for circulation to the Committee;**
- 3. Ms Sandra Taylor provide the Democratic Services Manager with a written update on the progress of the Community Champions by the end of March 2021; and**
- 4. the discussion be noted.**

33. **UPDATE ON THE IMPLEMENTATION OF RECOMMENDATIONS FROM PAST REVIEWS OF THE COMMITTEE - GP PRESSURES** (*Agenda Item 8*)



Dr Venio Suri, Vice Chairman of the Hillingdon Local Medical Committee (LMC), advised that the review had sought to streamline liaisons between GPs and social services. As such, discussions had been held between GPs and Council officers to agree a process to streamline requests for letters in relation to housing, blue badges and benefits. However, the Hillingdon Clinical Commissioning Group (HCCG) would be required to agree any funding associated with this work.

There had been pressures in the South of the Borough in relation to GP recruitment. Dr Suri noted that, to try to alleviate this, the NHS had agreed to cycle trainee GPs into the South of the Borough which would provide more flexibility in the GP training.

It was noted that the recommendations had been agreed by Cabinet in January 2020 which had been just before the pandemic had arrived in the UK. Although some progress had been made, the progress of some recommendations had been adversely affected by COVID-19. As such, it was agreed that a further update report be scheduled for the Committee's meeting in February 2022 to give those parties involved more time to implement the recommendations.

**RESOLVED: That:**

- 1. a further update report on the implementation of recommendations from the GP Pressures review be scheduled for February 2022; and**
- 2. the discussion be noted.**

**34. POST OFFICE SERVICES IN HILLINGDON** (*Agenda Item 7*)

The Chairman thanked Ms Laura Tarling, External Affairs Manager at Post Office Limited, for attending. Ms Tarling noted that it had been an extraordinary year and that the COVID-19 pandemic had impacted on retailers which had, in turn, impacted on the Post Office.

Post offices had been deemed to be an essential service during the pandemic and, in the current period of lockdown, 99% of post offices had remained open for business. However, a small number had been affected by the pandemic resulting in temporary closures and reduced hours, potentially at short notice following staff shortages. Trade levels had been mixed with some post offices seeing an increase in transactions as more people had been sending parcels and mail, especially over the Christmas period when they had been unable to visit in person. However, income from travel insurance and foreign currency had not been good following COVID-related restrictions on travel.

The pandemic had dramatically changed how customers were shopping but had remained positive, supporting and understanding. In December 2020, there had been £640m of cash withdrawals which had been the highest level of withdrawals ever.

In the last year, Post Office Limited (PO) had been supporting its post masters to ensure that they were able to provide essential services to the community. They provided them with PPE and perspex screens and had set up a hardship fund. They had also provided them with posters to remind customers to wear face coverings, keep 2m apart and regularly wash their hands. Ms Tarling noted that the post masters in Hillingdon had worked hard to ensure the continued provision of post office services in the Borough and they had done a good job. 26 post offices had remained open across Hillingdon, although some of them may have been disrupted by the need for actions such as deep cleans.

The Post Office Strategy looked to maintain a network of 11,500 post offices across the

UK. Ms Tarling advised that the PO was not looking to cut services but was instead looking at how it could best serve its communities. Although there would not be a public consultation, findings from the review would be discussed with the relevant Government department and the findings would then be made public.

Concern was expressed that post office services were still not available in the Heathrow Villages area and it was queried whether a suitable business had been identified in the area to provide the services. Ms Tarling noted that Sipson and Harmondsworth were in the area that would be affected if the third runway at Heathrow went ahead. She noted that businesses would be less likely to invest in starting a post office (or adapting their existing business to include post office services) if there was a possibility that the third runway would go ahead and their future was uncertain.

Members queried whether there was anything that the Council could do to help identify a business to provide post office services in Heathrow Villages. It was suggested that a short-term investment could be for as long as five years. Ms Tarling advised that the PO did want to work with local communities and would welcome any support that the Council could provide. The provision of services did come at a cost to PO which would be taxpayer funded. Over the past twelve months, the focus had been on providing support for existing post offices and guaranteeing remuneration or post masters. As there was currently no funding available for new post offices, consideration was being given to exploring the development of a lower cost model for the future. Whatever model was used, the identification of someone to run the services with adequate premises and funding would be key.

**RESOLVED: That the discussion be noted.**

35. **WORK PROGRAMME** (*Agenda Item 9*)

Consideration was given to the Committee's Work Programme. It was noted that the Committee's next meeting on 23 March 2021 would be focussing on crime and disorder. The Chairman asked Members to forward questions to the Democratic Services Manager that they would like answered by the Metropolitan Police Service. As well as the usual Safer Hillingdon Partnership performance report, the Committee would be looking at the impact of the pandemic on the provision of police services in the Borough.

The Programme of Meetings 2021/2022 would be considered by Council on 25 February 2021 and the External Services Select Committee meeting dates would be agreed. At the meeting on 23 March 2021, it was agreed that Members would discuss possible topics for consideration at its meetings during the 2021/2022 municipal year.

Given the impact of COVID-19, it was agreed that a further update report on the GP Pressures review be scheduled for the Committee's meeting in February 2022 to give the relevant parties more time to implement the recommendations.

**RESOLVED: That:**

- 1. Members forward questions that they would like sent to the police to the Democratic Services Manager;**
- 2. an update on the implementation of the recommendations of the GP Pressures review be considered at the meeting in February 2022; and**
- 3. the Work Programme be agreed.**

	The meeting, which commenced at 6.30 pm, closed at 7.50 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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## EXTERNAL SERVICES SELECT COMMITTEE - SAFER HILLINGDON PARTNERSHIP PERFORMANCE REPORT

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

### HEADLINES

To enable the Committee to comment on performance to date towards the objectives in the 2020/21 Safer Hillingdon Partnership Plan.

### RECOMMENDATION

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

### SUPPORTING INFORMATION

This report presents a summary of performance highlights for the Safer Hillingdon Partnership using data to the end of Quarter 2 2020/21.

A direction of travel (comparing quarter on quarter performance) has been provided. Using a straight-line projection, a RAG rating has also been provided for anticipated annual performance. At the time the targets were being set for 2020/21, it was difficult to judge what impact the pandemic would have on crime rates. Therefore, the targets from 2019/20 have been rolled forward into 2020/21. These targets will be reviewed throughout the year.

#### Theme 1 Burglary

- There have been 341 **residential burglaries** in Q2 2020/21. This is below the quarterly target of 456 but more than Q1 outturn of 289. A straight line for the first six months and projecting this across the year suggests that performance will hit target giving a RAG rating of green. The direction of travel is currently shown as increasing by 18% between the two quarters.
- There have been 79 **non-residential** burglaries in Q2 2020/21. Compared with Q1 (98), Q2 has seen a 19% decrease. Based on current projection, the service should hit the full year target for this year.

#### Theme 2 reduce violence

- **Violence with injury** stands at 626 in Q2 2020/21. The Q2 target for this indicator is 633. Performance at last quarter was much lower at 554 and has seen an increase of 13% in Q2. The straight-line projection suggests that the performance over the year will hit target producing a green RAG rating.
- **Violence without injury** has increased by 14.9% between Q1 (1,279) and Q2 2020/21

(1,470). The straight-line projection suggests that performance over the year will exceed full year target.

- **Personal property robbery** has increased by 53.2% between Q1 (79) and Q2 2020/21(121). Q2 is below the quarterly target of 156. Based on current projection, the service should hit the target for this year.
- **Knife crime with injury** has increased by 9.5% between Q1 (21) and Q2 2020/21 (23). Figure for Q2 is below the quarterly target of 28. The straight-line projection suggests that performance for the overall year will hit target producing a green RAG rating.
- **Theft from motor vehicles** for Q2 (685) has increased by 27.3% when compared with Q1 (538). A straight-line projection suggests that overall performance for the year will hit target.
- **Theft of motor vehicles** has increased by 37.6% between Q1 (149) and Q2 2020/21 (205). Based on current projection, performance over the year will hit the target.
- **Drug related stop and searches** - Drugs stop and searches have decreased by 44.5% between Q1 (2,085) and Q2 2020/21 (1,158). There was a decrease in weapon stop and searches (24%) and other stop and searches (26.5%) which includes stolen property, fireworks and psychoactive substances.

### **Theme 3 reduce ASB and raise confidence**

- Q2 has seen a decrease of 40.9% in **ASB reported to the police** with 3,530 reports compared with Q1 where there were 5,976. There were 429 incidents of **community and neighbourhood nuisance** for Q2, which is a 1.6% decrease from Q1 where 436 incidents occurred. Straight-line projections for both indicators suggest that overall performance will exceed target.
- **Flytipping** has seen an increase of 86.8% between Q1 (257) and Q2 2020/21 (480). A straight-line projection suggests that overall performance for the year will exceed target giving a red RAG rating.
- There was a decrease in **arson** incidents in Q2 (46) when compared to Q1 (108). Although trend for this quarter compared to Q1 indicates a positive direction of travel, based on current projection, performance for the overall year will exceed target giving a red RAG rating.
- More **fire visits** took place in Q2 (207) compared with Q1 (94). Therefore, trend across the first two quarters indicates a positive direction of travel and the straight-line projection suggests that performance for the overall year will not hit target producing a red RAG rating.
- **Hate crimes:** Compared with Q1, for Q2 2020/21: disability, domestic abuse and transgender hate crimes have all increased.

### **Theme 4 Tackle and prevent domestic abuse/ violence against women and girls**

- **Reduce repeat victims of DV by 5%** - There has been an increase of 3.9% in repeat victims of domestic violence reported in Q1 (51) when compared with Q2 2020/21 (53).

### **Witnesses**

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

- Metropolitan Police Service
- Community Safety Team, LBH

### **BACKGROUND PAPERS**

None.

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Classification: Public

External Services Select Committee – 23 March 2021

Safer Hillingdon Partnership - Performance Scorecard Summary

Theme	Target	2020/21 Q1 target	Q1 outturn	2020/21 Q2 target	Q2 outturn	2020/21 full year target	2020/21 Full Year Projection	RAG against full year target	Direction of travel (Q2 vs Q1)	Commentary against performance
Theme 1	Reduce residential burglary by 1% per annum for the next three years (2020/21 to 2022/23)	456	289	456	341	1824	1260		☹	Residential burglary has increased by 18% between Q1 (289) & Q2 (341) 2020/21.
	Reduce non-residential burglary by 1% per annum for the next three years (2020/21 to 2022/23)	115	98	115	79	460	354		☺	Non-residential burglary has decreased by 19% between Q1 (98) & Q2 (79) 2020/21.
Theme 2	Reduce violence with injury by 5% per annum for the next three years (2020/21 to 2022/23)	633	554	633	626	2530	2360		☹	Violence with injury has increased by 13% between Q1 (554) & Q2 (626) 2020/21.
	Reduce violence without injury by 5% per annum for the next three years (2020/21to 2022/23)	1100	1279	1100	1470	4401	5498		☹	Violence without injury has increased by 14.9% between Q1 (1279) & Q2 (1470) 2020/21.
	Reduce personal property robbery by 5% per annum for the next three years (2020/21 to 2022/23)	156	79	156	121	622	400		☹	Personal property robbery has increased by 53.2% between Q1 (79) & Q2 (121) 2020/21.
	Reduce Business property robbery by 5% per annum for the next three years (2020/21 to 2022/23)	18	12	18	13	72	50		☹	Business property robbery has increased by 8%.
	Reduce knife crime with injury by 5% per annum for the next three years (2020/21 to 2022/23)	28	21	28	23	112	88		☹	Knife crime with injury has increased by 9.5% between Q1 (21) & Q2 (23) 2020/21.
	Theft from motor vehicle	No target	538	No target	685	No target	2446		☹	Theft from motor vehicles have increased by 27.3% between Q1 (538) & Q2 (685) 2020/21.
	Theft of motor vehicle	No target	149	No target	205	No target	708		☹	Theft of motor vehicles have increased by 37.6% between Q1 (149) & Q2 (205) 2020/21.
	Increase drugs stop searches	No target	2085	No target	1158	No target	6480		☹	Drugs stop and searches have decreased by 44.5% between Q1 & Q2 2020/21.
	increase weapons stop and searches	No target	288	No target	219	No target	1014		☹	Weapons stop and searches have decreased by 24% between Q1 & Q2 2020/21.
	Increase stop and searches for Other category	No target	347	No target	255	No target	1204		☹	There has been an decrease in stop and searches for 'Other' category by 26.5% in Q2 (255) 2020/21.
	To maintain current level of recorded Violence against the Person recorded against young people receiving a criminal justice disposal	18	6	18	12	74	36		☺	In Q2, there has seen a increase of 100% compared to Q1.
	To maintain current level of recorded Possession with Intent offences recorded against young people receiving a criminal justice disposal	3	0	3	0	10	0		☹	There were no recorded possession with intent for Q2 2020/21.
Theme 3	Reduce ASB reported to the police by 5% per annum for the next three years (2020/21 to 2022/23)	1947	5976	1947	3530	7788	19012		☺	There were 3530 ASB reported to the police for Q2 2020/21.
	Reduce community and neighbourhood nuisance reports by 5% against the 2018/19 figure	269	436	269	429	1075	1730		☺	There were 429 incidents of community and neighbourhood nuisance for Q2 2020/21.
	Reduce incidents of fly tipping reported to Council ASBIT by 5% against the 2018/19 figure.	221	257	221	480	883	1474		☹	Fly tipping has seen a increase of 86.8% between Q1 (257) and Q2 (480) 2020/21.
	Conduct 2640 fire home visits	330	94	330	207	2640	602		☺	There was an increase in the number of fire visits that took place in Q2 (207) compared with Q1 (94) 2020/21.
	Record maximum of 181 arson incidents	45	108	45	46	181	308		☹	In Q2, there has been an decrease in arson incidents (46).
	Increase in awareness and reporting of disability hate crime	No target	5	No target	6	No target	22		☺	In Q2 there was an increase for awareness and reporting of disability hate crime.
	Increase in awareness and reporting of domestic abuse hate crime	No target	869	No target	979	No target	3694		☺	There was an increase for awareness and reporting of domestic abuse hate crime by 12.7% between Q1 (869) & Q2 (979) 2020/21.
	Increase in awareness and reporting of faith hate crime.	No target	14	No target	4	No target	36		☹	There was a decrease for awareness and reporting of faith hate crime by 71.4% between Q1 (14) & Q2 (4) 2020/21.
	Increase in awareness and reporting of trans gender crime.	No target	2	No target	4	No target	12		☺	There was an increase for awareness and reporting of trans gender crime in Q1 (2) and Q2 (4) 2020/21.
	75% of those referred to CR MARAC have their vulnerability score reduced.	75%		75%		75%				The recording arrangements for this measure are subject to review.
	Agree the police treat everyone fairly regardless of who they are -increase by 2% by 31/03/2021	79%	81%	79%	80%	79%	N/A	N/A	☹	In Q2, 80% agreed that the police treat everyone fairly regardless of who they are.
	Agree the police can be relied upon to be there when needed-increase by 2% by 31/03/2021	71%	64%	71%	61%	71%	N/A	N/A	☹	The number of individuals who agreed that the police can be relied upon to be there when needed decreased by 5% between Q1 (64%) & Q2 (61%) 2020/21.
	Agree the police are dealing with the things that matter to this community-increase by 2% by 31/03/2021	63%	59%	63%	60%	63%	N/A	N/A	☺	The number of individuals who agreed that the police are dealing with the things that matter to this community increased by 1.7% between Q1 (59%) & Q2 (60%) 2020/21.
	Agree the police listen to the concerns of local people-increase by 2% by 31/03/2021	68%	59%	68%	57%	68%	N/A	N/A	☹	The number of individuals who agreed that the police listen to the concerns of local people decreased by 3.4% between Q1 (59%) & Q2 (57%) 2020/21.
	Feel well informed about local police activities over the last 12 months-increase by 2% by 31/03/2021	43%	39%	43%	41%	43%	N/A	N/A	☺	In Q2, 41% felt well informed about local police activities.
	Know how to contact their local ward officer-increase by 2% by 31/03/2021	15%	17%	15%	21%	15%	N/A	N/A	☺	The number of individuals who know how to contact their local ward officer increased by 23.5% between Q1 (17%) & Q2(21%) 2020/21.
	Police do a good job in the local area-increase by 2% by 31/03/2021	61%	57%	61%	55%	61%	N/A	N/A	☹	The number of individuals who believe that the police do a good job in the local area decreased by 3.5% between Q1 (57%) & Q2 (55%) 2020/21.
Theme 4	Reduce repeat victims of domestic abuse by 5%	283	51	283	53	1130	208		☹	This measure is subject to review to ensure that both the data and the target are robust.
	Increase number of cases per 10,000 population from 18 to Safe lives recommended rate of 40 over 3 years (by April 2021)*	10	48	10	54	40	51		☺	There was an increase in the number of cases by 12.5% between Q1 (48) & Q2 (54) 2020/21.
	Increase number of repeat cases heard from 14% to the safe lives recommendation of 28% over 3 years (by April 2021)	28-100%	26%	28-100%	29%	28-100%	28%		☺	There was an increase in the number of cases by 11.5% between Q1(26%) and Q2(29%) 2020/21.
	Identify victims of domestic abuse and making referrals	60% - 75%	20%	60% - 75%	22%	60% - 75%	21%		☺	In Q2, police identified 22% of victims who were domestically abused who were then referred by the police.

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

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## EXTERNAL SERVICES SELECT COMMITTEE - WORK PROGRAMME

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

- 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.
- 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	VIRTUAL
Wednesday 28 April 2021, 6.30pm	VIRTUAL?/CR5?
Thursday 29 April 2021, 6.30pm	VIRTUAL?/CR5?

- The meeting dates for the 2021/2022 municipal year were agreed by Council on 25 February 2021 and are as follows:

Meetings	Room
Wednesday 16 June 2021, 6.30pm	TBA
Tuesday 20 July 2021, 6.30pm	TBA
Wednesday 15 September 2021, 6.30pm	TBA
Thursday 7 October 2021, 6.30pm	TBA
Tuesday 23 November 2021, 6.30pm	TBA
Thursday 27 January 2022, 6.30pm	TBA
Tuesday 22 February 2022, 6.30pm	TBA
Tuesday 22 March 2022, 6.30pm	TBA
Wednesday 27 April 2022, 6.30pm	TBA

4. Currently, meetings can only be held virtually up until 7 May 2021. Although meeting rooms will be booked for the meetings in the new municipal year, the format of the meeting (whether in person or virtual) will be guided by the Government.

### **Live Broadcasting of Meetings**

5. 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 will take place in Committee Room 5 to facilitate better views of the meetings. If a Committee meeting is to be held virtually, it will also be streamed and broadcast live.

### **Topics to be Scheduled into the Work Programme**

6. 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).
7. 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 have been taken with regard to infection prevention and control. THH will also be asked to provide Members with an update on the progress of the new hospital development. At this meeting, the Committee will also receive an update from NHS England (NHSE) / NHS Improvement (NHSI) in relation to the review of the Mount Vernon Cancer Centre.
8. All Trusts, except for THH, will be invited to the meeting on 29 April 2021 to provide the Committee with an update on the work that they have been undertaking.

### **Possible Topics for Consideration in a Single Meeting**

9. Once the Work Programme for 2021/2022 has been populated with the Committee's statutory scrutiny responsibilities, there are opportunities to scrutinise other issues in the remaining meetings. Members are asked to suggest possible topics that would fall within the Committee's Terms of Reference for consideration in these meetings:
- To undertake the powers of health scrutiny conferred by the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013.
  - To work closely with the Health & Wellbeing Board & Local Healthwatch in respect of reviewing and scrutinising local health priorities and inequalities.

- iii. To respond to any relevant NHS consultations.
- iv. To scrutinise and review the work of local public bodies<sup>1</sup> and utility companies whose actions affect residents of the Borough.
- v. To identify areas of concern to the community within their remit and instigate an appropriate review process.
- vi. 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.

10. Possible topics could include:

- a. Preventative Health: Prevention is a concept that refers to upstream interventions which seek to help people maintain or improve health before it is compromised. This stands in contrast to the traditional role of the health care system that is to restore health once it has already come under threat. Which areas of health care will be best served by actions to prevent deterioration? As this is such a wide area, consideration would need to be given to making this more specific. Possible witnesses could include: health partners, service users and Healthwatch Hillingdon;
- b. OWL/Neighbourhood Watch: OWL (Online Watch Link) keeps communities safe, helps reduce crime and keeps people informed of what's going on locally. It's a secure platform for the public and shared with the police and local authority to maximise the potential of Neighbourhood Watch, Rural Watch, Business Watch and dozens of other schemes. OWL sends subscribers the latest local crime alerts and provides management tools for maintaining and expanding watches. Possible witnesses could include: the police, Neighbourhood Watch organisers and local residents associations;
- c. 5G and Greater Connectivity: In telecommunications, 5G is the fifth-generation technology standard for broadband cellular networks, which mobile phone companies began deploying worldwide in 2019, and is the planned successor to the 4G networks which provide connectivity to most current mobile phones. 5G will be much faster than 4G making it (and even high-speed fibre broadband) seem sluggish. A minimum expectation is for download speeds of 10Gbps, more than 1000x faster than 4G and enabling an entire HD film to be downloaded in under 10 seconds. What coverage is available in Hillingdon? How does this compare to the rest of London / England? Possible witnesses could include: providers and users.
- d. Children's Dental Services: Members to consider whether the Dentistry Select Panel review could be undertaken in a single meeting review. The Select Panel held a single witness session on 12 February 2020. Since then, the Chairman of the Select Panel and one of the remaining four Members on the Panel have gained Cabinet positions so will be withdrawn from the Select Panel. It is suggested that the Select Committee consider looking at this issue as a single meeting review during its usual meeting schedule and that a report with any findings and recommendations subsequently be submitted to Cabinet;
- e. Journalism and Local Democracy: To establish the role of journalism in the Borough with regard to local democracy and look at how journalism has changed. How can

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<sup>1</sup>The Local Democracy Economic Development and Construction Act 2009 identifies public bodies as having a strong local presence, making decisions that are directly relevant to local people in the principal local authority's area and include: health bodies; police bodies; fire and rescue authorities; waste bodies; National Park and Broads authorities; transport authorities; economic prosperity boards and combined authorities; probation services; the Greater London Authority and Transport for London.

journalism help residents to become more engaged in the local democratic process? How can democracy be promoted amongst young people? The Local Democracy Reporting Service (LDRS) is a public service news agency funded by the BBC, provided by the local news sector and used by qualifying partners (it's like a franchise where different companies with different approaches use common editorial standards and all publish into the same system). Possible witnesses could include: Brunel journalism students, the Council's Communications Team, LDRS journalist, and representatives from local radio and Nextdoor; and

- f. Apprenticeships and Adult Learning: The apprenticeship levy is paid by large employers with a pay bill of over £3 million (they pay 0.5% of their total annual pay bill). Currently, only 2% of employers pay the apprenticeship levy. The levy is there to fund apprenticeship training for all employers. Smaller employers (those with a total annual pay bill of less than £3million) pay just 5% of the cost of their apprenticeship training and the Government pays the rest. What progress and benefits has the apprenticeship scheme provided to the private sector? Has the levy enabled private sector businesses to develop the skills needed and fill any gaps? What adult learning opportunities are provided in the private sector? Possible witnesses could include: local private sector businesses and HCUC (A merger between Uxbridge College and Harrow College).

## **BACKGROUND PAPERS**

None.

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

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

Meeting Date	Agenda Item
29 April 2021  <b>Report Deadline:</b> 3pm Friday 16 April 2021	<b>Health</b> Performance updates and updates on significant issues: <ol style="list-style-type: none"> <li>1. Royal Brompton &amp; Harefield NHS Foundation Trust</li> <li>2. Central &amp; North West London NHS Foundation Trust</li> <li>3. The London Ambulance Service NHS Trust</li> <li>4. Hillingdon Clinical Commissioning Group</li> <li>5. Hillingdon Health and Care Partners</li> <li>6. Healthwatch Hillingdon</li> </ol>
16 June 2021  <b>Report Deadline:</b> 3pm Friday 4 June 2021	
20 July 2021  <b>Report Deadline:</b> 3pm Thursday 8 July 2021	<b>Health</b> Performance updates and updates on significant issues: <ol style="list-style-type: none"> <li>1. The Hillingdon Hospitals NHS Foundation Trust</li> <li>2. Royal Brompton &amp; Harefield NHS Foundation Trust</li> <li>3. Central &amp; North West London NHS Foundation Trust</li> <li>4. The London Ambulance Service NHS Trust</li> <li>5. Hillingdon Clinical Commissioning Group</li> <li>6. Hillingdon Health and Care Partners</li> <li>7. Healthwatch Hillingdon</li> </ol>
15 September 2021  <b>Report Deadline:</b> 3pm Friday 3 September 2021	<b>Crime &amp; Disorder</b> To scrutinise the issue of crime and disorder in the Borough: <ol style="list-style-type: none"> <li>1. London Borough of Hillingdon</li> <li>2. Metropolitan Police Service (MPS)</li> <li>3. Safer Neighbourhoods Team (SNT)</li> <li>4. London Fire Brigade</li> <li>5. London Probation Area</li> <li>6. British Transport Police</li> <li>7. Hillingdon Clinical Commissioning Group (HCCG)</li> <li>8. Public Health</li> </ol>
7 October 2021  <b>Report Deadline:</b> 3pm Monday 27 September 2021	
23 November 2021  <b>Report Deadline:</b> 3pm Thursday 11 November 2021	<b>Health</b> Performance updates and updates on significant issues: <ol style="list-style-type: none"> <li>1. The Hillingdon Hospitals NHS Foundation Trust</li> <li>2. Royal Brompton &amp; Harefield NHS Foundation Trust</li> <li>3. Central &amp; North West London NHS Foundation Trust</li> <li>4. The London Ambulance Service NHS Trust</li> <li>5. Hillingdon Clinical Commissioning Group</li> <li>6. Hillingdon Health and Care Partners</li> <li>7. Healthwatch Hillingdon</li> </ol>

Meeting Date	Agenda Item
27 January 2022  <b>Report Deadline:</b> 3pm Monday 17 January 2022	
22 February 2022  <b>Report Deadline:</b> 3pm Thursday 10 February 2022	<b>Crime &amp; Disorder</b> To scrutinise the issue of crime and disorder in the Borough: <ol style="list-style-type: none"> <li>1. London Borough of Hillingdon</li> <li>2. Metropolitan Police Service (MPS)</li> <li>3. Safer Neighbourhoods Team (SNT)</li> <li>4. London Fire Brigade</li> <li>5. London Probation Area</li> <li>6. British Transport Police</li> <li>7. Hillingdon Clinical Commissioning Group (HCCG)</li> <li>8. Public Health</li> </ol>
22 March 2022  <b>Report Deadline:</b> 3pm Thursday 10 March 2022	
27 April 2022  <b>Report Deadline:</b> 3pm Wednesday 13 April 2022	<b>Health</b> Performance updates and updates on significant issues: <ol style="list-style-type: none"> <li>1. The Hillingdon Hospitals NHS Foundation Trust</li> <li>2. Royal Brompton &amp; Harefield NHS Foundation Trust</li> <li>3. Central &amp; North West London NHS Foundation Trust</li> <li>4. The London Ambulance Service NHS Trust</li> <li>5. Hillingdon Clinical Commissioning Group</li> <li>6. Hillingdon Health and Care Partners</li> <li>7. Healthwatch Hillingdon</li> </ol>
<b>Possible future single meeting or major review topics and update reports</b>	
<ul style="list-style-type: none"> <li>• Mental health discharge</li> <li>• Collaborative working between THH and GPs in the community</li> <li>• Opportunities for local oversight of services provided in Hillingdon that had been commissioned from outside of the Borough</li> </ul>	



## 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 Dental Health

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