



HILLINGDON  
LONDON



# External Services Select Committee

## Councillors on the Committee

Councillor Nick Denys (Chairman)  
Councillor Devi Radia (Vice-Chairman)  
Councillor Simon Arnold  
Councillor Darran Davies  
Councillor Heena Makwana  
Councillor Peter Money (Opposition Lead)  
Councillor June Nelson

**Date:** WEDNESDAY, 15  
SEPTEMBER 2021

**Time:** 6.30 PM

**Venue:** COMMITTEE ROOM 6 -  
CIVIC CENTRE, HIGH  
STREET, UXBRIDGE

**Meeting  
Details:** Members of the Public and  
Media are welcome to attend.  
This meeting will also be  
broadcast live.

This agenda is available online at:  
[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk) or use a smart phone  
camera and scan the code below:



**Published:** Tuesday, 7 September 2021

**Contact:** Nikki O'Halloran

**Tel:** 01895 250472

**Email:** [nohalloran@hillingdon.gov.uk](mailto:nohalloran@hillingdon.gov.uk)

Putting our residents first

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

# Useful information for residents and visitors

## *Watching & recording this meeting*

You can watch the public (Part I) part of this meeting on the Council's YouTube channel, live or archived after the meeting. Residents and the media are also welcome to attend in person, and if they wish, report on the public part of the meeting. Any individual or organisation may record or film proceedings as long as it does not disrupt proceedings.

Watch a **LIVE** broadcast of this meeting on the Council's YouTube Channel: *Hillingdon London*

Those attending should be aware that the Council will film and record proceedings for both official record and resident digital engagement in democracy.



It is recommended to give advance notice of filming to ensure any particular requirements can be met. The Council will provide seating areas for residents/public, high speed WiFi access to all attending and an area for the media to report. The officer shown on the front of this agenda should be contacted for further information and will be available to assist.

When present in the room, silent mode should be enabled for all mobile devices.

## *Travel and parking*

Bus routes 427, U1, U3, U4 and U7 all stop at the Civic Centre. Uxbridge underground station, with the Piccadilly and Metropolitan lines, is a short walk away. Limited parking is available at the Civic Centre. For details on availability and how to book a parking space, please contact Democratic Services.

Please enter via main reception and visit the security desk to sign-in and collect a visitors pass. You will then be directed to the Committee Room.

## *Accessibility*

For accessibility options regarding this agenda please contact Democratic Services. For those hard of hearing an Induction Loop System is available for use.

## *Emergency procedures*

If there is a FIRE, you will hear a continuous alarm. Please follow the signs to the nearest FIRE EXIT and assemble on the Civic Centre forecourt. Lifts must not be used unless instructed by a Fire Marshal or Security Officer. In the event of a SECURITY INCIDENT, follow instructions issued via the tannoy, a Fire Marshal or a Security Officer. Those unable to evacuate using the stairs, should make their way to the signed refuge locations.



## **External Services Select Committee**

This Committee has an external mandate and reviews the performance and accountability of local service providers other than the Council. It also has statutory responsibilities to scrutinise the local health sector and community safety partnership.

### **Membership**

7 Councillors appointed on a proportional basis.

### **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.

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 - 20 July 2021 1 - 8

5 Children's Dental Services Draft Final Report - TO FOLLOW

6 Work Programme 9 - 14

7 Safer Hillingdon Partnership Performance Report 15 - 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.*

8 Any Business transferred from Part I

## Minutes

### EXTERNAL SERVICES SELECT COMMITTEE

20 July 2021



HILLINGDON  
LONDON

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

	<p><b>Committee Members Present:</b> Councillors Nick Denys (Chairman), Devi Radia (Vice-Chairman), Simon Arnold, Darran Davies, Heena Makwana, Peter Money (Opposition Lead) and June Nelson</p> <p><b>Also Present:</b> Richard Ellis, Joint Lead Borough Director, Hillingdon Clinical Commissioning Group (HCCG) Carol McLoughlin, CYP Dental Steering Group Chairman, NWL CCG Caroline Morison, Managing Director, Hillingdon Health and Care Partners Shikha Sharma, Consultant in Public Health, Public Health - London Borough of Hillingdon</p> <p><b>Other Members Present:</b> Councillor Nicola Brightman</p> <p><b>LBH Officers Present:</b> Nikki O'Halloran (Democratic Services Manager)</p>
11.	<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>
12.	<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 in items coming before this meeting.</p>
13.	<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>
14.	<p><b>MINUTES OF THE PREVIOUS MEETING - 16 JUNE 2021</b> (<i>Agenda Item 4</i>)</p> <p><b>RESOLVED:</b> That the minutes of the meeting held on 16 June 2021 be agreed as a correct record.</p>
15.	<p><b>CHILDREN'S DENTAL SERVICES</b> (<i>Agenda Item 5</i>)</p> <p>The Chairman welcomed those present to the meeting.</p> <p><u>Children &amp; Young People Dental Steering Group (CYPDSG)</u> Ms Carol McLoughlin, Chairman of the CYPDSG, advised that the Group had been set up in 2019 with three aims:</p>

1. To roll out the supervised brushing programme in ten schools that had been identified in areas of deprivation where there had also been high levels of dental caries (tooth decay) in children. This had been funded by NHS England but had stalled at the start of the pandemic. However, the oral health promoter had continued to work with schools during this period to encourage schools' participation once the initiative restarted. As a result, eight schools would be implementing the scheme in September 2021;
2. That the Brushing for Life programme be delivered by health visitors and in Early Years Centres and Children's Centres. This initiative had seen the distribution of toothbrush packs to those children who didn't have toothbrushes (either because their parents could not afford them or because they did not see it as a priority). If parents were not seeing tooth brushing as a priority, it was suggested that this might be an indicator that they were also neglecting other areas such as the intake of milk and fruit/vegetables. The Children's Centres had worked with parents on weaning and giving out messages; and
3. To improve access to dental services / practices as part of the supervised brushing initiative. It was noted that supervised brushing after meals was already undertaken in some nurseries on their own initiative and Members queried whether this could be encouraged in all nurseries. Although Ms McLoughlin advised that this would come down to funding, it was argued that this could be part of the service that was being paid for by parents.

The CYPDSG had brought together a range of partners to achieve these aims which had included a GP and links to Primary Care Networks (PCNs).

#### Hillingdon Health and Care Partners (HHCP)

Ms Caroline Morison, Managing Director of HHCP, advised that HHCP's interest in this issue was in relation to the prevention of ill health / disease and the integration of services. She recognised that the good work that had been undertaken before the pandemic needed to be maximised and that this would be helped by the improvements that had been seen in working relationships, particularly in relation to children and young people's (CYP) services.

Members were advised that integrated working in Hillingdon had initially focussed on older people's services. As programmes had developed, it had become increasingly important to extend this to children and young people's services. To this end, more tangible discussions were being undertaken to include dental services in developments to make every contact count. The CYP Transformation Board had also been looking at the messages that needed to be distributed through schools when the new academic year started in September 2021.

Staying Well had been a pan-London pilot that had been funded by NHS England. In Hillingdon, three dental practices had signed up to the pilot and had been involved with schools that had been geographically close to them. This involvement had been focussed engagement and had included families being invited to visit the practices and check-ups being undertaken whilst there.

Ms Shikha Sharma, Consultant in Public Health at the Council, advised that dentists were usually very busy so dealing with schools as well would be a mammoth undertaking within existing resources. However, many of them recognised that, if they did not go upstream with preventative / early action in some areas, they could be dealing with much more serious issues at a later date.

In 2015, a project had been undertaken with five dental practices in the Borough to

address the fact that Hillingdon had one of the worst rates of dental caries in children in England. Although this did not use any of the participating practices' UDAs, money had been provided by NHSE from unused UDAs.

North West London Clinical Commissioning Group (NWL CCG)

Mr Richard Ellis, Joint Borough Lead Director Hillingdon at NWL CCG, advised that the health responsibility for children's dentistry had been spread across numerous agencies so consideration needed to be given to how this could become more integrated. NWL CCG's interest in the issue was in relation to prevention but also in relation to surgery. Mr Ellis noted that there had recently been a push on the waiting lists for children's surgery. Hillingdon Hospital had had an intensive paediatric surgery week this week as there were currently 99 children on the inpatient surgery waiting list. Being able to tap into expertise elsewhere in London was also helpful in ensuring that local children had access to top quality services.

The Chairman noted that there appeared to be four levels of activity which affected children's oral health, which could be illustrated in a triangle. *Healthy living* (effective brushing, diet, etc) would be situated at the wide base of the triangle, and was seen as the foundation of good oral health. Above that were *dentists* who provided ongoing care and advice to patients. Then came *active interventions* such as fluoride varnishing and supervised brushing and at the top of the triangle sat *emergency interventions* such as surgery. Interventions aimed at the lower end of this triangle would prevent the need for the potentially more traumatic and costly interventions at the top of the triangle. Ms Sharma noted that approximately one third of children in the Borough would fall into the top half of the triangle.

It was queried whether expectant parents were routinely provided with information about the free dental services that were available to expectant mothers (up until the baby turned one year old) and the children or about the importance of taking up this offer. As such, it was suggested that action be taken to include this sort of information in the red book that was provided to new parents. A mother and baby app was also available in NWL to new mothers which provided information targeted at early years.

Concern was expressed about the stories of residents being unable to get an appointment with a dentist for their children (or themselves). As dentists had a public health responsibility, it was suggested that an initiative be introduced whereby dentists committed to never turning away a child of primary school age. To support this, it was suggested that any units of dental activity (UDAs) which were unused locally be redistributed for use on other dental health interventions in the Borough such as this initiative or fluoride varnishing rather than returning to NHS England and being absorbed in general budgets.

It was recognised that dental contracts needed to be updated as they did not currently work particularly well. If UDAs were not used, they were lost from the provision of dental services in the Borough. As such, it was suggested that NHSE be asked to carry any unused UDAs in the Borough into the subsequent financial year and that this funding then be used to support other oral health related interventions. Mr Ellis noted that the distribution of UDAs used to be broken down into two or three batch releases so that their use could be reviewed during the year. It was agreed that Mr Ellis and Ms McLoughlin would liaise with NHSE to progress this suggestion. They would also establish whether consideration could be given by NHSE to specifying a split in the UDAs allocated towards adults and children's treatment to enable monitoring to be undertaken.

Rather than targeting schools in the areas where the highest level of dental caries existed, it was queried whether this could be refined further so that only those children in these schools who actually needed intervention were treated (as there would likely be a large number who did not need any additional support).

It was noted that often, seemingly small rewards would entice participation in initiatives and improve public health outcomes. As such, it was suggested that low cost incentives be introduced that might help residents on limited budgets. Ms McLoughlin advised that the oral health promoter had been sending out tooth brushing packs in the Borough and had run a number of competitions to engage with parents and their children. Recently there had been a competition to draw a picture of a healthy family meal with a glow in the dark toothbrush as the prize. It was suggested that the pink disclosing tablets could also be distributed to help identify the effectiveness of a child's brushing habits.

A character called Aggie the Alien had been created to help children in the Borough to identify with specific issues. Aggie had been incorporated into a video that had been produced by two trainee GPs in 2020 that was now available. Ms Morrison noted that having messages from GPs and dentists was powerful but that consideration also needed to be given to the messages conveyed within communities and targeting these more proactively.

Members noted that the mechanisms to convey information were already in place for other health interventions, so messages about dental health just needed to be dropped into these tracks. Ms Morison advised that all of the different agencies wanted to set residents up for a healthy life and that the most effective approaches for information and messaging needed to be identified as a single approach would not suffice for such a huge issue.

Ms Morison advised that the most comprehensive single source of simple information on dental services / health would be found on the NHS Choices website.

Whatever interventions were undertaken in relation to children's oral health, it would be important to monitor their effectiveness and to establish a focussed and sustained approach which covered the wider population. The child population in Hillingdon increased by approximately 4,000 each year. As such, standalone interventions would not be useful in the long term as there were always new parents and children that needed to be brought up to speed on how best to care for their teeth.

From the discussion that had taken place so far, a number of areas for possible recommendations had arisen:

1. That sugar tax funding be used for dental health as well as obesity/physical health;
2. That information and brushing kits be provided for maternity patients in the "red book" / on maternity the ward;
3. That an agreement be reached that no dentist turned away any child of primary school age or less;
4. That any unused UDAs in the Borough be collected back in and carried forward to the next year and redistributed towards local dental action programmes / initiatives such as fluoride varnishing in schools;
5. That additional training be available to health professionals such as health visitors, school nurses, etc, to help them promote good oral health;
6. That action be taken now to introduce water fluoridation across London;
7. That the Families, Health and Wellbeing Select Committee receive annual



updates from Public Health on the performance of the community dental service in Hillingdon;

8. That supervised brushing be introduced in all nurseries (as well as Children's Centres) in Hillingdon; and
9. That the Health and Wellbeing Board oversee a comprehensive communication and education plan and monitor the effectiveness of interventions.

Members agreed that the monitoring aspect of any recommendations would be very important. Mr Ellis advised that acting more collaboratively would be beneficial. To this end, discussions had recently been undertaken regarding the opportunity to promote one initiative whilst advising residents about another (for example, encouraging the take up of cervical smear tests whilst being advised about Covid vaccinations). Pregnant women would be targeted in the autumn to encourage them to get their flu vaccination and consideration would be given to working with key groups to include information about the dental services that were available to pregnant women and their children and emphasising that these services were free.

**RESOLVED: That:**

1. **Mr Ellis and Ms McLoughlin liaise with NHSE to discuss the possibility of diverting unused UDAs in the Borough to alternative children's dental health initiatives locally; and**
2. **the discussion be noted.**

16. **DEVELOPMENTS IN ADULT PHLEBOTOMY PROVISION IN HILLINGDON** (*Agenda Item 6*)

Mr Richard Ellis, Joint Borough Lead Director Hillingdon at North West London Clinical Commissioning Group (NWL CCG), advised that phlebotomy was the taking of blood samples for testing and was a basic part of healthcare. Each week, approximately 3,000-4,000 blood samples were drawn in Hillingdon. Traditionally, this service had been based at Hillingdon Hospital and Mount Vernon Hospital but the pandemic had highlighted issues with the service in relation to cramped conditions, long waits and PPE, and the safety of the service had come under scrutiny.

Covid had highlighted opportunities to change the service delivery to better suit patients. As such, NWL CCG had looked to move to a practice based service which would be in line with how most of the rest of NWL offered the service. This had been rolled out across Hillingdon between August 2020 and January 2021 and every practice in the Borough was now offering a phlebotomy service. Mount Vernon Hospital was still providing specialist appointments.

Now that the changes to service delivery had been implemented, the impact and effectiveness needed to be monitored (for example, waiting times for an appointment, volume of patients being seen at each practice, sufficient capacity for the age and condition of patients, etc). It was agreed that the Committee receive an update on these issues at its meeting on 7 October 2021 with a pre and post Covid comparison of figures.

Patients had immediately welcomed the changes that had been made. However, it was recognised that there were some challenges with regard to some patients preferring a walk in service and high levels of demand for appointments in some areas. Concern was expressed that some surgeries were only offering phlebotomy appointments before midday to enable samples to be collected for testing and results made available the same day. Mr Ellis advised that some practices were doing

morning only appointments but that others were offering appointments in the afternoon and early evening. This was all part of the current learning and conversations would need to be had with the practices so that the right level of resources could be put in place. It was suggested that patients should be able to get a phlebotomy appointment in another surgery in the Borough if there was no capacity in their local practice.

NWL CCG was looking at the best way to resource the new service delivery. This was likely to mean the transfer some of the phlebotomy funding from The Hillingdon Hospitals NHS Foundation Trust (THH) to primary care. This would also mean that costings would need to be established for the collection of samples from 45 GP practices rather than a single point of contact. Consideration would also need to be given to the need for urgency on some tests.

Members were assured that the staff that drew blood at the GP surgeries were trained phlebotomists. Some had previously worked at Hillingdon Hospital.

It was suggested that consideration be given to including phlebotomy as a community service. For example, the service would be combined with things like vitamin B12 injections, blood pressure checks and routine observations to provide a more joined up service to patients. This would have the added benefit of treating the patients in a more familiar, comfortable and relaxing environment and therefore provide a better result (possibly making it easier to find a vein and leave less bruising on the entry site). Mr Ellis noted that there was already a service like this provided for housebound patients and those in care homes and consideration would need to be given to extending it further.

**RESOLVED: That:**

- 1. Mr Ellis provide an update on the impact and effectiveness of the phlebotomy service changes to the meeting on 7 October 2021; and**
- 2. the discussion be noted.**

17. **WORK PROGRAMME** (*Agenda Item 7*)

Consideration was given to the Committee's Work Programme. It had been agreed that an update on the effectiveness of the phlebotomy service changes be considered at the meeting on 7 October 2021.

It was noted that Members would be considering crime and disorder in their next meeting on 15 September 2021. In addition to the regular Safer Hillingdon Partnership performance report, they would be looking at the coverage and effectiveness of OWL and Neighbourhood Watch in the Borough. Members asked that a less senior officer from the Safer Neighbourhoods Team be invited to attend the meeting to provide a practical perspective. It was agreed that the issue of police community engagement with schools also be included as part of the discussion at this meeting.

Members requested that a brief update on the Hillingdon Hospital redevelopment be provided at the meeting on 15 September 2021. It was noted that this would be in addition to the meeting that had been scheduled for 27 January 2022 which would look at the redevelopment project.

The draft final report for the Children's Dental Services review would be circulated to Members outside of the meetings and would then be included on the agenda for agreement on 15 September 2021.

	<b>RESOLVED: That the Work Programme, as amended, be agreed.</b>
--	--

	The meeting, which commenced at 6.30 pm, closed at 7.50 pm.
--	---

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.

This page is intentionally left blank

## EXTERNAL SERVICES SELECT COMMITTEE - WORK PROGRAMME

<b>Committee name</b>	External Services Select Committee
<b>Officer reporting</b>	Nikki O'Halloran, Corporate Services and Transformation
<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

1. Committee meeting will usually start at 6.30pm. Should the need arise, the Committee will be able to vary the start time on an ad hoc basis.
2. 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	CR6
Tuesday 20 July 2021, 6.30pm	CR6
Wednesday 15 September 2021, 6.30pm	CR6
Thursday 7 October 2021, 6.30pm	CR6
Tuesday 23 November 2021, 6.30pm	CR6
Thursday 27 January 2022, 6.30pm	CR6
Tuesday 22 February 2022, 6.30pm	CR5
Tuesday 22 March 2022, 6.30pm	CR5
Wednesday 27 April 2022, 6.30pm	CR6

### Live Broadcasting of Meetings

3. It should be noted that Cabinet, at its meeting on 30 May 2019, agreed that all future select committee meetings would be broadcast live on YouTube. As such, all formal External Services Select Committee meetings will be broadcast live.

### Topics to be Scheduled into the Work Programme

4. To fulfil its statutory health scrutiny role, it should be noted that the Committee is required to meet with the local health trusts at least twice each year. To fulfil its statutory role to scrutinise the local crime and disorder reduction partnership (CDRP), the Committee is also required to scrutinise the work of the Safer Hillingdon Partnership (SHP).

Classification: Public

External Services Select Committee – 15 September 2021

5. At its meeting on 16 June 2021, Members agreed to look at journalism and local democracy at its meeting on 23 November 2021. At the meeting, Members would look to establish the role of journalism and online discussion forums in the Borough with regard to local democracy and look at how journalism has changed. Possible key lines of enquiry could include: How can journalism help residents to become more engaged in the local democratic process? How can democracy be promoted amongst young people?
6. A representative from the Local Democracy Reporting Service (LDRS), which 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), would be invited to attend the meeting. Possible additional witnesses could include: Brunel journalism students, the Council's Communications Team and representatives from local radio and Nextdoor.

## **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
<p>8 September 2020</p> <p><b>Report Deadline:</b> <i>3pm Thursday 27 August 2020</i></p> <p><i>Previously scheduled for 2 September 2020</i></p>	<p><b>Crime &amp; Disorder</b> To scrutinise the issue of crime and disorder in the Borough:</p> <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> <p><b>Hillingdon Hospital Development Update</b> To receive an update on the progress of proposals for a new Hillingdon Hospital.</p>
<p>8 October 2020</p> <p><b>Report Deadline:</b> <i>3pm Monday 28 September 2020</i></p>	<p><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.</p>
<p>10 November 2020</p> <p><b>Report Deadline:</b> <i>3pm Thursday 29 October 2020</i></p>	<p><b>Health</b> Performance updates and updates on significant issues:</p> <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>
<p>12 January 2021</p> <p><b>Report Deadline:</b> <i>3pm Wednesday 30 December 2020</i></p>	<p><b>Great Western Rail Line</b> Issues relating to British Transport Police, Network Rail and Crossrail.</p>

Meeting Date	Agenda Item
<p>9 February 2021</p> <p><b>Report Deadline:</b> 3pm Thursday 28 January 2021</p>	<p><b>Post Offices</b> An update on the provision post office services in the Borough.</p> <p><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.</p> <p><b>Update on the implementation of recommendations from previous scrutiny reviews:</b></p> <ul style="list-style-type: none"> <li>• GP Pressures</li> </ul> <p><b>SEPARATE BRIEFING NOTE REQUESTED FOR (to be circulated outside of meeting):</b></p> <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>
<p>23 March 2021</p> <p><b>Report Deadline:</b> 3pm Thursday 11 March 2021</p>	<p><b>Crime &amp; Disorder</b> To scrutinise the issue of crime and disorder in the Borough:</p> <ol style="list-style-type: none"> <li>1. London Borough of Hillingdon</li> <li>2. Metropolitan Police Service (MPS)</li> </ol>
<p>28 April 2021</p> <p><b>Report Deadline:</b> 3pm Thursday 15 April 2021</p>	<p><b>Mount Vernon Cancer Centre Review</b> Update on the review of services provided by the Mount Vernon Cancer Centre.</p> <p><b>The Hillingdon Hospitals NHS Foundation Trust (THH)</b> Update on performance and the infection prevention and control measures put in place at Hillingdon Hospital.</p> <p>Update on the development of the new hospital.</p>
<p>29 April 2021</p> <p><b>Report Deadline:</b> 3pm Friday 16 April 2021</p>	<p><b>Health</b> Performance updates and updates on significant issues:</p> <ol style="list-style-type: none"> <li>1. Central &amp; North West London NHS Foundation Trust</li> <li>2. The London Ambulance Service NHS Trust</li> <li>3. North West London Clinical Commissioning Group</li> <li>4. Hillingdon Health and Care Partners</li> <li>5. Healthwatch Hillingdon</li> </ol>
<p>16 June 2021</p> <p><b>Report Deadline:</b> 3pm Friday 4 June 2021</p>	<p><b>Children’s Dental Health</b> Review of children’s dental health services in the Borough (meeting 1 of 2).</p>



Meeting Date	Agenda Item
<p>20 July 2021</p> <p><b>Report Deadline:</b> 3pm Thursday 8 July 2021</p>	<p><b>Children’s Dental Health</b> Review of children’s dental health services in the Borough (meeting 2 of 2).</p> <p><b>Phlebotomy Services</b> To receive an update on phlebotomy services in Hillingdon.</p>
<p>15 September 2021</p> <p><b>Report Deadline:</b> 3pm Friday 3 September 2021</p>	<p><b>Crime &amp; Disorder</b> To scrutinise the issue of crime and disorder in the Borough, specifically: the coverage and effectiveness of OWL and Neighbourhood Watch in helping to achieve the targets as set out in the Safer Hillingdon Partnership (SHP) Plan.</p> <p><b>Children’s Dental Services</b> Consideration of the draft final report in relation to children’s oral health in Hillingdon.</p>
<p>7 October 2021</p> <p><b>Report Deadline:</b> 3pm Monday 27 September 2021</p>	<p><b>Mount Vernon Cancer Centre Review</b> Update on the review of services provided by the Mount Vernon Cancer Centre.</p> <p><b>Health Updates</b> Performance updates and updates on significant issues:</p> <ol style="list-style-type: none"> <li>1. The Hillingdon Hospitals NHS Foundation Trust</li> <li>2. Central &amp; North West London NHS Foundation Trust</li> <li>3. North West London Clinical Commissioning Group</li> <li>4. Hillingdon Health and Care Partners</li> <li>5. Local Medical Committee</li> <li>6. Healthwatch Hillingdon</li> </ol>
<p>23 November 2021</p> <p><b>Report Deadline:</b> 3pm Thursday 11 November 2021</p>	<p><b>Journalism &amp; Local Democracy</b> To scrutinise the role of journalism and internet forums in local democracy in Hillingdon.</p>
<p>27 January 2022</p> <p><b>Report Deadline:</b> 3pm Monday 17 January 2022</p>	<p><b>The Hillingdon Hospitals NHS Foundation Trust (THH)</b> Update on the development of the new hospital.</p> <p><b>Update on the implementation of recommendations from previous scrutiny reviews:</b></p> <ul style="list-style-type: none"> <li>• GP Pressures</li> </ul>
<p>22 February 2022</p> <p><b>Report Deadline:</b> 3pm Thursday 10 February 2022</p>	<p><b>Hillingdon Health &amp; Care Partnership (HHCP) / Integrated Care System (ICS)</b> To receive an update on the work and effectiveness of HHCP and the ICS.</p>

Meeting Date	Agenda Item
<p>22 March 2022</p> <p><b>Report Deadline:</b> 3pm Thursday 10 March 2022</p>	<p><b>Crime &amp; Disorder</b> To scrutinise the work of the Safer Hillingdon Partnership.</p>
<p>27 April 2022</p> <p><b>Report Deadline:</b> 3pm Wednesday 13 April 2022</p>	<p><b>Health Updates</b> Performance updates and updates on significant issues:</p> <ol style="list-style-type: none"> <li>1. The Hillingdon Hospitals NHS Foundation Trust</li> <li>2. Central &amp; North West London NHS Foundation Trust</li> <li>3. North West London Clinical Commissioning Group</li> <li>4. Hillingdon Health and Care Partners</li> <li>5. Local Medical Committee</li> <li>6. Healthwatch Hillingdon</li> </ol>
<p>June 2022</p> <p><b>Report Deadline:</b> TBA</p>	<p><b>TBA</b></p>

Possible future single meeting or major review topics and update reports
<ol style="list-style-type: none"> <li>1. Preventative health – this could be in relation to obesity, childhood immunisations, cancer screening, etc;</li> <li>2. Apprenticeships and adult learning;</li> <li>3. Environment Agency – work undertaken in Hillingdon with regard to river maintenance and upkeep (not canals or water treatment) to possibly include input from organisations such as Colne Valley Landscape Partnerships; and</li> <li>4. Digital Connectivity – to scrutinise the issue of digital connectivity in the Borough with regard to the impact on the community and local economy, and assess community buy in to introducing a more advanced technology infrastructure.</li> </ol>

## EXTERNAL SERVICES SELECT COMMITTEE - SAFER HILLINGDON PARTNERSHIP PERFORMANCE REPORT

<b>Committee name</b>	External Services Select Committee
<b>Officer reporting</b>	Jacqueline Robertson, Residents Services
<b>Papers with report</b>	Appendix A – SHP Performance 2021/2022: Quarter 1 Appendix B – OWL Leaflet
<b>Ward</b>	n/a

### HEADLINES

To enable the Committee to comment on performance to date towards the objectives in the 2021/22 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 1 2021/22. 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.

#### Theme 1 Burglary

- There have been 246 **residential burglaries** in Q1 2021/22. This is below the quarterly target of 456 and less than the Q4 2020/21 outturn of 265. Trend across the quarter indicates a positive direction of travel and a decrease of 7.2%. A straight line for the first three months and projecting this across the year suggests that performance will hit target giving a RAG rating of green.
- There have been 82 **non-residential** burglaries in Q1 2021/22. Compared with Q4 2020/21 (84), Q1 2021/22 has seen a 2.4% decrease. Based on current projection, the service should hit the full year target for this year.

#### Theme 2 reduce violence

- **Violence with injury** has increased between Q4 2020/21 (464) & Q1 2021/22 (594) by 28%. Trend across this quarter indicates a negative direction of travel. However, 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 24.7% between Q4 (636) 2020/21 and Q1 (793) 2021/22. The straight-line projection suggests that performance over the year will hit full year target.

- **Personal property robbery** has decreased by 26.4%% between Q4 2020/21 (110) & Q1 2021/22 (81). Q1 is below the quarterly target of 156. Based on current projection, the service should hit the target for this year.
- **Knife crime with injury** stands at 23 for Q1 2021/22, which is below the quarterly target of 28 but greater than Q4 2020/21 outturn of 15. The trend for this quarter indicates a negative direction of travel but a straight-line projection suggests that performance for the overall year will hit target producing a green RAG rating.
- **Theft from motor vehicles** for Q1 2021/22 (578) has increased by 3.2% when compared with Q4 2020/21 (560). Trend across the first quarter indicates a negative direction of travel, however a straight-line projection suggests that overall performance for the year will hit target.
- **Theft of motor vehicles** has decreased by 24.6% between Q4 2020/21 (231) and Q1 2021/22 (174) where trend across the quarter indicates a positive direction of travel. Based on current projection, performance over the year will hit the target.
- **Drug related stop and searches**- Drugs stop and searches have increased by 13.8% between Q4 2020/21 (1,656) and Q1 2021/22 (1,885). There has also been an increase in weapon stop and searches (35.7%) but a decrease in other stop and searches (25%) which includes stolen property, fireworks and psychoactive substances.

### Theme 3 reduce ASB and raise confidence

- Q1 2021/22 has seen a decrease of 13.5% in **ASB reported to the police** with 2,803 reports compared with Q4 2020/21 where there were 3,242. A straight-line projection suggests that overall performance for the year will exceed target giving a red RAG rating. There were 223 incidents of **community and neighbourhood nuisance** for Q1 2021/22, which is a 18.3% decrease from Q4 2020/21 where 273 incidents occurred. A straight-line projection suggests that overall performance for the year will hit target giving a green RAG rating.
- **Flytipping** has seen an increase of 31.2% between Q1 2021/22 (433) and Q4 2020/21 (330). A straight-line projection suggests that overall performance for the year will exceed target giving a red RAG rating.
- There were an increase in **arson** incidents in Q1 2021/22 (47) when compared to Q4 2020/21 (28). The trend for this quarter indicates a negative direction of travel and based on current projection, performance for the overall year will not hit target giving a red RAG rating.
- More **fire visits** took place in Q1 2021/22 (162) compared with Q4 2020/21 (64). Therefore, trend across this quarter indicates a negative 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 Q4 2020/21, for Q1 2021/22: disability, domestic abuse, transgender and racist and religious 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 in repeat victims of domestic violence reported in Q1 2021/22 (41) when compared with Q4 2020/21 (20). Based on current projection, performance for the year will exceed target giving a red RAG rating.

### Hillingdon Neighbourhood Watch and OWL

Members of the Board have also expressed an interest in hearing more about the role of Hillingdon Neighbourhood Watch and OWL ( Online Watch Link) which is a secure crime and

community safety information system. Residents who sign up to the scheme will receive local crime alerts, crime prevention and community safety advice. Roy Parsons, the Chair of Hillingdon Neighbourhood Watch will provide a short presentation to Members explaining the role of Hillingdon Neighbourhood Watch and OWL, how the scheme operates and its benefits. He will also provide data on the take up of OWL by residents across the Borough.

## **Witnesses**

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

- Metropolitan Police Service
- Community Safety Team, LBH
- Roy Parsons, Chair of Hillingdon Neighbourhood Watch / OWL.

## **BACKGROUND PAPERS**

None.

This page is intentionally left blank

Safer Hillingdon Partnership - Performance Scorecard Summary

Theme	Target	Q4 outturn	2021/22 Q1 target	Q1 outturn	2021/22 full year target	2021/22 Full Year Projection	RAG against full year target	Direction of travel (Q1 vs Q4)	Commentary against performance
Theme 1	Reduce residential burglary by 1% per annum for the next three years (2020/21 to 2022/23)	265	456	246	1824	984	Green	😊	Residential burglary has decreased by 7.2% between Q4 (265) 2020/21 & Q1 (246) 2021/22.
	Reduce non-residential burglary by 1% per annum for the next three years (2020/21 to 2022/23)	84	115	82	460	328	Green	😊	Non-residential burglary has decreased by 2.4% between Q4 (84) 2020/21 & Q1 (82) 2021/22.
Theme 2	Reduce violence with injury by 5% per annum for the next three years (2020/21 to 2022/23)	464	633	594	2530	2376	Green	😞	Violence with injury has increased by 28% between Q4 (464) 2020/21 & Q1 (594) 2021/22.
	Reduce violence without injury by 5% per annum for the next three years (2020/21 to 2022/23)	636	1100	793	4401	3172	Green	😞	Violence without injury has increased by 24.7% between Q4 (636) 2020/21 & Q1 (793) 2021/22.
	Reduce personal property robbery by 5% per annum for the next three years (2020/21 to 2022/23)	110	156	81	622	324	Green	😊	Personal property robbery has decreased by 26.4% between Q4 (110) 2020/21 & Q1 (81) 2021/22.
	Reduce Business property robbery by 5% per annum for the next three years (2020/21 to 2022/23)	15	18	11	72	44	Green	😊	There were 11 records of business property robbery for Q1 2021/22.
	Reduce knife crime with injury by 5% per annum for the next three years (2020/21 to 2022/23)	15	28	23	112	92	Green	😞	knife crime with injury has increased by 53.3% between Q4 (15) 2020/21 & Q1 (23) 2021/22.
	Theft from motor vehicle	560	No target	578	No target	2312	Amber	😞	Theft from motor vehicles have increased by 3.2% between Q4 (560) 2020/21 & Q1 (578) 2021/22.
	Theft of motor vehicle	231	No target	174	No target	696	Amber	😊	Theft of motor vehicles have decreased by 24.6% between Q4 (231) 2020/21 & Q1 (174) 2021/22.
	Increase drugs stop searches	1656	No target	1885	No target	7540	Amber	😊	Drugs stop and searches have increased by 13.8% between Q4 2020/21 & Q1 2021/22.
	Increase weapons stop and searches	182	No target	247	No target	988	Amber	😊	Weapons stop and searches have increased by 35.7% between Q4 2020/21 & Q1 2021/22.
	Increase stop and searches for Other category	376	No target	282	No target	1128	Amber	😞	There has been a decrease in stop and searches for 'Other' category by 25% in Q1 (282) 2021/22.
	To maintain current level of recorded Violence against the Person recorded against young people receiving a criminal justice disposal	16	18	9	74	36	Green	😊	In Q1, there has been a decrease of 43.7% compared to Q4.
To maintain current level of recorded Possession with Intent offences recorded against young people receiving a criminal justice disposal	2	3	3	10	12	Red	😊	There were 3 recorded possession with intent for Q1 2021/22.	
Theme 3	Reduce ASB reported to the police by 5% per annum for the next three years (2020/21 to 2022/23)	3242	1947	2803	7788	11212	Red	😊	There were 2803 ASB reported to the police for Q1 2020/21.
	Reduce community and neighbourhood nuisance reports by 5% against the 2018/19 figure	273	269	223	1075	892	Green	😊	There were 223 incidents of community and neighbourhood nuisance for Q1 2021/22.
	Reduce incidents of fly tipping reported to Council ASBIT by 5% against the 2018/19 figure.	330	221	433	883	1732	Red	😞	Fly tipping has seen an increase of 31.2% between Q4 (330) 2020/21 and Q1 (433) 2021/22.
	Conduct 2640 fire home visits	64	330	162	2640	648	Red	😊	There was an increase in the number of fire visits that took place in Q1 (162) 2021/22 compared with Q4 (64) 2020/21.
	Record maximum of 181 arson incidents	28	45	47	181	188	Red	😞	In Q1, there has been an increase in arson incidents (47).
	Increase in awareness and reporting of disability hate crime	3	No target	4	No target	16	Amber	😊	In Q1 there was an increase for awareness and reporting of disability hate crime.
	Increase in awareness and reporting of domestic abuse hate crime	720	No target	789	No target	3156	Amber	😊	There was an increase for awareness and reporting of domestic abuse hate crime by 9.5% between Q4 (720) 2020/21 & Q1 (789) 2021/22.
	Increase in awareness and reporting of faith hate crime.	8	No target	16	No target	64	Amber	😊	There was an increase for awareness and reporting of faith hate crime between Q4 (8) 2020/21 & Q1 (16) 2021/22.
	Increase in awareness and reporting of trans gender crime.	1	No target	2	No target	8	Amber	😊	There was an increase for awareness and reporting of trans gender crime in Q4 (1) 2020/21 and Q1 (2) 2021/22.
	Increase in awareness and reporting of racist and religious hate crime.	131	No target	175	No target	700	Amber	😊	There was an increase for awareness and reporting of racist and religious hate crime by 33.6% between Q4 (131) 2020/21 and Q1 (175) 2021/22.
	Agree the police treat everyone fairly regardless of who they are -increase by 2% by 31/03/2021	81%	79%	81%	79%	81%	Green	😊	In Q1, 81% 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	69%	71%	67%	71%	67%	Red	😞	The number of individuals who agreed that the police can be relied upon to be there when needed decreased by 2.9% between Q4 (69%) 2020/21 & Q1 (67%) 2021/22.
	Agree the police are dealing with the things that matter to this community-increase by 2% by 31/03/2021	71%	63%	70%	63%	70%	Green	😞	The number of individuals who agreed that the police are dealing with the things that matter to this community decreased by 1.4% between Q4 (71%) 2020/21 & Q1 (70%) 2021/22.
	Agree the police listen to the concerns of local people-increase by 2% by 31/03/2021	71%	68%	69%	68%	69%	Amber	😞	The number of individuals who agreed that the police listen to the concerns of local people decreased by 2.8% between Q4 (71%) 2020/21 & Q1 (69%) 2021/22.
Feel well informed about local police activities over the last 12 months-increase by 2% by 31/03/2021	51%	43%	48%	43%	48%	Green	😞	In Q1, 48% felt well informed about local police activities.	
Know how to contact their local ward officer-increase by 2% by 31/03/2021	27%	15%	27%	15%	27%	Green	😊	In Q1, 27% knew how to contact their local ward officer.	
Police do a good job in the local area-increase by 2% by 31/03/2021	61%	61%	60%	61%	60%	Amber	😞	The number of individuals who believe that the police do a good job in the local area decreased by 1.6% between Q4 (61%) 2020/21 & Q1 (60%) 2021/22.	
Theme 4	Reduce repeat victims of domestic abuse by 5%	20	39	41	156	164	Red	😞	In Q1, there has been an increase for number of repeat victims recorded for domestic abuse between Q4 (20) 2020/21 & Q1 (41) 2021/22.
	Increase number of cases per 10,000 population from 18 to Safe lives recommended rate of 40 over 3 years (by April 2021)*	52	10		40				Latest data not available. The previous quarter outturn was 52.
	Increase number of repeat cases heard from 14% to the safe lives recommendation of 28% over 3 years (by April 2021)	34%	28-100%		28-100%				Latest data not available. The previous quarter outturn was 34%.
	Identify victims of domestic abuse and making referrals	22%	60% - 75%		60% - 75%				Latest data not available. The previous quarter outturn was 22%.

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

This page is intentionally left blank



## Frequently Asked Questions

### Is OWL free to use?

Yes, there is no cost to register and messages are free to send and receive

### Will my neighbours know I am using OWL?

Messages are confidential, meaning you can use OWL discreetly to communicate with Neighbourhood Watch or the Police. When alerts and information is sent to your area, you cannot see the list of recipients so we can never accidentally disclose your email details to other users.

### Will I receive marketing and advertising messages?

No. OWL is used by Police and Neighbourhood Watch to send alerts and advice on crime and other local issues relevant to you. We never provide your details to third parties for marketing.

### Do I have to be a member of Neighbourhood Watch to use OWL?

We recommend joining your local Neighbourhood Watch as you will receive additional local information to help keep you safe, but if you do not wish to join, you can register for Community Messaging instead. This means you will only receive alerts and information from the Police.

### How safe is my personal data?

The OWL system has been designed with security in mind. Only those who need it can see your data. We never sell your data or pass it to third parties. If you unsubscribe, we delete all of your data.

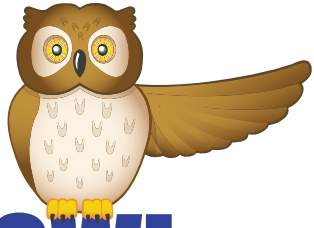
### What is Secured By Design?

Secured By Design is the official UK Police initiative combining 'designing out crime' with physical security

### How do I unsubscribe?

If you decide to leave OWL, simply email your details to the Watch Liaison Officer and we will delete your data from OWL.





**OWL**  
Online Watch Link  
**REGISTER**  
FOR FREE AT  
[WWW.OWL.CO.UK](http://WWW.OWL.CO.UK)

## OWL is the latest way to interact with your local police and Neighbourhood Watch

Working in partnership with Neighbourhood Watch and with an emphasis on positive interaction between yourselves and your local police, **OWL** acts as a serious deterrent to burglars, car thieves and unscrupulous door to door callers.

**OWL** enables you to keep up to date with your local police and Neighbourhood Watch, electronically and on-the-go.

**OWL** encourages neighbours to watch out for one another and work together to report suspicious activity.

Information goes both ways. **OWL** will send out e-mails and alerts when the police need your help, and you will be able to share information directly and discreetly with local officers. Neighbourhood Watch helps build a closer community by supporting the police as they tackle issues that really matter to you.

Regular messages relevant to you, including crime alerts and timely crime prevention advice for your local area are sent out by your local police or Neighbourhood Watch Coordinator.

- Regular local updates from your local police
- Discreetly report suspicious activity in your area
- Advice on improving your home and personal security
- Builds stronger ties with Neighbourhood Watch leading to safer communities
- Encourages neighbours to watch out for one another and work together to report suspicious activity
- Direct access to your local police and your Neighbourhood Watch Coordinator
- A quick, easy, and flexible system that fits in with your lifestyle
- Fosters a tangible community spirit as you get to know your neighbours

