



HILLINGDON  
LONDON



# Environment, Housing and Regeneration Select Committee

**Date:** THURSDAY, 22 JULY 2021

**Time:** 7.00 PM

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

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

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use a smart phone camera  
and scan the code below:



## Councillors on the Committee

Wayne Bridges, (Chairman)

Alan Chapman (Vice-Chairman)

Nicola Brightman

Allan Kauffman

Alan Deville

Scott Farley (Opposition Lead)

Janet Gardner

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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

## **Environment, Housing & Regeneration Select Committee**

### **Membership**

7 Councillors appointed on a proportional basis.

### **Terms of Reference**

To undertake the overview and scrutiny role in relation to the following Cabinet Member portfolio(s) and service areas:

<b>Cabinet Member Portfolio</b>	<ul style="list-style-type: none"><li>• Cabinet Member for Environment, Housing &amp; Regeneration</li></ul>
<b>Relevant service areas</b>	<ol style="list-style-type: none"><li>1. Planning &amp; Regeneration</li><li>2. Housing</li><li>3. Green Spaces, Sport &amp; Culture (only Green Spaces)</li><li>4. Waste Services</li></ol>

This Committee will also act as lead select committee on the monitoring and review of the following cross-cutting topics:

- Climate Change
- Local impacts of Heathrow expansion
- Local impacts of High Speed 2

### **Specific portfolio responsibilities of the Cabinet Member for Environment, Housing & Regeneration – Cllr Eddie Lavery**

1. To oversee and report to the Cabinet on the Council's responsibilities and initiatives in respect of:-

- Climate change, including air quality
- Council's flood policy,
- parks, open spaces, woodlands, allotments and other amenity land,
- reservoirs,
- provision and management of trees,
- Colne Valley Park
- Crematoriums, Cemeteries & Mortuary Service
- housing need for the Borough,
- homelessness duties,
- conditions of tenancies,
- home ownership,

- standards of privately let housing
- private sector housing grants,
- new homes initiatives,
- maximising the use of empty homes
- the Chrysalis programme of environmental improvements,
- Street Champions & Feel Proud [neighbourhood campaigns]
- Regeneration, including Town Centres
- Promoting a high quality built environment
- sustainable development
- Designation of conservation areas,
- Borough wide planning policies
- Planning enforcement policies,
- purchase notices,
- revocation of planning consents,
- stop notices
- recycling,
- waste strategy,
- civic amenity sites,
- refuse collection,
- street cleansing,
- trade waste.

# Agenda

- 1 Apologies for Absence
- 2 Declaration of Interest in matters coming before this meeting
- 3 To confirm that all items marked Part 1 will be considered in Public and that any items marked Part 2 will be considered in Private
- 4 To agree the Minutes of the previous meeting 1 - 6
- 5 2022/23 Budget Planning Report For Services Within The Remit Of Environment, Housing And Regeneration Select Committee 7 - 12
- 6 New Planning Policies - Proposed Planning Reforms in England 13 - 16
- 7 Draft Revised Statement of Community Involvement - Consultation 17 - 62
- 8 Scoping Report for Review 63 - 92
- 9 Cabinet Forward Plan 93 - 98
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## Minutes

### ENVIRONMENT, HOUSING AND REGENERATION SELECT COMMITTEE

8 June 2021

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



	<p><b>Committee Members Present:</b> Councillors Wayne Bridges (Chairman) Alan Chapman (Vice-Chairman) Nicola Brightman Alan Deville Scott Farley (Opposition Lead) Janet Gardner Allan Kauffman</p> <p><b>LBH Officers Present:</b> Dan Kennedy, Director, Planning, Environment, Education and Community Services David Haygarth, Climate Action Manager Debby Weller, Housing Policy and Strategy Manager Mark Billings, Head of Housing Options, Homelessness &amp; Standards Gary Penticost, Head of Repairs, Engineering, Planned Works &amp; Facilities Management Neil Fraser, Democratic Services Officer</p>
4.	<p><b>APOLOGIES FOR ABSENCE</b> (<i>Agenda Item 1</i>)</p> <p>None.</p>
5.	<p><b>DECLARATION OF INTEREST IN MATTERS COMING BEFORE THIS MEETING</b> (<i>Agenda Item 2</i>)</p> <p>None.</p>
6.	<p><b>TO CONFIRM THAT ALL ITEMS MARKED PART 1 WILL BE CONSIDERED IN PUBLIC AND THAT ANY ITEMS MARKED PART 2 WILL BE CONSIDERED IN PRIVATE</b> (<i>Agenda Item 3</i>)</p> <p>It was confirmed that all items would be considered in public.</p>
7.	<p><b>TO AGREE THE MINUTES OF THE PREVIOUS MEETING</b> (<i>Agenda Item 4</i>)</p> <p><b>RESOLVED:</b> That the minutes of the meeting held on 20 May 2021 be approved as a correct record.</p>
8.	<p><b>STRATEGIC CLIMATE ACTION PLAN CONSULTATION</b> (<i>Agenda Item 5</i>)</p> <p>David Haygarth, Climate Action Manager, introduced a report detailing the Council's draft Strategic Climate Action Plan, as part of the consultation process prior to its</p>

formal submission for adoption by Cabinet in July 2021.

The Committee was advised that the Council had made three corporate commitments as part of the Plan:

1. To lead and inspire the Borough's residents, businesses and schools to reduce their own carbon emissions;
2. To become carbon neutral by 2030; and
3. To achieve 100% clean energy across the Council's services by 2030.

It was confirmed that commitment 2 applied to public access buildings and sites where the Council paid for the energy supplies, together with the Council's vehicles and highways assets such as streetlighting and car parks.

To achieve commitment 3, the Council was adopting a carbon neutral approach including a reduction in the use of fossil fuels, the purchase of green energy, and carbon offsetting measures.

Figures demonstrating the Council's efforts to reduce its carbon emissions through the purchasing of green energy and fuel were highlighted, which showed a 42% reduction in emissions since 2009. Regarding green fuel, this was confirmed to be fuel that contained less carbon than previously purchased fuel.

In response to questioning from Members, it was confirmed that the consultation had included distribution to a variety of stakeholders, via the Council's website, social media channels, and by mail. The 100+ responses received had included feedback that would be useful in drafting detailed actions moving forward. It was agreed that officers would provide Members with a summary of the actions taken as part of the consultation process.

Members highlighted that the report had omitted the circa 5,000 trees planted at Field End Recreational Ground. Officers advised that this would be amended for the final report.

Members referred to questions submitted at the now retired Corporate Services, Commerce and Communities Policy Overview Committee, and officers confirmed that answers were still being sought. Once available, the additional information would be passed to Members.

Members requested that detail on energy saving measures identified at the Borough's libraries, together with detail on how the Council was updating its fleet of vehicles (for example, to include electric vehicles), be shared following the meeting.

Regarding flood mitigation to address rising waters due to climate change, it was agreed that the clerk would seek further detail from the Council's Flood Water Management officers before feeding back to the Committee.

Following discussion, it was agreed that the following be submitted as the Committee's comments to Cabinet as part of the consultation process:

*The Committee support the measures outlined within the proposed Action Plan to address climate change through the reduction of the Council's carbon footprint. The Committee notes the actions previously taken that have resulted in significantly reduced emissions, and is eager to see further successes as a result of the Plan's*

*approval and implementation.*

**RESOLVED:**

- 1. That the report be noted;**
- 2. That the additional information requested above be forwarded to the Committee following the meeting, and;**
- 3. That the above comments be included in the forthcoming report to Cabinet.**

9. **HOUSING STRATEGY - DEVELOPMENT & CONSULTATION** (*Agenda Item 6*)

Debby Weller, Housing Policy and Strategy Manager, introduced a report detailing progress made in preparing the draft Housing Strategy 2021/22 to 2025/26, including the timetable for delivery, the current policy environment and key challenges, emerging strategic direction, and priorities and consultation plans.

For context, the housing market had been seen to have declined as a result of the Covid-19 pandemic, but had since recovered strongly. House prices had risen by approximately 4%, while flat prices had remained stable. London prices remained markedly more expensive than other areas, though prices outside London were growing as people were moving to rural locations in search of more space.

The Council's policy and legislation had been drafted to address safety, housing conditions, relationships with tenants and leaseholders, climate change and environmental concerns, domestic abuse, and changes to planning such as permitted development and the new London Plan, etc.

Housing strategy priorities included place shaping, increasing access to affordable homes, improving housing standards, support for the Charter for Social Housing Residents, and support for independent living, together with addressing climate change and normalising service delivery following the pandemic.

Place Shaping involved Housing Services contributing to ensuring inclusive, greener and sustainable places via collaboration across health, social care and housing sectors. The Council's Health and Wellbeing Strategy was currently under development and would include actions to address issues identified following the pandemic, such as overcrowding.

The Council's need for affordable housing remained, but the profile of the homes needed had changed, with an increased demand for family housing. Housing Standards was being addressed via a business plan that would ensure the Council's compliance with new building safety requirements.

The Social Housing Charter was to be supported through increased digital tools, surveying and benchmarking. Homelessness was expected to rise following the forthcoming end to the ban on evictions, which would increase pressure on the service. Improvements to the service would include improved joint working with social care, Domestic Abuse Housing Alliance (DAHA) accreditation, further support for older people, and support for residents with autism or dementia.

The draft strategy would be widely consulted on, likely between July and September, before a further report to this Committee. Thereafter, the Strategy would be submitted for endorsement to Cabinet, before approval at Full Council.

Members sought further information on a number of points, with officers responding as follows:

Regarding the licensing of landlords prior to their renting of a property, Homes of Multiple Occupancy (HMO) landlords required a licence before renting an HMO property to five or more people. Additional licensing was dependent on the Council evidencing the requirement for additional conditions to address issues, such as antisocial behaviour. The Council did not place families into HMOs, instead placing into separate dwellings that adhered to room space standards. All accommodation was checked prior to placing tenants, to ensure it adhered to the required safety and management standards.

On the matter of Council tenants complaining of a lack of timely repairs, such as the fixing of a faulty boiler, it was acknowledged that there had been issues with the Council's new suppliers at the start of the contract, which had resulted in the Council issuing an improvement notice. Since then, a number of changes had been implemented and such issues were declining. For example, stock of parts for obsolete equipment had been increased, reducing delays for addressing faults.

Regarding empty Council properties, this was confirmed to be at circa 1%, which, according to benchmarking against neighbours, was good performance. It was recognised that this number should be kept as low as possible, though there were occasions where properties were kept vacant to allow for assessments and repairs, etc.

The importance of highlighting standards and practices to both landlords and tenants was recognised, and work was underway to ensure the requisite knowledge on how to maintain a property, and how to report issues, was provided. Landlords were required to evidence that they had provided certain documents to their tenants at the commencement of a tenancy, otherwise they would be unable to serve notice on those tenants. With regard to 'problem' landlords and tenants, the Committee was advised that the Greater London Authority (GLA) maintained a database of such individuals, which was then fed into a national database, for use by local authorities when placing tenants and carrying out enforcement action.

Regarding crime and antisocial behaviour, the Council's Community Safety Team were tasked with addressing such issues. Due to such actions being labour intensive, it was important to review all available data to ensure actions were being targeted appropriately.

The Committee thanked officers to the report, and suggested that the Strategy include additional detail regarding how the Council could ensure landlords and tenants were aware of their responsibilities, and how to notify the Council of any issues. In addition, it was requested that future resident surveys be sent to Committee members for dissemination to their constituents.

**RESOLVED:**

- 1. That the report be noted;**
- 2. That the Strategy include Committee feedback as set out above, and;**
- 3. That officers provide Committee Members with future resident surveys.**

10. **NEW CALL-IN PROCESS** (*Agenda Item 7*)

Further to correspondence issued by Democratic Services on the new scrutiny call-in procedure detailing the Council's decision to transfer this responsibility to Members of the relevant Select Committee, Members received a verbal update on the procedure change. The Committee was informed that the correspondence explained the procedure and provided detailed guidance, along with a guide on how to download or use the new Scrutiny App.

**RESOLVED: That the verbal update on the Scrutiny Call-in Procedure be noted.**

11. **NEW REVIEW TOPIC SELECTION** (*Agenda Item 8*)

Consideration was given to the Committee's potential first review topic. The clerk advised that, following discussions with officers, the following topics had been suggested for the Committee's consideration:

1. Maintenance and improvement of the playground areas of our parks;
2. Practical measures to improve air quality;
  - key players such as public health, planning, transport, use of green infrastructure etc.
3. Improving feedback from residents of social housing and how to improve estates with use of Better Neighbourhood Fund;
  - I.e. 'the voice of tenants and leaseholders'.

Members discussed the proposed topics and suggested additional review topics detailing the experience of residents in crisis within rented homes, and how the Council was regenerating its High Streets. It was agreed that these topics could be considered for a future information report or review, and would be further discussed during the Committee's Work Programme item (agenda item 10).

Members were supportive of the proposed topic number 3, as set out above, and agreed that this should be approved as the Committee's first review. It was suggested that the review could include feedback from social housing tenants, residents associations, street champions, and Ward Councillors. Areas of focus could include the condition of properties prior to a tenant moving in, the addressing of antisocial behaviour and involvement from the Police, accessibility and adaptations for residents with disabilities, and the information provided to landlords and tenants at the beginning of an occupancy.

It was confirmed that the clerk would bring a scoping report on the topic to the next meeting of the Committee.

**RESOLVED: That the topic of 'Improving feedback from residents of social housing and how to improve estates with use of Better Neighbourhood Fund' be approved as the first review of the Select Committee.**

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

Consideration was given to Cabinet's Forward Plan.

**RESOLVED: That the Cabinet Forward Plan be noted.**

13. **WORK PROGRAMME** (*Agenda Item 10*)

Consideration was given to the Committee's Work Programme for 2021 and beyond.

Members suggested additional topics for information reports, including:

- Hosing tenants in crisis / within rented Council homes;
- How the Council was regenerating its High Streets, particularly following the pandemic;
- Alleygating within the Borough;
- Houses of Multiple Occupancy within the Borough;
- Empty properties within the private sector (and how the Council could work to bring these properties back into use);

It was agreed that the clerk would review the above topics for suitability before bringing an updated work programme to the next meeting of the Committee.

**RESOLVED:**

- 1. That the Forward Plan be noted, and;**
- 2. That the clerk review the above topics for suitability before bringing an updated work programme to the next meeting of the Committee.**

The meeting, which commenced at 7.00 pm, closed at 8.30 pm.

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

## 2022/23 BUDGET PLANNING REPORT FOR SERVICES WITHIN THE REMIT OF ENVIRONMENT, HOUSING AND REGENERATION SELECT COMMITTEE

<b>Committee name</b>	Environment, Housing and Regeneration Select Committee
<b>Officer reporting</b>	Andy Goodwin, Finance
<b>Papers with report</b>	N/A
<b>Ward</b>	All

### HEADLINES

This is the first opportunity for the Select Committee to discuss the current stage of development of budget planning work with regard to services within the remit of Environment, Housing and Regeneration Select Committee. This paper gives a strategic context in which the detailed proposals to be discussed at Select Committee meetings in January 2022 will need to be considered.

### RECOMMENDATIONS

1. **That the Committee notes the financial context in which the 2022/23 budget setting process will take place in advance of detailed savings proposals being developed and approved at Cabinet in December 2021.**

### SUPPORTING INFORMATION

2. This is the first of two opportunities within the planning cycle for the Select Committee to consider issues relating to budget planning for 2022/23 and beyond. The focus of this report is the broader financial position of the Council, with the report to be considered in January 2022 setting out the detailed budget proposals for relevant services, those proposals having been included in the report to Cabinet on the Medium Term Financial Forecast (MTFF) in December 2021.

#### Corporate Overview – General Fund

##### 2021/22 General Fund Revenue Monitoring & COVID-19 Impact

3. The ongoing impact of COVID-19 on the Council's finances during 2021/22 is projected to generate pressures totalling £14,478k, bringing the total pandemic related pressures since March 2020 to £47,553k. To date, sufficient funding has been received from Government to meet these costs without recourse to local resources, however the Council has set aside £10,126k in a dedicated Earmarked Reserve to manage any costs over and above funding received from the Government.
4. With the COVID-19 pressure being managed within external funding, an underspend of £351k is reported on the General Fund at Month 2 (May), with the underspend being driven by a

combination of lower borrowing costs linked to reductions in capital spending and a favourable outlook on demand-led budgets. General Balances are projected to total £26,452k at 31 March 2021 in line with the Council's recommended range for unallocated reserves between £15,000k and £35,000k.

### 2022/23 to 2025/26 General Fund Savings Requirement

5. While the focus of the discussion for the Select Committee should be the specific services within its remit, it is important that this discussion is conducted in the context of the overall corporate financial position. The following paragraphs outline the medium term financial position presented in the 2021/22 Budget Setting Report approved by Cabinet and Council in February 2021.
6. At the time of budget setting, the gross savings requirement for the Council's General Fund over the period 2022/23 to 2025/26 was projected to total £44,332k which was primarily driven by inflationary cost pressures, growing demand for services and the cost of servicing and repaying borrowing incurred in delivery of the capital programme which are expanded upon below. For 2022/23, the gross savings requirement was forecast to total £10,302k.

**Table 1: Projected Budget Gap detail**

	2022/23 £'000	2023/24 £'000	2024/25 £'000	2025/26 £'000	Total £'000
Changes in Funding	(868)	(2,613)	(1,462)	(2,534)	(7,477)
Inflation	6,342	6,497	6,654	6,816	26,309
Contingency / Service Pressures	3,330	3,406	3,442	3,442	13,620
Corporate Items (incl. capital financing costs)	1,498	5,938	2,406	(383)	9,459
<b>Underlying Savings Requirement</b>	<b>10,302</b>	<b>13,228</b>	<b>11,040</b>	<b>7,341</b>	<b>41,911</b>

7. An uplift of £7,477k in recurrent funding is projected over the four-year MTFF period, primarily driven by the favourable movement within the taxbase as new homes are delivered across the borough – a growth rate of circa 6% on the 2021/22 baseline.
8. Inflation represents the single largest element of the underlying savings requirement, reflecting the growing cost of maintaining current service provision, with a headline pressure of £26,309k over the MTFF period. Workforce inflation through anticipated annual 2% pay awards and an expected 0.5% per annum increase in employers' pension contributions accounts for £13,297k of this growth, with £10,396k increases on the cost of care provision where annual pay inflation of around 4% is expected to keep pace with growth in the London Living Wage. The remaining £2,616k inflation reflects other contracted expenditure, energy costs and other expenses.
9. Increasing demand for services linked to a growing and changing population accounts for £13,620k of the projected savings requirement, which reflects a continuation of current trends across Waste disposal, Adult Social Care, SEN Transport and Children's Social Care. Annual growth in the cost of waste disposal due to a combination of population growth and price increases is expected to require £3,600k growth, with £4,454k increase in demand for Adult Social Care reflecting growing demand across the full range of care provision. Provision of

£3,322k is included to manage growing demand across Children’s Services, with £2,244k uplifts on SEN Transport partially driven by the ongoing impact of the 2014 Children’s and Families Act.

10. Corporate Items, which primarily relate to the ongoing costs of financing capital investment, represent the remainder of the budget gap with £9,459k growth required over the MTF period. Budgeted capital investment in the current programme is the key driver of a £6,535k growth in debt financing and repayment costs over the medium term. The remaining balance of Corporate Items relate to the unwinding of COVID-19 related reductions in the TfL Concessionary Fare Levy and use of capital receipts to finance transformation activity, alongside moving the Council Tax Older People’s Discount to being funded from base budget rather than Earmarked Reserves.
11. The position presented would result in a net increase of £41,911k in the cost of delivering services to residents, which alongside unwinding the use of £2,421k balances to support spending in the 2021/22 financial year results in a gross savings requirement of £44,332k over the four year period to 2025/26. The following table sets out the outline budget strategy presented in February 2021 to manage this savings requirement.

**Table 2: Savings Requirement (February 2020) 2021/22-2022/23**

	2022/23 £'000	2023/24 £'000	2024/25 £'000	2025/26 £'000	Total £'000
Underlying Savings Requirement	10,302	13,228	11,040	7,341	41,911
Unwind Prior Use of Balances	2,421	1,000	0	0	3,421
Proposed Use of General Balances	(1,000)	0	0	0	(1,000)
<b>Gross Savings Requirement</b>	<b>11,723</b>	<b>14,228</b>	<b>11,040</b>	<b>7,341</b>	<b>44,332</b>
3.8% Council Tax Increase	(5,054)	(5,290)	(5,606)	(5,936)	(21,886)
Current Savings Proposals	(2,797)	0	0	0	(2,797)
<b>Savings to be identified</b>	<b>3,872</b>	<b>8,938</b>	<b>5,434</b>	<b>1,405</b>	<b>19,649</b>
Closing General Balances	25,452	25,452	25,452	25,452	N/A

12. The assumed continuation of the Social Care Precept at 2.0% per annum plus a 1.8% inflationary uplift in the core Council Tax would deliver £21,886k towards the saving requirement, alongside existing savings proposals of £2,797k leaves £19,649k of savings to be identified over the four year period. This budget strategy is predicated on ongoing use of balances to support service budgets and therefore General Balances are expected to stabilise at £25,452k, in line with the recommended range for reserves.

### Strategy to deal with the Budget Gap

13. The Council continues to be well placed to manage the ongoing financial challenge, with a solid track record of delivering balanced budgets for the forthcoming financial year and securing an underspend position by outturn. This has been achieved through delivery of savings under a range of themes, including:

- a. Service Transformation represents the single largest category of savings, with items presented in this category primarily linked to implementation of the BID Programme;
  - b. Savings proposals from Zero Based Reviews represent budgets which have been identified as being surplus to requirements through the line-by-line review of outturn and similar exercises being undertaken by Finance;
  - c. Effective Procurement savings capture the benefits secured from efficiency savings from contracted services and reviews of delivery models in a number of areas;
  - d. Preventing Demand - initiatives such as the Supported Living Programme where investment in early intervention and other support can avoid more costly intervention at a later date, and;
  - e. Income Generation & Commercialisation proposals primarily relate to amendments to Fees and Charges.
14. While this successful approach is to be maintained for this year's budget setting cycle, savings proposals are being developed on a multi-year basis with the intention of delivering a more strategic presentation of activity to manage the budget gap in the medium term. Proposals will be developed over the coming months and subject to approval by Cabinet in December 2021, will be presented to Select Committees in January 2022 alongside the public consultation on the budget for the forthcoming year.

### **Corporate Overview - Other Funds**

15. The Housing Revenue Account (HRA) is subject to a statutory ring-fence, with £58,944k of rental income from the Council's social housing provision being reinvested in maintenance, improvement and expansion of housing stock. The approved capital programme includes funding to acquire 419 new dwellings over the period to 2025/26, providing a mechanism to replace an expected 230 sales of properties to sitting tenants through the Right to Buy scheme. The financial standing of the HRA remains sound, with the 30 Year Business Plan demonstrating sustainability of the current operation over the longer-term. The next iteration of the HRA MTFP and Business Plan will incorporate the estate regenerations schemes recently endorsed through the ballot process.
16. The Council receives funding for Schools' Budgeted Expenditure through the Dedicated Schools Grant (DSG), which is a ringfenced grant. The DSG funds both the delegated individual schools budget and items that the School and Early Years Finance (England) Regulations allow to be retained centrally by the Council, including Special Educational Needs, Alternative Education provision and Early Years provision.
17. As highlighted in the monthly budget monitoring reports to Cabinet, funding provided by the Department for Education through the DSG has failed to keep pace with growing demand on High Needs following the introduction of the 2014 Children's and Families Act. As of the latest budget monitoring position, the cumulative deficit on the DSG is projected to reach £34,294k

by 31 March 2022. As with all authorities reporting such a deficit, the Council is currently working on development of a recovery plan for the management of this deficit, with support from the Department for Education.

### MTFF Process Update and Timetable

18. The timetable for the budget process has been refreshed and the first MTFF sessions with Groups took place during July to review the detailed budget proposals developed by each group. Progress on the development and delivery of these proposals will be monitored monthly by the Corporate Management Team and Cabinet Members throughout the remainder of the year.

**Table 3: MTFF Timetable**

March to June	Review of Budget Assumptions and initial development of Savings Proposals
July	Summer Challenge Sessions
	Summer Budget Report to Cabinet (not published)
	Budget Scoping Reports to Select Committees
August to September	Refresh of Budget Assumptions and refinement of Savings Proposals
October	Autumn Challenge Sessions
November	Autumn Budget Report to Leader/Cabinet (not published)
December	Provisional Local Government Finance Settlement
	Consultation Budget Report to Cabinet
January	Public Budget Consultation
	Following year Budget Proposals to January POCs
February	Final Local Government Finance Settlement
	Final Budget to Cabinet and Council

### Next Steps

19. The Medium Term Financial Forecast setting out the draft revenue budget and capital programme will be considered by Cabinet in December 2021 and issued for consultation during the remainder of December 2021 and January 2022. This will include detailed consideration by each of the Select Committees of the proposals relating to their respective services.
20. Key issues within the remit of Environment, Housing and Regeneration Select Committee will continue to be tracked through the Council’s budget monitoring process, with monthly reports to Cabinet detailing the latest position and outlook for 2020/21.

### Implications on related Council policies

A role of the Select Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council’s policy and direction.

### How this report benefits Hillingdon residents

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

### **Financial Implications**

None at this stage.

### **Legal Implications**

None at this stage.

### **BACKGROUND PAPERS**

The Council's Budget: General Fund Revenue Budget and Capital Programme 2021/22 – reports to Cabinet 18 February 2021 and Council 25 February 2021.

The Council's Budget: 2021/22 Revenue and Capital Month 2 Budget Monitoring – report to Cabinet 8 July 2021

## PROPOSED PLANNING REFORMS IN ENGLAND

<b>Committee name</b>	Environment, Housing and Regeneration Select Committee
<b>Officer reporting</b>	Julia Johnson – Planning Policy and Infrastructure
<b>Papers with report</b>	None
<b>Ward</b>	ALL

### HEADLINES

The purpose of this report is to highlight key points from the government’s white paper on proposed changes to the planning system – ‘Planning for the Future’ – together with a summary of concerns expressed about the proposals and recent updates from the government.

### RECOMMENDATIONS:

**That the Committee:**

1. **Note the reforms summarised in the report.**

### SUPPORTING INFORMATION

#### Planning for the Future White Paper

The white paper Planning for the Future was published by the government for consultation in August 2020. Launching the white paper, the Secretary of State for Communities, Housing and Local Government explained the government’s intention to overhaul the outdated planning system, streamline the process to deliver homes faster, protect valued green spaces and build beautiful homes.

The white paper outlined 24 new proposals, that were organised around 3 ‘Pillars of Change’. These were:

1. **Planning for development:** establish a clear and predictable basis for the pattern and form of development in an area;
2. **Planning for beautiful and sustainable places:** ensure a planning system that enables the creation of beautiful places, protects and enhances the environment, and supports efforts to combat climate change and bring greenhouse gas emissions to net-zero by 2050; and

3. **Planning for infrastructure and connected places:** make developer contributions fairer, simpler and more consistent.

The key proposals present under these 'Pillars' included:

- Simplified designations for land usage in the form of three 'zones' – growth, renewal and protected.
- Automatic permission in principle for development in some areas and a shift away from public engagement on individual planning applications.
- A national housing delivery target of 300,000 homes per annum that will be distributed to local planning authorities by central government.
- Greater use of digital technology in the planning process.
- A national design guide to ensure high quality design.
- A new nationally set infrastructure levy to replace Section 106 contributions and the Community Infrastructure Levy.

The consultation on the Planning for the Future opened on 6 August and closed on 29 October 2020. The London Borough of Hillingdon submitted a response to the Consultation which was approved by Cabinet in October 2020. In the reasons for the decision, the minutes noted the Cabinet's concerns that the proposed changes had the potential to dramatically change how the Planning Service in Hillingdon was delivered, negatively impacting residents, business and other service users.

The government received over 40,000 responses to the proposed reforms which are still being reviewed. A government response to the consultation is not expected until autumn 2021.

### **Reactions to Planning for the Future's Proposals**

The proposed reforms have received a strong level of public, local government and planning sector interest. They have also been subject to an inquiry and subsequent report by the House of Commons Housing, Communities and Local Government Committee which took extensive evidence from the development industry, planning professionals, local authorities and a public survey.

Key issues identified by the Committee include:

- The lack of detail regarding the proposed reforms makes it a challenge to assess the possible practical implications.
- The proposed three zones approach for Local Plans is too simplified and will not create the certainty sought by developers or provide the necessary level of protection for the natural and historical environment. They will also be challenging to apply in complex urban areas.
- The need to address the conflict between speeding up the production of Local Plans and increasing community involvement.
- Concerns about the resources available to local authorities to achieve the ambitious timelines.
- The potential absence of a framework for strategic planning above the level of single planning authorities to address sub-regional or regional planning issues.

- The proposal to remove the ability of individuals to comment upon individual planning applications and the absence of any reference to the role of local councillors in the planning system within the white paper.
- Reforms to the 'standard method' for calculating housing needs within each local authority. The proposed housing requirements for London would be 93,500 per annum, which is the equivalent of a 155% uplift on average levels of the delivery.
- Concerns that changes to Section 106 and the Community Infrastructure Levy could have negative impacts on the delivery of affordable housing.
- The clear need for additional resources for local planning authorities and a skills strategy to ensure that professional planners have the capacity to implement the reforms.

The House of Commons Select Committee also identified a list of important areas they believe have been omitted from the proposed planning reforms which should be addressed before the publication of a Planning Bill. These include:

- The 'levelling up' agenda.
- The high street and economic recovery from the pandemic.
- Addressing climate change.
- Improving sustainable transport.
- The delivery of commercial and industrial property alongside housing.

## **The Government's Emerging Response**

In response to the growing political, public and media interest in the planning reforms, the Housing and Local Government Secretary Robert Jenrick MP gave several updates on the proposed planning reforms in a recent speech to the Local Government Association (6 July 2021). The key points from his speech included:

- A shift away from an intention to 'rip up the planning system and start again' to one of improvement.
- Emphasising that the planning changes would be 'council-led', with councils continuing to determine how to provide the homes needed in their area.
- That the planning system will be plan led with clear land allocations.
- There continues to be an intention to replace section 106 agreements with more predictable and transparent levies, which will be set locally.
- An emphasis on making the planning system more accessible through digital plan making.
- The intention to consider new ways of ensuring that sites get built out as expected.

Another area of note from the speech was reference to the publication of a Levelling Up white paper later in the year with a requirement for every local council to produce a ten or twenty-year levelling up plan for their area which is genuinely placed-based.

## **Next Steps**

The timetable for the publication of the draft Planning Bill and the government's response to the planning reform paper have not yet been set out in detail. However, it is likely that there will be

further publications towards the end of this year.

### **Implications on related Council policies**

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

The planning reforms will impact on the Council's planning policies in the future, however further detail is required until these impacts can be fully understood.

### **How this report benefits Hillingdon residents**

None at this stage.

### **Financial Implications**

There are no direct financial implications resulting from the recommendations in this report.

### **Legal Implications**

There are no direct legal implications resulting from the recommendations in this report.

## **BACKGROUND PAPERS**

Planning for the Future White Paper

London of Borough of Hillingdon – Cabinet – October 2020 - Response to Government Consultation.

House of Commons Select Committee - The future of the planning system in England.

Local Government Association annual conference 2021: Secretary of State's speech - GOV.UK ([www.gov.uk](http://www.gov.uk))

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Classification: Public

Environment, Housing and Regeneration Select Committee [22 July 2021]

## DRAFT STATEMENT OF COMMUNITY INVOLVEMENT CONSULTATION

<b>Committee name</b>	Environment, Housing and Regeneration Select Committee
<b>Officer reporting</b>	Julia Johnson – Planning Policy and Infrastructure
<b>Papers with report</b>	Appendix 1: Draft Statement of Community Involvement
<b>Ward</b>	ALL

### HEADLINES

The purpose of this report is to advise the Committee on the role and purpose of the Draft Statement of Community Involvement, and to invite comments as part of the consultation process.

### RECOMMENDATIONS:

**That the Select Committee:**

- 1. Review the draft Statement of Community Involvement and submit comments for inclusion in the forthcoming report to Cabinet setting out the results of the consultation.**

### SUPPORTING INFORMATION

1. As the Local Planning Authority, the Council is required to produce a Statement of Community Involvement (SCI) in accordance with section 18 of the Planning and Compulsory Purchase Act 2004 (as amended) and the Town and Country Planning (Local Planning) (England) Regulations 2012.
2. The purpose of the SCI is to set out how the Council intends to involve all sections of the community in the planning process and engage with local communities, businesses and other interested parties when developing and reviewing planning documents and determining planning applications.
3. Section 10A of the Town and Country Planning (Local Planning) Regulations 2017 require an SCI to be reviewed every five years starting from the date of adoption of the SCI. The current SCI was adopted in November 2006 and was therefore identified as priority for review and updating. The Council is also about to begin a review of its Local Plan and it is therefore desirable to have an up-to-date SCI to let the community know how they can get involved in the plan-making process.
4. A summary of each section of the Draft SCI is provided below with the full document attached as Appendix 1.

#### **Section 1 – Introduction**

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Classification: Public

Environment, Housing & Regeneration Select Committee [22 July 2021]

This section identifies the purpose of the SCI and the legislative background and provides links to further resources for the community to aid them in the planning process.

### **Section 2 - Plan-making**

This section describes what plan-making is, identifies the different consultation methods that the Council will utilise to engage the community and other stakeholders, specifies whom the Council will involve in the plan-making process, and what temporary consultation measures could be used during a future pandemic. This section also details the process of creating a Local Plan and the opportunities for engagement at different stages of the process. It also describes the process of creating supplementary planning documents (SPDs) and the opportunities for engagement at various stages of this process.

### **Section 3 – Neighbourhood Planning**

This section details the neighbourhood planning process and provides advice to members of the community seeking to produce a neighbourhood plan or Neighbourhood Development Order. It identifies the consultation requirements that must be met by a Neighbourhood Forum when producing a neighbourhood plan and it also identifies the role of the Council and the support it will provide. Links to further information on neighbourhood planning are also provided.

### **Section 4 – Community Infrastructure Levy**

This section explains what the Community Infrastructure Levy (CIL) is and details the process of producing a CIL Charging Schedule. It also identifies opportunities for engagement with the community at the various stages of producing a CIL Charging Schedule.

### **Section 5 – Other policy guidance**

This section identifies the requirements for consulting on other planning related documents such as Article 4 Directions and Conservation Area Appraisals and Management Plans.

### **Section 6 – Development Management**

This section details the planning application process and the opportunities for involvement at different stages of the process, from pre-application to decision-making. It also identifies whom in the Council will consult and advises applicants on the consultation they can undertake at the pre-application stage. Lastly, it details how the community can get involved in the planning enforcement process.

### **Section 7 – Monitoring and Review**

This section seeks to briefly explain how the Council will ensure the SCI remains fit-for-purpose and commit to reviewing the SCI at least every five years as required by Section 10A of the Town and Country Planning (Local Planning) Regulations 2017.

## **Implications on related Council policies**

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

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Classification: Public

Environment, Housing & Regeneration Select Committee [22 July 2021]

The consultation methods set out in the SCI will guide the type of methods used to consult residents on the emerging Local Plan. The Local Plan is part of the Council's statutory development plan.

### **How this report benefits Hillingdon residents**

None at this stage, pending any findings approved by Cabinet.

### **Financial Implications**

There are no direct financial implications resulting from the recommendations in this report.

### **Legal Implications**

The legal requirements for reviewing the Council's SCI are set out in the main body of the report.

### **BACKGROUND PAPERS**

NIL

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# HILLINGDON

LONDON

## Hillingdon Council

### Draft Revised Statement of Community Involvement

2021



PLANNING POLICY [local.plan@hillington.gov.uk](mailto:local.plan@hillington.gov.uk)

**If you would like us to translate information about this project into another language, or require an interpreter, please call 0800 9949323.**

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# 1 INTRODUCTION

## 1.1 THE PLANNING SYSTEM

1.1.1 The planning system is an important part of our lives and affects us all in some way; from the homes and streets we live in, the places that we work, the location and types of shops that we shop in, as well as the outdoor spaces and natural environment that we spend time relaxing in.

1.1.2 How Hillingdon Council's built environment develops in the future will be led by the planning system. It is therefore important that the local community and stakeholders know how they can take part in the planning process and participate in planning decisions.

1.1.3 Understanding the issues, opportunities, challenges and options is an important part in the plan-making process and engagement and consultation with relevant partners and communities is essential to this.

## 1.2 WHAT IS A STATEMENT OF COMMUNITY INVOLVEMENT?

1.2.1 A Statement of Community Involvement (SCI) sets out how the Council intends to involve all sections of the community in the planning process and engage with local communities, businesses and other interested parties when developing and reviewing planning documents and determining planning applications.

1.2.2 The SCI establishes formal arrangements and standards to enable the community to know how and when they will be involved in the preparation, alterations and review of Hillingdon's Development Plan and how they will be consulted on planning applications.

## 1.3 PURPOSE OF THE SCI

1.3.1 The aim of the SCI is to ensure that all sectors of the community in Hillingdon:

- Are informed about the planning documents being prepared or local planning applications being considered;
- Understand how they can make their views of these known;
- Have ready access to information;
- Are involved early in the decision-making process;
- Can put forward their ideas of views about issues and feel confident that there is a formal process for considering these;
- Can take an active part in preparing proposals or options to manage land use and future development in their community;
- Can comment on planning applications; and
- Will get feedback and be informed about progress and outcomes.

1.3.2 The Council wants to encourage everyone in the community to take up the opportunity to be actively involved in the preparation of the Development Plan and in the consideration of planning applications. The Council firmly believes that community involvement in the planning process can help:

- Develop better plans and achieve higher quality development, which is supported by the local community;
- Improve the quality and efficiency of decisions by drawing on local knowledge and minimising costly and unnecessary conflict;
- Educate all participants about the needs of local communities, the business sector and how local government works;
- Foster ownership and promote social cohesion by making real connections with people in the community and offering them a tangible stake in decision-making;
- Offer different, more locally relevant or practical solutions to resolve contentious or complex issues;
- Promote certainty to both the community and developers as to the type of land use or development desired by the community for certain locations or areas; and
- Achieve consensus in the preparation of the Development Plan.

## 1.4 WHAT IS THE LOCAL AUTHORITY REQUIRED TO DO?

1.4.1 Section 18 of the Planning and Compulsory Purchase Act 2004 (as amended) requires local authorities to prepare and maintain the Statement of Community Involvement (SCI). An SCI must set out how the Council intends to achieve community involvement, public participation and cooperation in the preparation of their Local Plan, including any Supplementary Planning Documents (SPDs), as well as setting out how they intend to involve the public when consulting on planning applications.

1.4.2 Hillingdon's last SCI was adopted in 2006 and so this SCI will include a number of updates in line with changes in legislation as well as national policy, guidance and best practice. This SCI will also identify opportunities for the use of technology to reach more people and enable more effective engagement.

1.4.3 The SCI has also been updated to take account of temporary changes to consultation practices due to the global Covid-19 pandemic.

## 1.5 OPPORTUNITIES FOR INVOLVEMENT IN THE PLANNING SYSTEM

1.5.1 There are two main parts to the planning system which the Council seeks to involve partners and communities in:

- **Planning Policy** is concerned with the preparation of local development documents and policies that are used to guide development in Hillingdon. These documents provide information on how the borough will change during the plan making period, which is usually for a minimum of 15 years. They also form the basis for determining planning applications. The documents must conform to relevant Government and London-wide guidance and policy and there are specific statutory procedures that must be followed during the preparation of the documents.
- **Development Management** is responsible for processing and determining planning applications for new development, changes of use for development and also determines

applications in relation to listed buildings, advertisements and works to certain trees where they are covered by a Tree Preservation Order. The Development Management team also provides pre-application planning advice. The **Planning Enforcement** team investigates and where appropriate acts where breaches of planning control have taken place.



Figure 1: Various stages of the planning process

## 1.6 TEMPORARY CHANGES IN RESPONSE TO THE COVID-19 PANDEMIC

1.6.1 The Government published amendments to Town and Country Planning Regulations in May 2020 and again in December 2020. The National Planning Practice Guidance (NPPG) was also updated to include paragraphs 76-82 and recommends that local authorities review and update their SCI and incorporate temporary changes that would help to prevent the spread of the disease but also allow the process of plan-making to continue.

1.6.2 NPPG paragraph 77 states that, "Where any policies in the SCI cannot be complied with due to current guidance to help combat the spread of coronavirus (COVID-19), the local planning authority is encouraged to undertake an immediate review and update the policies where necessary so that plan-making can continue".

1.6.3 Hillingdon Council has reviewed the SCI and is now updating it. While the pandemic is hopefully coming to an end, the SCI is being updated to ensure that any potential similar situation in the future is appropriately planned for and to ensure alternative engagement methods for both development management and plan-making are identified and easy to implement if necessary to do so. These temporary alternative methods will be identified as such in the relevant sections of this SCI.

1.6.4 The alternative consultation practices will be temporary and will only be used when it is not possible to use the preferred engagement methods.

## 1.7 PLANNING INFORMATION AND SUPPORT

1.7.1 Contact details for all the relevant Council planning departments are provided at the end of this document should you need to contact us.

1.7.2 Further information about the planning process and how the planning system works is also available online at the Planning Portal website: [www.planningportal.gov.uk](http://www.planningportal.gov.uk). This website provides information on a number of different areas in planning in a clear and concise way.

1.7.3 Independent planning advice can also be obtained from Planning Aid, which is a voluntary service offering free, professional planning advice to community groups and individuals who cannot afford to employ a planning consultant. Planning Aid is independent from the Council. The contact details for Planning Aid are as follows:

**Online:** <http://www.rtpi.org.uk/planning-aid/>

**Telephone:** 020 7929 9494

**Email:** [advice@planningaid.rtpi.org.uk](mailto:advice@planningaid.rtpi.org.uk)

**Advice on the neighbourhood planning process can also be found at**  
<https://neighbourhoodplanning.org/>.

**1.7.4 The Council also offers a translation and/or interpretation service to ensure more individuals can be included in the planning process. Translations to other languages, Braille or audio tape, or interpreters, can be provided for this document as well as other planning documents if required by contacting the Council.**

## 1.8 FUTURE REVIEW

1.8.1 The SCI will be reviewed regularly and updated when necessary to reflect any changes in legislation or best practice guidance. Planning practice guidance advises that SCI's are updated every five years at least. The Council will also ensure that the most effective and appropriate consultation methods are used and incorporate these into the SCI where necessary.

1.8.2 The Council is also investigating opportunities to improve online access to planning services and will be reflected within future reviews.

# 2 PLAN-MAKING

## 2.1 WHAT IS PLAN-MAKING?

2.1.1 Plan making is the process of shaping and influencing the future planning and development of an area. Plan-making involves preparing evidence-based policies and supporting guidance informed by engagement with local stakeholders. Planning policies set out the long-term framework for development in the borough and form the basis for determining planning applications.

2.1.2 In Hillingdon, the hierarchy of planning policy is as set out in Figure 2 below.



Figure 2: Hierarchy of planning policy in Hillingdon

2.1.3 Collectively, the adopted London Plan, Local Plan and any adopted Neighbourhood Plans form the 'development plan' for Hillingdon. Planning applications (with a few exceptions such as development which falls within permitted development) will be assessed against the development plan and the NPPF.

2.1.4 The NPPF and national planning legislation require Local Plans to be created in consultation with the community and interested stakeholders.

2.1.5 Whilst views can be submitted to the Council at any time in respect to local plan matters there will be specific points in the plan-making process where the Council will actively seek views on its Local Plan. Engagement and participation early in the plan-making process can help shape local plans as they are being prepared and provides the opportunity to influence planning and development outcomes in the borough.

2.1.6 Hillingdon's Local Plan must be in 'general conformity' with the London Plan which sets out the overall strategic plan for London and provides context for the Local Plan. The Local Plan

must also be 'consistent with' national policy (the NPPF). Within this framework of national and London-wide policy, local plans can address local issues in proactive and creative ways that respond to the views and needs of local communities provided policies are evidence-based. Views expressed by the community and other interested stakeholders can also form the basis for new policies and the amendment of existing policies.

2.1.7 Local communities are also able to influence development in their area through Neighbourhood Planning, which is covered later in the document.

2.1.8 The final tier are those documents produce to support and guide the implementation of policies in the development plan. These can take the form of statutory Supplementary Planning Documents (SPDs) as well site briefs or master plans. Such documents cannot introduce new policies but they can explain how a particular policy should be applied.

## 2.2 CONSULTATION METHODS

2.2.1 The Council understands that consultation at different stages of plan preparation have different degrees of impact on the final content of the plan. Wide and more in-depth engagement particularly at the initial stages of plan preparation is the most important in affecting the direction of the plan and its policies. This is when participants have the most ability and effect on shaping the plan and a wide range of views are sought. The later stages are very important in helping refine policies in order to ensure they have the desired impact and those that have already participated have an opportunity to build on their initial ideas. The Council has therefore considered what additional measures beyond the statutory requirements it can employ to maximise participation at these early stages. Different methods will be used according to the scope of the consultation, the target audience and the resources available. Figure 3 outlines some of the different methods of consultation which will be utilised.



Figure 3: Consultation methods Hillingdon Council will utilise for plan-making

## 2.3 WHO WILL THE COUNCIL INVOLVE IN THE PLAN-MAKING PROCESS?

### DUTY TO COOPERATE

2.3.1 The Localism Act 2011 places a duty on the Council to work and cooperate with other local planning authorities, the County Council and other prescribed bodies to address strategic planning issues that cross administrative boundaries.

2.3.2 As part of the duty to cooperate process, authorities are required as set out in the NPPF, to produce and maintain statements of common ground, which is a written record of progress made by strategic policy-making authorities during the process of planning for strategic cross-boundary matters. The purpose is to document where cooperation is and is not happening through the plan-making process. The statements will provide evidence that local plans are effective in relation to them being deliverable over the specified plan period and are sound in that they have been based on effective joint working on cross-boundary strategic matters.

2.3.3 The Council will meet its requirements under the duty to cooperate through regular engagement with its partners and will publish statements of common ground as they are prepared and finalised for publication.

#### **'SPECIFIC' AND 'GENERAL' CONSULTATION BODIES**

2.3.4 Legislation provides the minimum legal requirement for consultation on local plan documents. This includes:

- Specific consultation bodies who must be consulted at formal consultation stages in Local Plan production. This includes statutory authorities such as neighbouring boroughs / districts, government agencies and utility providers;
- General consultation bodies include organisations and bodies who have an interest in the borough. This can include interest and amenity groups, resident's associations, property, trade and business associations, voluntary organisations and community groups; and
- Residents, businesses and landowners located in the local authority area.

2.3.5 It should be noted that not everyone in the borough will be contacted directly in respect of every planning document but details of such consultations will be made publicly available by a range of communication methods outlined in this document. Elected Council Members will be notified directly of consultation on every planning document produced by the Council. Residents, businesses or landowners/representatives are also able to sign up to the Council Planning Policy Consultation Database if they wish to be contacted directly with regards to planning documents.

2.3.6 As an example, an SPD that relates to only part of the borough or is being produced on a specific topic area may benefit from targeted consultation in that area or with specific partners or sections of the community.

2.3.7 Following key consultation stages, the Council will produce consultation summary reports which will provide information on the key issues raised and will provide a response to these prior to finalising a planning document. This summary will be available on the Council's website. It should also be noted that in many cases responses to the consultation may also be published in accordance with the relevant Privacy Statement.

#### **2.4 TEMPORARY CONSULTATION ARRANGEMENTS IN THE EVENT OF FUTURE SOCIAL DISTANCING**

2.4.1 Under current circumstances (and in the event of any similar circumstances in the future) there may be variations to the consultation methods used. In these situations, the Council will seek to prioritise usage of consultation methods which allow for social distancing, such as

increased use of social media, and will limit or stop altogether consultation methods which potentially put consultees at risk, such as public exhibitions and group meetings.

2.4.2 For certain consultations, the Council would ordinarily provide planning policy documents for inspection at various locations across the borough such as libraries and the Civic Centre. However, this may not be possible during times where social distancing is required or where the libraries remain closed.

2.4.3 Prior to the Coronavirus pandemic, the Government encouraged the use of social media tools and other platforms to communicate with communities in plan-making. This has now been emphasised further in an update to comply with COVID-19 guidance. The Council will keep under review its engagement processes and methods to ensure that consultation and engagement with our communities and stakeholders is effective whilst also ensuring the safety and well-being of all those involved. Where it is not possible to undertake certain methods of consultation due to social distancing, the Council will use all of its available channels of communication and will use online engagement methods to ensure that effective consultation on the Local Plan and other Local Plan Documents can take place. Further detail in relation to the consultation methods to be used will be provided at the time of the consultation, when we are aware as to whether any restrictions are in place at that time.

## 2.5 DEVELOPMENT PLAN DOCUMENTS

2.5.1 Development Plan Documents (DPDs) are planning policy documents which make up the Local Plan. The Local Plan is the Council's overarching planning policy document and part of the statutory development plan. The Local Plan sets out the strategic priorities for development of our borough and covers housing, commercial, public and private development, including transport infrastructure, along with protection for the local environment. It provides clear guidance on what development will and won't be permitted in the borough. At one end of the scale the Local Plan provides, for example, the policy framework against which we will assess a strategically important housing site. What new roads will be needed? What new schools or medical uses must be provided? How many of the homes must be truly affordable? At the other end, it includes the detailed policies which allow us to assess the suitability of the loss of a shop, a new basement or householder development.

2.5.2 To develop the Local Plan, the Council must have regard to statutory provisions, case law, and national and regional guidance. The Local Plan is consulted on and undergoes public examination conducted by a Planning Inspector appointed by national government. The Local Plan must progress through a number of stages until its ultimate adoption. The regulations set out minimum requirements for consultation throughout the plan preparation process.

2.5.3 Figure 4 below sets out the main stages in the local plan preparation process. It highlights both statutory and non-statutory stages which Hillingdon Council is committed to following.

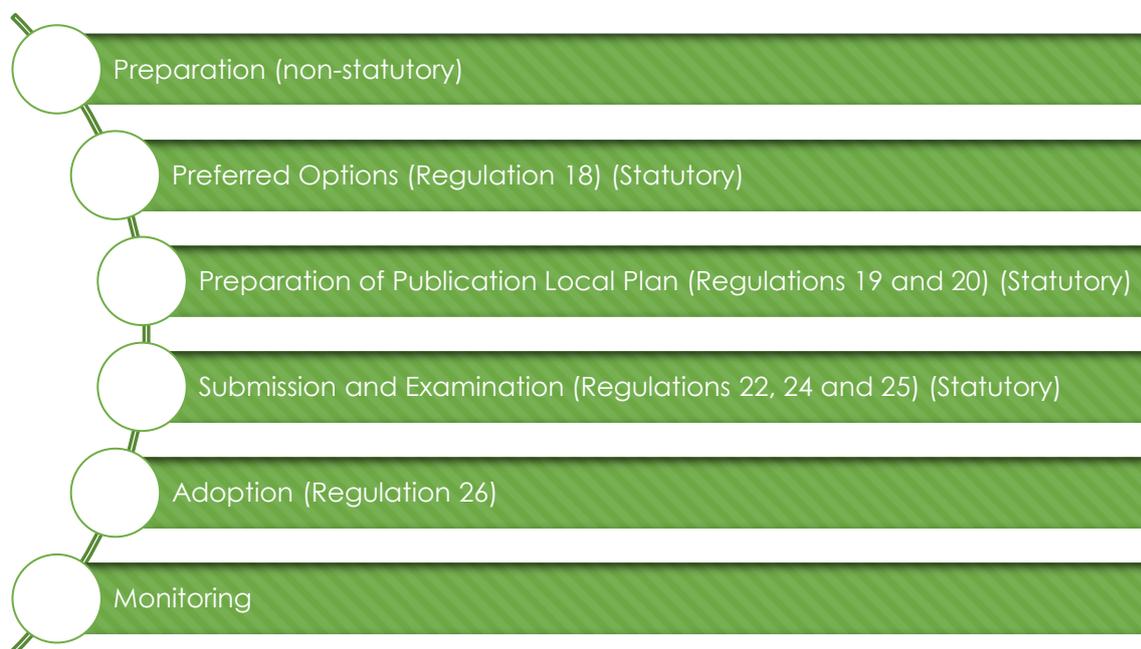


Figure 4: Stages in producing and adopting a local plan

2.5.4 There are opportunities for the community to be involved at various stages in the plan-making process, however involvement at the earliest stages in the plan-making process is likely to have the greatest influence on the final scope and content of the local plan. For this reason, Hillingdon Council will also seek to maximise community engagement at the

earlier stages of plan-making and go beyond statutory requirements. Consultation during the latter stages of plan-making will generally be more in line with the statutory requirements however, the Council will consider at the time whether it is appropriate to go beyond this.

## MINIMUM CONSULTATION ACTIONS

2.5.5 As a minimum, the Council will do the following at each stage of the plan-making process for development plan documents during both statutory and non-statutory stages:

- Make consultation documents, supporting documents and related information available on the Council's website.
- Make consultation documents and supporting documents available for inspection at the Civic Centre.
- Notify 'specific' and 'general' consultation bodies and 'duty to co-operate' bodies of each consultation stage by email and invite comments.
- Notify residents and other interested parties on the Council's Planning Policy Consultation Database of each consultation stage by email or writing (where requested) and invite comments.
- Each consultation period in the local plan-making process will last for a minimum six-week period.

2.5.6 If you would like to be added to the Planning Policy Consultation Database, please email the Planning Policy Team at [localplan@hillingsdon.gov.uk](mailto:localplan@hillingsdon.gov.uk)

## CONSULTATION BEYOND STATUTORY REQUIREMENTS

2.5.7 The Council is committed to actively engaging the community and other key stakeholders in the plan-making process and so it will go beyond the minimum statutory consultation requirements at certain stages of the plan-making process, where it feels it is appropriate to do so.

2.5.8 The Council will seek to engage the community early on before the formal stages of the plan-making process begin at the 'early engagement' and 'issues and options' stages. We believe that these, as well as the statutory 'Regulation 18' stage are where consultees can help shape the local plan the most. The Council will therefore seek to maximise consultation reach and depth at these stages and go beyond the statutory requirements.

2.5.9 The minimum consultation methods outlined above will be used at each stage of the plan-making process. In the earlier stages of the local plan process, additional consultation techniques will also be used where appropriate to maximise participation.

## 2.6 DEVELOPMENT PLAN DOCUMENT PROCESS

2.6.1 This section highlights what is involved at each of the stages identified in figure 5 and the opportunities for community engagement at each stage. At all stages of the production process the Council will follow the statutory consultation requirements as set out in legislation. Where the Council considers it appropriate to do so it will go implement additional measures to maximise the effectiveness of the consultation. This may include consulting a wider group of people, publicising on social media and holding public events when it is safe to do so.

## PREPARATION - EVIDENCE GATHERING

### WHAT IS INVOLVED?

2.6.2 The purpose of this stage is primarily to gather evidence and collect information on the issues and options that will need to be addressed by the Local Plan. The Council will start the background scoping work and commission technical evidence on the various topics to be covered in the Local Plan. National policy requires proportionate evidence to support policy changes and new requirements on developments.

### OPPORTUNITIES FOR ENGAGEMENT

2.6.3 During the preparation phase the Council may undertake some informal consultation. The focus will be on identifying issues and options in relation to emerging evidence. The Council may also undertake a 'call for sites' requesting the submission of potential development sites across the borough. There may also be some general awareness raising of the Local Plan process to identify interested parties.

## PREFERRED OPTIONS (REGULATION 18)

### WHAT IS INVOLVED?

2.6.4 This stage builds on the preparation phase to create a set of preferred policies for further consultation. These will be the policy approaches that the Council considers are most appropriate and justified to take forward in the draft local plan. In preparing the draft policies the Council will take into account the outcomes of any previous consultations and technical evidence. At this stage further evidence may still need to be collected, however a number of technical pieces of evidence will be concluded and fed into the draft Local Plan.

2.6.5 The Council will publish a summary of the consultation responses received from the previous consultations and also set out how the Council considered these responses and what impact they had on the draft Local Plan.

### OPPORTUNITIES FOR ENGAGEMENT

2.6.6 The preferred options stage (Regulation 18) is likely to be that with the widest engagement. This is a stage where we first set out what the Council thinks may be the future policies and invites stakeholder feedback. At this stage we can supplement the written consultations with a number of meetings and workshops and with face to face opportunities to explore the issues in real depth.

2.6.7 At this stage the Council will consult for a minimum six week period as per the statutory requirements, however the actual consultation period is likely to exceed this. The community and general and specific consultation bodies will be consulted on the contents of the draft local plan and the Integrated Impact Assessment (IIA) and have access to the evidence that underpins these policies.

2.6.8 If it is considered appropriate to do so the Council may consult on the preferred options more than once or reconsult on specific issues.

2.6.9 This is the last opportunity for the Council to make significant changes to the content of the Local Plan and the Council will seek to ensure it has consulted as appropriately and addressed all issues raised up until this point.

## PUBLICATION LOCAL PLAN (REGULATION 19)

### WHAT IS INVOLVED?

2.6.10 At this stage the Council will publish its final version of the plan for submission to the Secretary of State for examination. This version of the plan will take account of the representations received at Regulation 18.

2.6.11 The Council will also publish a summary of the consultation responses received from the Regulation 18 consultation and also set out how the Council considered these responses and what impact they had on the Publication Local Plan.

2.6.12 The local plan viability assessment will be reviewed and finalised to ensure changes made as a result of the Regulation 18 stage do not affect the overall viability of the local plan policies.

### OPPORTUNITIES FOR ENGAGEMENT

2.6.13 The Council must consult for a minimum six week period as per the statutory requirements. The community and general and specific consultation bodies will be consulted on the contents of the publication local plan and the IIA and have access to the evidence that underpins these policies.

2.6.14 The scope of the consultation at this stage is more limited. The Council can only accept representations to confirm legal compliance in accordance with the NPPF, that 'duty to cooperate' requirements have been met, or to assess whether the tests of soundness identified in the NPPF have been met in preparing the plan.

## SUBMISSION AND EXAMINATION

### WHAT IS INVOLVED?

2.6.15 The draft plan and relevant supporting information will be submitted to the Secretary of State for independent examination. The supporting information will include all of the representations received, a summary of main issues raised, the background evidence and a consultation statement setting out how the Council has involved the community and other stakeholders in the preparation of the plan.

2.6.16 Following submission to the Secretary of State, an independent Planning Inspector will be appointed to conduct an examination in public of the draft plan. The purpose of the examination is for the Planning Inspector to assess the soundness and legal compliance of the plan, and whether the document is positively prepared, justified, effective and consistent with national policy. If, as a result of the evidence heard at the examination, the Inspector decides that the document needs significant amendment, there may be further formal consultation on the changes made, known as 'Main Modifications' to the plan.

### OPPORTUNITIES FOR ENGAGEMENT

2.6.17 There is no consultation at the submission stage however specific, general and all other consultees who the Council consider may have an interest will be notified of the submission and examination.

2.6.18 The Inspector will consider all representations made during the Council's previous consultations and may invite further representations on specific issues to be considered as part of the examination.

## ADOPTION

### WHAT IS INVOLVED?

2.6.19 If the Plan is recommended for adoption (with or without recommended modifications) the Council will consider the Inspector's report and whether it wishes to adopt the document as recommended by the Inspector.

### OPPORTUNITIES FOR ENGAGEMENT

2.6.20 The Local Plan, adoption statement and other relevant evidence base documents will be published on the council's website, and copies made available at the Council's offices and libraries. A copy of the adoption statement will also be sent to all consultees on the local plan consultation database including anyone who has asked to be notified of the adoption of the document.

## 2.7 SUPPLEMENTARY PLANNING DOCUMENTS (SPDS)

2.7.1 The purpose of Supplementary planning documents (SPDs) is to provide more detailed guidance on how the policies in the Local Plan are applied. While SPDs are adopted formally by the Council and are material considerations in the determination of planning applications, they do not form part of the development plan.

2.7.2 As SPDs cannot introduce new policy requirements, the statutory consultation requirements for SPDs are less extensive than for development plan documents.

## 2.8 SPD PROCESS

2.8.1 Figure 5 below outlines the stages involved in producing an SPD

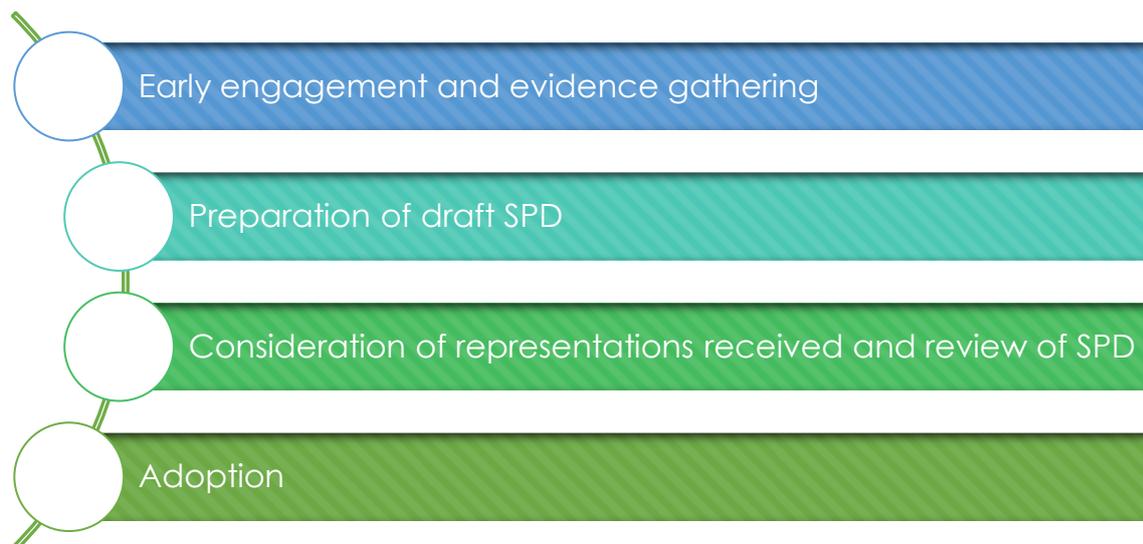


Figure 5: Stages of producing an SPD

## EVIDENCE GATHERING

### WHAT IS INVOLVED?

2.8.2 The Council will collect baseline evidence, identify the issues to be addressed in the SPD and then identify reasonable options for guidance in the SPD. The Council may also engage with specific bodies relevant to the issue the SPD is trying to address.

### OPPORTUNITIES FOR ENGAGEMENT

2.8.3 The Council has a duty to consult with specified environmental organisations (Natural England, Historic England and the Environment Agency) when determining the need for SEA. In situations where SEA is not deemed to be required, the Council has a duty to prepare a statement of its reasons for determining that SEA is not required.

2.8.4 Informal consultation with organisations and potentially other members of the community relevant to the issue being addressed may be undertaken if the Council considers it is appropriate and necessary to do so.

## PREPARATION OF DRAFT SPD (REGULATION 13)

### WHAT IS INVOLVED?

2.8.5 The draft version of the SPD along with associated evidence base documents, SA/SEA and IIA reports (where necessary) will be formally published and a formal public consultation will be held for a minimum of four weeks, inviting statutory and non-statutory consultation bodies to share their views.

### OPPORTUNITIES FOR ENGAGEMENT

2.8.6 At this stage the Council will consult for a minimum four-week period as per the statutory requirements. The community and general and specific consultation bodies will be consulted on the contents of the SPD and associated documents. This is the main opportunity for the community to influence the content of the SPD.

2.8.7 The Council will consider the content of the SPD before deciding on the appropriate scope and extent of consultation and how far beyond the statutory requirements it should go at this stage of the process. Where an SPD is specific to a location, the Council will seek to additionally engage with the local community of that location.

2.8.8 The Council will consult more than once at this stage of the process if it considers it appropriate to do so.

## CONSIDERATION OF REPRESENTATIONS RECEIVED AND REVIEW OF SPD

### WHAT IS INVOLVED?

2.8.9 The Council will review representations received and make changes to the SPD where justified.

2.8.10 A summary of the comments received will be made available on the Council's website. Personal information of individual consultees will not be published. The Council will publish a schedule of its response to each of the representations received and identify how particular issues have been addressed, and if they have not been addressed, why they were not.

2.8.11 Further consultation may be undertaken if responses lead to a significant change of direction.

## ADOPTION

### WHAT IS INVOLVED?

2.8.12 The SPD will be formally adopted by the Council. The SPD, associated documents and an adoption statement will be published on the Council website.

### OPPORTUNITIES FOR ENGAGEMENT

2.8.13 A copy of the adoption statement will be sent to specific, general and duty to cooperate bodies, as well as individuals and organisations on the Council's Planning Policy Consultation Database.

# 3 NEIGHBOURHOOD PLANS

## 3.1 INTRODUCTION

3.1.1 Neighbourhood planning was introduced by the Localism Act (2011). It provides communities with a statutory power to shape how their area develops in the future. Neighbourhood plans allow communities to establish planning policies for the development in their area. Once adopted, neighbourhood plan's are part of the statutory development plan and must be considered alongside the Council's Local Plan when determining planning applications. Neighbourhood plans must be in general conformity with the strategic policies in the statutory development plan and have regard to national planning policy and guidance.

3.1.2 Neighbourhood plans are produced by local communities themselves, with support from the Council. The Council's role is to provide advice and support to Neighbourhood Forums developing a plan. At submission stage the Council will take a lead on finalising the plan.

3.1.3 A neighbourhood plan must be developed by a neighbourhood forum that has been approved by the Council. Further information and more detailed guidance on the process of setting up Neighbourhood Forums can be found at the following websites: <https://neighbourhoodplanning.org/> and <https://www.gov.uk/guidance/neighbourhood-planning--2>. It is advised that these resources are reviewed before proceeding.

3.1.3 Local communities are also able to utilise Neighbourhood Development Orders. Neighbourhood Development Orders (including community right to build orders) grant planning permission for a specific type of development in a particular area. This could be either a particular development or a particular class of development such as housing or commercial.

3.1.4 The process for preparing a neighbourhood plan/order is set out in The Neighbourhood Planning (General) Regulations 2012. Figure 7 below summarise this process.

## 3.2 NEIGHBOURHOOD PLANNING PROCESS

3.2.1 The Neighbourhood Planning process is summarised in Figure 6 below.

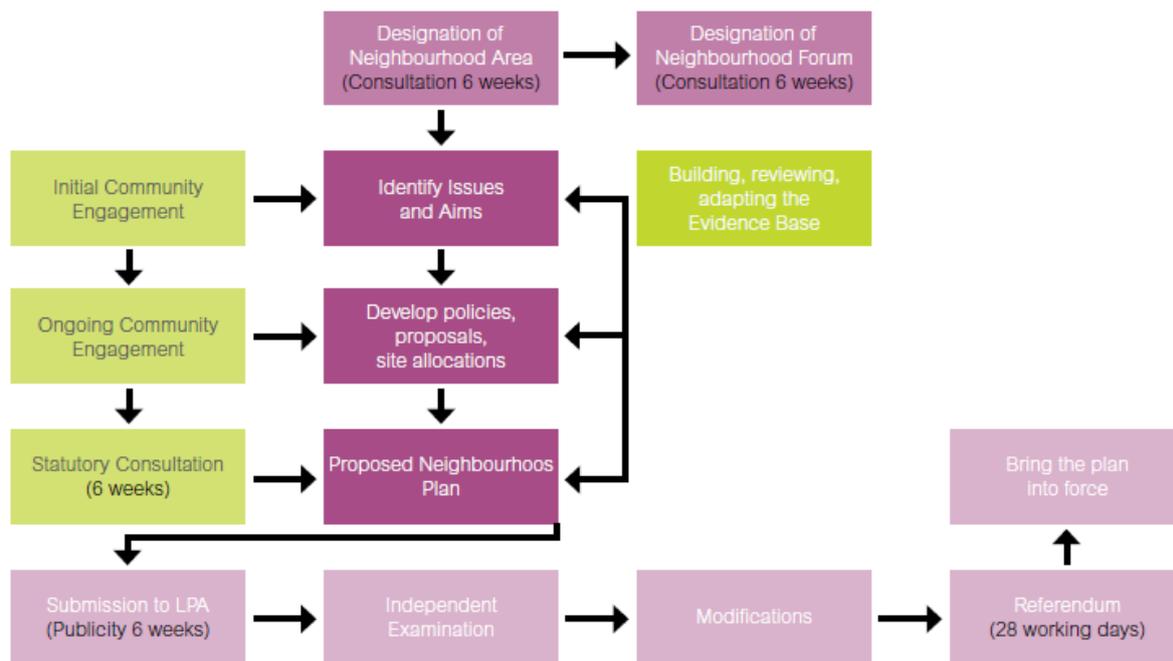


Figure 6: The Neighbourhood Planning Process

### 3.3 CONSULTATION BY NEIGHBOURHOOD FORUMS

3.3.1 Given its status as a development plan document, a neighbourhood plan must go through a formal consultation and examination process before it can be adopted. The Neighbourhood Forum developing the plan is responsible for the design and management of the consultation.

3.3.2 The nature of the consultation will depend on the stage of Neighbourhood Plan's progression:

- *Setup:* In order to prepare a neighbourhood plan, local people first need to set up a Neighbourhood Forum and to propose the boundaries of a Neighbourhood Area. The Council would encourage the Forum to consult those living and working within the proposed neighbourhood area on both, the appropriateness of the forum and the nature and the extent of the proposed area.
- *Preparation:* Whilst, there is no requirement in the regulations for the Forum to involve local people in the preparation of the plan, it is strongly advisable. It is only by wider public involvement will the forum be able to demonstrate that the plan reflects the views and ambitions of the local community. It is possible that the plan will not be approved by the examiner unless public involvement can be demonstrated.
- *Submission and examination:* Before the plan is finalised, the Forum must make a draft available for local people to comment on. It is for the Forum to decide how best to do this and to decide what questions they wish to ask. The Forum will need to be able to demonstrate how it has taken any comments into account when the Plan is examined and an examiner considers whether it meets the "basic conditions".

## 3.4 COUNCIL SUPPORT

3.4.1 Producing a Neighbourhood Plan is a technical process and requires navigation of legislative requirements, as well as technical information which local communities may not be familiar with. The Council has a statutory duty to provide advice and assistance to Neighbourhood Forum's preparing a neighbourhood plan. The Council also believes that for neighbourhood plans to be effective, well informed and representative of the local community's views, Council resources and experience applied to certain stages beyond the statutory requirements can be very beneficial to the process.

3.4.2 The type of advice and assistance will vary on a case-by-case basis however generally speaking the Council will offer technical and logistical support, planning advice and general guidance throughout the plan preparation process. The Council will also assist with consultation and provide contact details for relevant organisations, subject to restrictions of the GDPR.

# 4 COMMUNITY INFRASTRUCTURE LEVY

## 4.1 COMMUNITY INFRASTRUCTURE LEVY (CIL)

4.1.1 The Community Infrastructure Levy (CIL) Regulations allow the Council to levy a charge on developers for certain types of new development to help fund improvements to local infrastructure (e.g. schools, transport, green spaces and health facilities) which are needed as a result of development. The Council has an adopted CIL Charging Schedule which sets out the charges for different types of development which will be reviewed from time to time.

## 4.2 CIL PROCESS

4.2.1 The key stages in preparing the Hillingdon CIL Charging Schedule are summarised in Figure 7 below:



Figure 7: CIL Charging Schedule Process

### EVIDENCE GATHERING

4.2.2 At this stage the Council will prepare evidence base studies to inform the Draft Charging Schedule which will set out the proposed levy rates. The Council may engage with key stakeholders such as infrastructure providers and other interested parties.

### PUBLICATION OF DRAFT CHARGING SCHEDULE

4.2.3 The Draft Charging Schedule will be published for consultation for a minimum period of six weeks. This will involve publication of the draft charging schedule and supporting documents on the Council website and writing to specific and general consultation bodies as well as all individuals and organisations on the Council's Planning Policy Consultation Database.

4.2.4 Details of the comments received will be made available on the Council's website along with a summary of their content. Personal information of individual consultees will not

be published. The Council will publish a schedule of its response to each of the representations received and identify how particular issues have been addressed.

## SUBMISSION

4.2.5 At this stage the Charging Schedule along with a summary of the main issues raised through consultation, copies of the representations received, and associated evidence is submitted to for examination.

4.2.6 At the submission stage the Council will prepare a statement summarising the results of the consultation and contact all those who requested notification that the draft charging schedule has been submitted to the secretary of state.

## EXAMINATION

4.2.7 An independent examiner will be appointed to examine the draft schedule. The examiner will assess whether it is legally compliant, economically viable and consistent with national guidance. The examiner may request further representations if required.

4.2.8 The examiner will make recommendations in a final report which will be published on the Council's website.

## ADOPTION

4.2.9 Having regard to the examiner's recommendations, the Council will formally adopt the Charging Schedule. The Charging Schedule, Adoption Statement and relevant evidence will be published on the website and notify those who have indicated they wish to be informed of adoption.

# 5 OTHER POLICY GUIDANCE

## 5.1 ARTICLE 4 DIRECTIONS

5.1.1 Certain works that would normally require planning permission are permitted by the General Permitted Development Order (GPDO) 2015.

5.1.2 The GPDO enables councils to issue a direction under article 4 to restrict the scope of permitted development rights either in relation to a particular area or site, or a particular type of development anywhere in the authority's area. Article 4 directions are issued where evidence suggests that undertaking certain types of development (where planning permission is not normally required) would harm local amenities or the proper planning of an area.

5.1.3 The Council will follow the minimum statutory requirements for consulting on new or amended article 4 directions which includes as set out in Schedule 3 of the GPDO.

## 5.2 CONSERVATION AREA APPRAISALS & MANAGEMENT PLANS

5.2.1 Conservation area appraisals and management plans define the special character of a conservation area. They set out our approach for its preservation and improvement. Generally, they include:

- an appraisal of the special character of the area;
- lists of buildings and features which make a positive contribution to the character and appearance of the area;
- lists of sites that have a negative impact on the conservation area;
- where an opportunity may exist for improvement of the area by redevelopment of a building or site; and
- management strategies which set out our policies and procedures to manage, monitor and enforce change in the area.

5.2.2 The Council may engage with local residents, residents' associations and conservation societies before producing a draft conservation appraisal or management plan.

# 6 DEVELOPMENT MANAGEMENT

## 6.1 INTRODUCTION

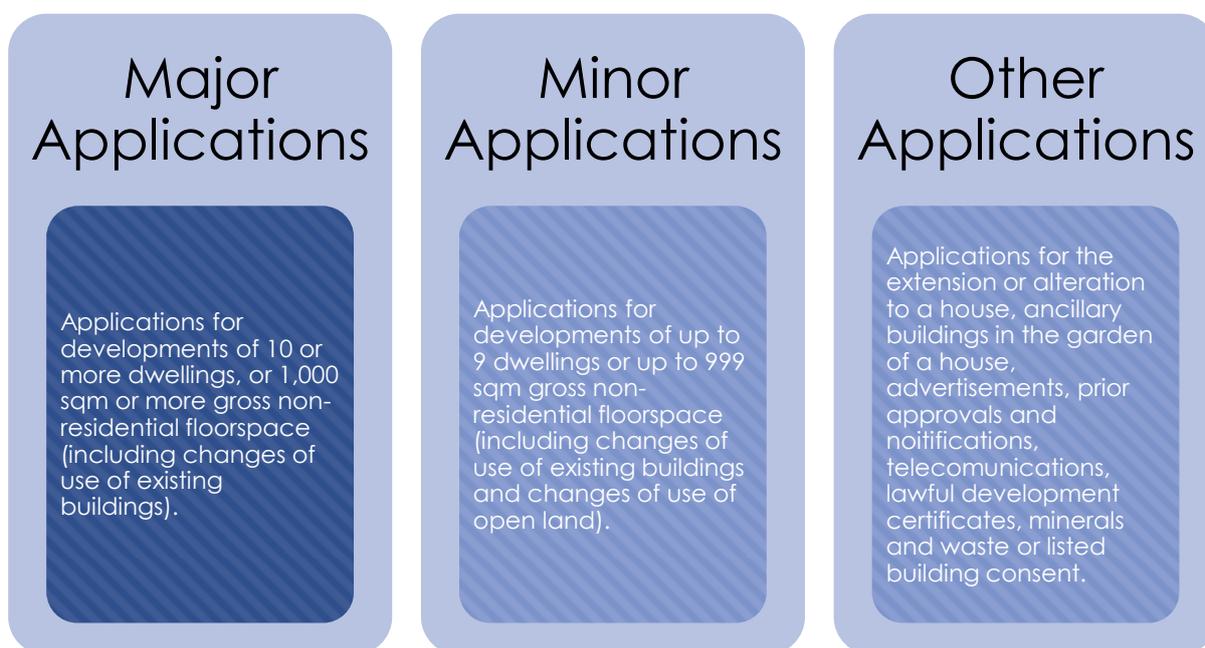
6.1.1 Development management is the process by which the Council determines whether a proposal for development should be granted planning permission, taking into account the development plan, the National Planning Policy Framework (NPPF), National Planning Practice Guidance (NPPG) and any other materials considerations, including consultation responses.

6.1.2 The SCI must set out standards of consultation to be achieved by the Council in making decisions on planning applications. Planning applications can be submitted for a range of developments which are explained below.

6.1.3 The Town and Country Planning (Development Management Procedure) (England) Order 2015 sets out a minimum standard of publicity and notification of applications to the local community, depending on the nature of the application.

## 6.2 TYPES OF PLANNING APPLICATIONS

6.2.1 There are a number of different types of applications depending on the consent sought. They are commonly sorted into the following three categories:



These definitions are as prescribed in Government policy and guidance.

## 6.3 SUMMARY OF THE PLANNING APPLICATION PROCESS

6.3.1 Figure 8 below outlines the planning application process.

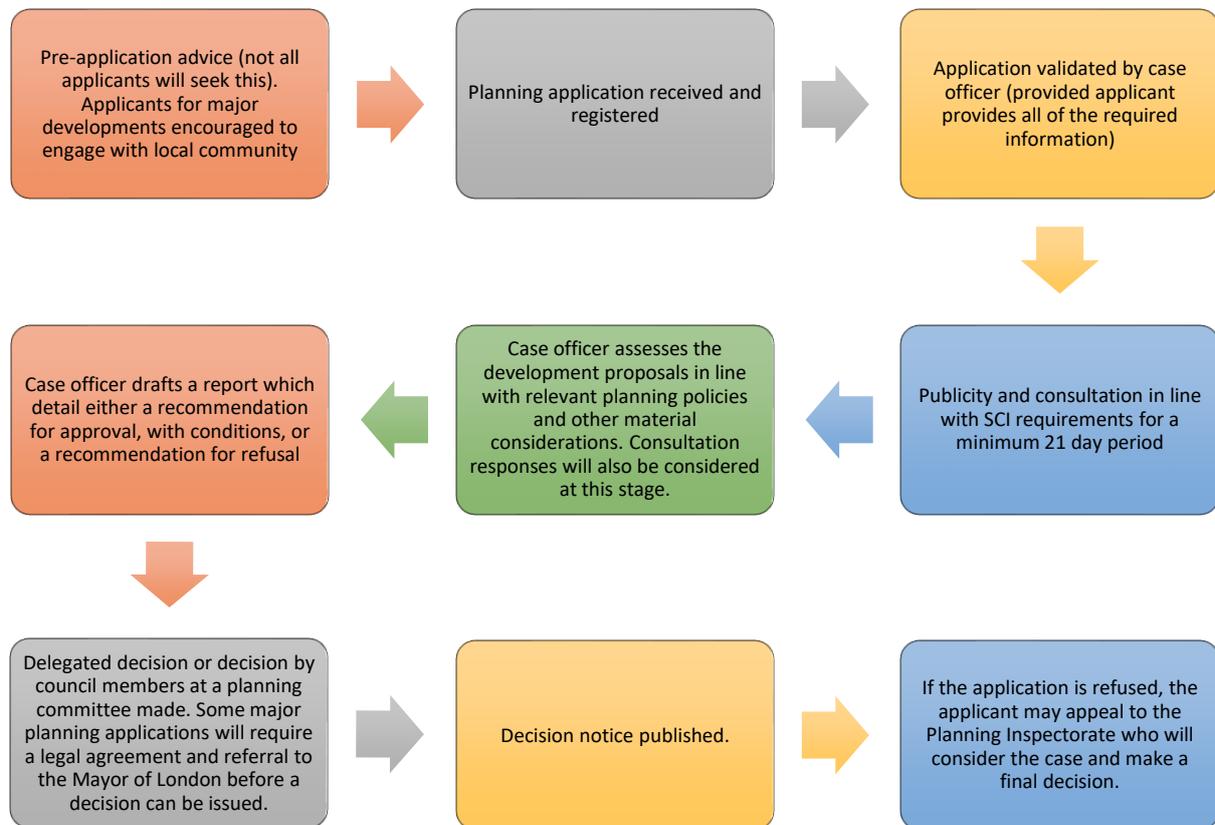


Figure 8: Overview of the planning application process

## 6.4 PRE-APPLICATION

6.4.1 The Council believes that developments of varying scale can benefit from pre-application advice. The Council offers a full pre-application advice service for applicants proposing schemes that range in scale from 'small scale minor' developments to 'large scale strategic' developments. Further specific information about the service can be found by following this link: [Hillingdon Full Pre-Application Advice](#).

6.4.2 The service is designed to:

- make applicants aware of any likely issues that may affect the outcome of their development proposals and find solutions;
- provide positive recommendations to a scheme;
- provide an understanding of policies and specialist areas that apply to the development;
- give early advice on applications that have little or no prospect of success.

6.4.3 The advice benefits the applicant by speeding up the application process and minimising the costs of submitting subsequent revisions or unacceptable applications.

6.4.4 Depending on the nature of the scheme the Council will also encourage pre-application engagement with statutory and non-statutory consultees, elected members and local people. The level of engagement should be proportionate to the nature and scale of a proposed development.

## 6.5 PRE-APPLICATION CONSULTATION BY APPLICANTS

6.5.1 Whilst not mandatory, the Council encourages applicants to engage with the owners / occupiers of neighbouring land / premises and wider community at the earliest stage of preparing their development proposal (pre-application stage) where it will add value to the process and the outcome.

6.5.2 There are clear benefits of involving the community in developments which are considered likely to have an impact on the community, and the most effective time to involve the community is at the pre-application stage. At this point in the development process, information and views gained from the community can still have a meaningful impact on the final shape the development takes. It will also assist in resolving any objections and conflicts prior to a formal application being submitted. Engaging in consultation on proposals which have already been developed to a point where it is difficult to take other views on-board would be a less meaningful.

6.5.3 Consultation by applicants using some of the methods identified in Figure 9 below are encouraged. The people involved and the level of engagement needs to be proportionate to the nature and scale of a proposed development. The Council can also advise developers on good practice for engagement and assist in providing contact details for stakeholders likely to be interested in the proposal or affected by it.



Figure 9: Preferred pre-application consultation methods for applicants

6.5.4 The Council is aware that there are significant costs involved in undertaking pre-application consultation, and that such costs will have to be met by the applicant. However,

the Council considers that depending on the type and size of the scheme, such costs can be a worthwhile expense to the applicant, given that it enables the community to engage with the emerging proposals and provides the opportunity to improve the quality of the application.

6.5.5 It is encouraged that the results of any pre-application consultation with the community be formally included as a Statement of Pre-Application Consultation as part of the planning application submission which outlines:

- the methods of consultation used to engage community participation;
- who was consulted and the level of involvement; and
- how matters raised in consultation were addressed by the development proposals.

## 6.6 STATUTORY CONSULTATION REQUIREMENTS FOR THE COUNCIL

6.6.1 After a local planning authority has received a planning application, it is required to undertake a formal period of consultation where views on the proposed development can be expressed.

6.6.2 The formal consultation period will be set out in the publicity accompanying the planning application. It will normally last for a minimum of 21 days however this may be extended if the Council considers it to be appropriate. This period is also statutorily required to be extended to 30 days for applications accompanied by an Environmental Statement made under the 2017 EIA Regulations, and extended by the equivalent amount when the consultation period includes bank or public holidays.

6.6.3 There are some statutory consultation requirements which local planning authorities must follow as a minimum, depending on the type of planning application received. Statutory methods of consultation for different development types are outlined in Table 1 below.

Type of development	Site Notice	Site notice or neighbour notification letter	Newspaper advertisement	Website
Applications for major development as defined in Article 2 of the Development Management Procedure Order (which are not covered in any other entry)	x	✓	✓	✓
Applications subject to Environmental Impact Assessment which are accompanied by an environmental statement	✓	x	✓	✓
Applications which do not accord with the development plan in force in the area	✓	x	✓	✓
Applications which would affect a right of way to which	✓	x	✓	✓

<b>Part 3 of the Wildlife and Countryside Act 1981 applies</b>				
Applications for planning permission not covered in the entries above eg non-major development	x	✓	x	✓
Applications for listed building consent where works to the exterior of the building are proposed	✓	x	✓	✓
Applications to vary or discharge conditions attached to a listed building consent or involving exterior works to a listed building.	✓	x	✓	✓
Applications for development which would affect the setting of a listed building, or affect the character or appearance of a conservation area.	✓	x	✓	✓

Table 1: Statutory consultation requirements for development management procedures

## 6.7 WHO WILL THE COUNCIL CONSULT

6.7.1 After a local planning authority has received a planning application, it will undertake a period of consultation where views on the proposed development can be expressed. The formal consultation period will normally last for 21 days, and the local planning authority may identify and consult a number of different groups.

6.7.2 The Council will consult neighbouring residents within a certain radius of the application site and community groups. Not all individuals / associations that the Council will consult are required to be consulted by law however the Council recognises the valuable input that local residents can provide to the planning application process.

6.7.3 In most cases, where new development (e.g. 'major' application) affects more properties than those that are immediately adjacent to the boundary of the site, wider consultation may be carried out. We encourage residents and businesses to check our weekly list of received applications here:

<https://planning.hillingdon.gov.uk/OcellaWeb/planningSearch>

6.7.4 The Council are also required by law to consult statutory consultees. Statutory consultees include bodies such as other local planning authorities, NATS, the Environment Agency, Forestry Commission, Historic England, Natural England, Sport England etc.

6.7.5 In addition to the statutory consultees, local planning authorities will need to consider whether there are reasons to engage other consultees who – whilst not designated in law – are likely to have an interest in a proposed development (non-statutory consultees).

6.7.6 Input will also be sought from relevant Council departments such as with housing, environmental health, transport and other specialist departments.

6.7.7 Ward councillors will also be notified when an application relates to their area.

## 6.8 DETAILED PLANNING APPLICATION PROCESS AND OPPORTUNITIES FOR ENGAGEMENT

6.8.1 Table 2 below sets out the planning application process in detail and the different requirements and opportunities for engagement and different stages of the process.

Planning application stage	Process and requirements	Opportunities for engagement
<b>Receipt and registration of planning application</b>	<ul style="list-style-type: none"> <li>Ensure the applicant has provided all the relevant information and fees and meets validation requirements.</li> </ul>	
<b>Publicity and consultation</b>	<ul style="list-style-type: none"> <li>Depending on the type of application, consult in line with the regulations as a minimum.</li> <li>Consultation will be for a minimum 21 day period.</li> <li>If the scheme is amended, and we consider that those amendments raise <b>substantive</b> new issues which consultees may wish to comment on, the Council will re-consult for a further <u>14</u> days.</li> </ul>	<p>The Council will consult the relevant stakeholders and members of the community in accordance with the regulations as a minimum. Depending on the type of application this will involve all or some of the following:</p> <ul style="list-style-type: none"> <li>Publishing the application details and instructions on how to comment on the Council's website.</li> <li>Sending letters to the owners / occupiers of properties adjoining the application site advising of application and the period in which to submit comments, and / or;</li> <li>Site notice placed on or near sites subject to applications for development (where it is considered safe to do so), and / or;</li> </ul>

		<ul style="list-style-type: none"> <li>• Publishing a notice in the local press for certain types of development;</li> <li>• A weekly list of all new applications received by the Council will be posted on the website and emailed to subscribers.</li> </ul> <p>Depending on the proposals, the Council will also consult with:</p> <ul style="list-style-type: none"> <li>• Various statutory and non-statutory consultees.</li> <li>• Other bodies and interest groups relevant to the proposal</li> <li>• Duty to Cooperate bodies on major strategic applications or neighbouring authorities on applications for development close the borough boundary.</li> </ul>
<p><b>Assessment</b></p>	<ul style="list-style-type: none"> <li>• The Planning Case Officer will normally visit the site (where this is safe to do so).</li> <li>• All material considerations will be taken into account in assessing the application, including relevant national, regional and local planning policies and consultations responses.</li> <li>• Comments received will be put on the website however personal details such as signatures, phone numbers and email</li> </ul>	

	addresses will be redacted.	
<b>Making a decision</b>	<ul style="list-style-type: none"> <li>The planning case officer will make a recommendation on the application in a report which sets out the reasoning, along with a summary and consideration of comments and consultation responses.</li> <li>The majority of planning applications are determined under delegated powers.</li> <li>Decisions for such applications will be made in accordance with the Council's 'Scheme of Delegation':  <a href="#">Council constitution and delegations - Hillingdon Council</a></li> <li>In certain circumstances a planning application will be reported to and determined by a planning committee.</li> </ul>	<ul style="list-style-type: none"> <li>It is possible for individuals / organisations to speak at and address the planning committee. How to do this is set out on the Council's website at: <a href="#">London Borough of Hillingdon - Planning committees</a></li> <li>The Committee meetings are broadcast live on YouTube and are available for viewing after the meeting has been held. A link can be found on the Council's website.</li> <li>Once a decision has been issued, a decision notice will be sent to the applicant and / or agent to inform them of the decision.</li> <li>An officer's report is also published which sets out how the officer has assessed the development proposal and their recommendations.</li> <li>If you have commented on an application, you will also be notified of the decision.</li> <li>All planning decisions are published on the Council's website.</li> </ul>
<b>Post decision</b>	<ul style="list-style-type: none"> <li>If the applicants disagree with the Council's decision, they have the opportunity to make an appeal to the Secretary of State.</li> </ul>	

	<ul style="list-style-type: none"> <li>• There is no right of appeal for third parties. This means that if planning permission is granted a member of the public cannot take the application to an appeal.</li> </ul>	
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Table 2: Planning application process and opportunities for engagement in Hillingdon

## 6.9 CHANGES TO DEVELOPMENT MANGEMENT PROCEDURES IN RESPONSE TO FUTURE SOCIAL DISTANCING

6.9.1 At the time of writing this SCI, temporary changes to legislation and national planning practice guidance as a result of Covid-19 were introduced.

6.9.2 Whilst Covid-19 means that some consultation methods previously undertaken may not be possible at present, the Council will endeavour to use other consultation methods which comply with social distancing guidance to enable people to be fully involved in the development management process. The SCI does not place limitations in terms of additional measures the Council could use to consult effectively and the Council will use alternative methods where it considers it appropriate to do so.

6.9.3 In order to execute statutory consultation requirements (where legislation has not been altered) the Council reserve the right to ask the applicant to undertake the following:

- Erect site notices on behalf of the Council and send dated photographic evidence that a notice has been erected on site;
- Send dated photographs of the site and surrounding area.

6.9.4 These changes will continue to apply until Covid-19 related restrictions are formally removed. However, in the event that restrictions are reintroduced due to Covid-19 or any other extraordinary event which requires restrictions to be put into place, alternative development management procedures appropriate to the situation will be reintroduced.

6.9.5 Meetings with officers, for example as part of planning applications or pre-application enquiries are also being carried out via video conferencing at present due to Covid-19. It is intended that this practice continues where appropriate.

## 6.10 VIEWING AND COMMENTING ON A PLANNING APPLICATION

6.10.1 Anyone can respond to a planning consultation. Comments should relate to material planning considerations. Material planning considerations are only those matters that can be considered within planning law in assessing and determining a planning application. Figure 13 in section 7.11 "Material Planning Considerations" below provides a list of examples of topics which can be considered in assessing and determining a planning application.

6.10.2 Comments related to 'non-material' considerations cannot be taken into account. Non-material considerations include issues such as the loss of property value, boundary and

other legal disputes between neighbours, potential problems associated with construction work and competition between businesses.

6.10.3 Comments received the defined consultation period will be fully considered. However, comments cannot be considered in isolation or be the sole justification for a particular decision on a planning application. The case officer and / or planning committee will consider the comments alongside the development plan and other relevant considerations before making a recommendation or decision.

6.10.4 It is important that personal information is not included in comments. Any objections and comments from members of the public will be noted in the planning case officer's report, along with how they have been considered.

6.10.5 Comments on planning applications can be made in the following ways:

**Via the website at:**

<https://www.hillingdon.gov.uk/article/6380/Comment-on-a-planning-application>

**By post:**

**Development Management – Planning**

**3N**

**London Borough of Hillingdon**

**Civic Centre**

**High Street**

**Uxbridge**

**Middlesex**

**UB8 1UW**

**By email to the allocated case officer or by emailing:**

[planning@hillingsdon.gov.uk](mailto:planning@hillingsdon.gov.uk)

6.10.6 To ensure comments are considered they must include details of which planning application and site address the comments relate to as well as the name of the case officer.

6.10.7 All comments on planning applications must be made before the consultation period ends, which is usually within 21 days of the date of the notification letter, or 21 days from the date of a press notice or site notice appearing. The date the consultation period ends will usually be noted on the website. The local planning authority will only determine a planning application after the public consultation period has ended.

## **6.11 MATERIAL CONSIDERATIONS**

6.11.1 When making a decision, we can only take account of certain issues that are legally allowed to influence planning applications – these are known as 'Material planning considerations'. Examples of material considerations are listed in Figure 10 below.

Planning policies, including the National Planning Policy Framework, the London Plan, and the Hillingdon Local Plan and Supplementary Planning Documents. This can also include emerging plans that have been through at least one round of public consultation

Previous planning decisions, including appeal decisions

Loss of light or overshadowing

Loss of privacy or overlooking

Design, appearance and materials of development

Layout and density of buildings

Traffic and highway safety

Noise, smells and other disturbances resulting from the use of new development

Loss of trees or other nature conservation effects

Effect on listed buildings or conservation areas

Capacity of physical infrastructure such as public drainage or water systems

Deficiencies in social facilities such as school places

Contaminated land

Figure 10: Material considerations

## 6.12 APPEALS

6.12.1 An applicant can appeal a decision made by the local authority on a planning application if they disagree with it or if the application wasn't determined within eight weeks (for a typical householder development) or 13 weeks for major developments. There are no third-party rights of appeal - so if you have objected to a planning application and it is approved by the LPA then you cannot appeal that decision.

6.12.2 Where an applicant chooses to appeal a decision, the Planning Inspector acts as an independent decision-maker. Any representations made at the application stage will be considered by the Planning Inspector, alongside relevant policy and other material considerations.

6.12.3 Further information about the appeal process can be found on the Planning Portal website and by following the link here: [Appeals | Planning Portal](#).

## 6.13 PLANNING ENFORCEMENT

6.13.1 The Council can use its planning enforcement powers to resolve breaches of planning control. The process of planning enforcement seeks to ensure that people comply with planning law and the requirements of a planning permission. The majority of cases arise through referrals from members of the public, councillors and council officers. As such, local people play an essential role in this aspect of the planning system and local people are encouraged to contact the Council with any information related to unauthorised development and its impacts so that we can keep responding to local concerns.

6.13.2 Further information on the Council's planning enforcement procedures can be found here: [Planning enforcement - Hillingdon Council](#)

# 7 MONITORING AND REVIEW

7.1 The SCI will be reviewed regularly to ensure consultation techniques and principles are still fit-for-purpose. As a minimum, the SCI will be reviewed every five years as required by Section 10A of the Town and Country Planning (Local Planning) Regulations 2017. In monitoring the SCI, the Council will review whether engagement in the plan-making and development management process is inclusive, effective and whether participation is being maximised. The Council will also take on feedback received and see where it can improve the effectiveness and reach of engagement on planning issues with the community.

7.2 Changes to government guidance and / or regulations may also instigate an earlier review and update of the SCI.

# GLOSSARY

This glossary is neither a statement of law nor an interpretation of the law, and its status is only an introductory guide to planning issues and should not be used as a source for statutory definitions.

**Annual Monitoring Report (AMR):** Local authorities are required to produce Authority Monitoring Reports (AMRs) under the Town and Country Planning (Local Planning) (England) Regulations 2012. Such reports provide updates on planning policy documents and monitoring information to help assess the progress and effectiveness of policies in the Development Plan.

**Article 4 Direction:** An article 4 direction is a direction under article 4 of the General Permitted Development Order which enables the Secretary of State or the local planning authority to withdraw specified permitted development rights across a defined area.

**Community Infrastructure Levy (CIL):** The Community Infrastructure Levy (the 'levy') is a charge which can be levied by local authorities on new development in their area. It is an important tool for local authorities to use to help them deliver the infrastructure needed to support development in their area.

**Development Plan:** Is defined in section 38 of the Planning and Compulsory Purchase Act 2004, and includes adopted local plans and neighbourhood plans.

**Development Plan Document (DPD):** Development Plan Documents (DPDs) are planning policy documents which make up the Local Plan. They help to guide development within a local planning authority area by setting out the detailed planning policies, which planning officers use to make their decisions on planning applications.

**Equality Impact Assessment:** The equality impact assessment is a systematic and evidence-based tool, which enables us to consider the likely impact of work on different groups of people. It is designed to ensure that a policy, project or scheme does not unlawfully discriminate against any protected characteristic.

**Habitats Regulations Assessment (HRA):** A Habitats Regulations Assessment (HRA) refers to the several distinct stages of Assessment which must be undertaken in accordance with the Conservation of Habitats and Species Regulations 2017 (as amended) and the Conservation of Offshore Marine Habitats and Species Regulations 2017 (as amended) to determine if a plan or project may affect the protected features of a habitats site before deciding whether to undertake, permit or authorise it.

**Health Impact Assessment (HIA):** Health Impact Assessment (HIA) is a tool to identify and optimise the health and wellbeing impacts of planning.

**Independent Examination:** The process by which a planning inspector may publicly examine a Development Plan Document (DPD) before issuing a binding report. The findings set out in the report of binding upon the local authority that produced the DPD.

**Integrated Impact Assessment (IIA):** The IIA brings together into a single document a number of assessments which are required to assess the social, environmental and economic impact

of the planning policies contained in the DPDs. following statutory requirements are addressed and presented together in one document:

- o Sustainability Appraisal (SA) and Strategic Environmental Assessments (SEA), and
- o Health Impact Assessment (HIA) and
- o Equalities Impact Assessment (EqIA)
- o Habitats Regulation Assessment (HRA)

**Local Development Documents (LDD):** These include Development Plan Documents (which form part of the statutory development plan) and Supplementary Planning Documents (which do not form part of the statutory development plan). LDDs collectively deliver the spatial planning strategy for the local planning authority's area.

**Local Development Scheme:** The local planning authority's scheduled plan for the preparation of Local Development Documents.

**Local Plan:** A plan for the future development of a local area, drawn up by the local planning authority in consultation with the community. In law this is described as the development plan documents adopted under the Planning and Compulsory Purchase Act 2004. A local plan can consist of either strategic or non-strategic policies, or a combination of the two.

**Neighbourhood Development Order:** An Order made by a local planning authority (under the Town and Country Planning Act 1990) through which parish councils and neighbourhood forums can grant planning permission for a specific development proposal or classes of development.

**Neighbourhood Plans:** A plan prepared by a Parish Council or Neighbourhood Forum for a particular neighbourhood area (made under the Planning and Compulsory Purchase Act 2004).

**Permitted Development Rights:** Permission to carry out certain limited forms of development without the need to make an application to a local planning authority, as granted under the terms of the Town and Country Planning (General Permitted Development) Order.

**Strategic Environmental Assessment (SEA):** A procedure (set out in the Environmental Assessment of Plans and Programmes Regulations 2004) which requires the formal environmental assessment of certain plans and programmes which are likely to have significant effects on the environment.

**Supplementary Planning Document:** Documents which add further detail to the policies in the local plan. They can be used to provide further guidance for development on specific sites, or on particular issues, such as design. Supplementary planning documents are capable of being a material consideration in planning decisions but are not part of the development plan.

**Sustainability Appraisal (SA):** An appraisal of the economic, environmental and social effects of a plan from the outset of the preparation process to allow decisions to be made that accord with sustainable development.

# CONTACT SHEET

## DEVELOPMENT MANAGEMENT

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## SCOPING REPORT FOR REVIEW

<b>Committee name</b>	Environment, Housing & Regeneration Select Committee
<b>Officer reporting</b>	Neil Fraser, Democratic Services Officer
<b>Papers with report</b>	Draft Scoping Report for Review
<b>Ward</b>	All

### HEADLINES

At the last meeting of the Committee it was agreed that the next major review of the Environment, Housing & Regeneration Select Committee would focus on the topic of 'how to improve feedback from residents of social housing'. Reference was also made to the use of the Better Neighbourhood Fund to improve estates. Officers have produced a draft scoping report for the Committee's consideration.

It is envisaged that there will be two witness sessions, with a suggested schedule set out in the attached scoping report and on the Committee's Multi-Year Work Programme.

### RECOMMENDATION:

**That the Committee comment on and consider the scoping report to initiate the review.**

### SUPPORTING INFORMATION

The draft scoping report for the review is attached.

#### **Implications on related Council policies**

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

#### **How this report benefits Hillingdon residents**

None at this stage, pending any findings approved by Cabinet.

#### **Financial Implications**

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

#### **Legal Implications**

None at this stage.

## **BACKGROUND PAPERS**

NIL.



# Environment, Housing & Regeneration Select Committee Review Scoping Report - 2021

**Draft Title: “Our engagement with tenants and leaseholders - improving participation and feedback to improve service and satisfaction”**

## **1. REVIEW OBJECTIVES**

### **Aim and background to review**

At its meeting on 08 June 2121, the Select Committee approved as its first review the topic of ‘how to improve feedback from residents of social housing’. Reference was also made to the use of the Better Neighbourhood Fund to improve estates. The Better Neighbourhood Fund is one of a number of ways that Council tenants and leaseholders can influence what takes place on Council housing estates.

This review will support the work of the Council’s landlord function to help shape and update its approach to tenant and leaseholder engagement. Last year’s Social Housing White Paper set out the areas that require more regulation with issues of safety and in the foreword, the Prime Minister stated how fundamental it is to ‘give social housing tenants a voice and ensure that it is listened to.’ The accompanying **Charter for Social Housing Residents**, which aims to “raise the standard of social housing and meet the aspirations of residents throughout the country,” set out the government’s [post Grenfell Tower] Regulatory vision for social housing.

As the work to support the aim of Regulatory compliance, including a ‘step change’ in approach to resident engagement, is at an early stage the Committee is in the unique position to help steer the future direction of the Council’s approach to tenant and leaseholder engagement. This can include direct feedback from residents along with

best practice and innovation identified from other local authorities which in turn will inform the resultant recommendations to Cabinet.

### **Terms of Reference**

1. To understand Hillingdon's current engagement approach with tenants and leaseholders and the planned work programmes and activities that the Council engages with them on, e.g. Better Neighbourhood Fund.
2. To learn from residents of their experiences and interaction with the Council and their satisfaction;
3. To review other best practice and identify any improvement to tenant and leaseholder engagement and satisfaction going forward, including from any new legislation / regulation, e.g. the Charter for Social Housing Residents, and how the Council can best adapt to meet this;
4. To identify any gaps and opportunities to draw together different strands of activities by the Council to ensure the overall service we provide is one-stop, agile and responsive to the needs of tenants and leaseholders; and
5. To make practical, prudent recommendations to Cabinet from the Committee's findings.

## **2. SUPPORTING INFORMATION**

### **Key information and issues**

#### **Regulation & Engagement Team**

The Team is currently made up of:

- 1 x FTE Regulations and Engagement Manager
- 2 x FTE Senior Customer Engagement Officer

#### **Current approach to resident involvement and feedback**

#### **What we do**

Customer engagement means talking to residents and using their views to improve services and includes:

- Telling people about services;
- Asking people for their views;
- Discussing issues and identifying priorities;
- Working together to improve and design services;
- Maintaining working relationship based on a partnership approach.

The Community Engagement Team are responsible for planning and coordinating consultation and engagement activity across the Council. This includes:

- Conferences, assemblies and forums;

- Focus and service user groups;
- Surveys;
- Impact assessments;
- Statutory and non-statutory consultation.

### **How services can be supported**

Community engagement is a key activity for all services. Whether a service deals with external or internal customers, engagement can help to improve services and increase customer satisfaction by:

- Providing support and advice to teams to help plan and deliver engagement activity with their customers;
- Providing training and support for teams around specialist engagement, such as:
  - Holding in-depth interviews, face to face discussions and virtual meetings;
  - Designing and facilitating focus groups and forums;
  - Designing qualitative and quantitative surveys;
  - Analysing results of consultation.
- Coordinating engagement activity across the Council to avoid duplication of work and survey fatigue and ensure quality and consistency of engagement;
- Working with partners to share and promote best practice.

### **Business benefits**

Using the Community Engagement Team to assist with engagement activity can provide the following business benefits:

- Improved value for money from customer engagement practice via:
- Improved identification of performance issues from the customer perspective;
- Improved identification and recording of service improvements as a result of customer engagement;
- Better quality decisions made by service teams;
- Efficiencies from reduced use of consultancy time due to improved staff skills on engagement.
- Consistent customer engagement practice across the organisation.
- Improved perception of departmental services.
- Demonstration of the Council's vision to put residents first.

### **Better Neighbourhood funding**

Each year, the Council allocates £156,000 from the Housing Revenue Account 'Works to Stock' budget to facilitate council tenants and leaseholders, Ward Councillors, and Council employees suggesting improvements to their housing estate. This is known as the Better Neighbourhood Fund, managed by the Community Engagement & Town Centre Improvements (CETCI) Team.

## **Criteria**

Anyone aged 18 or over living in Hillingdon Council owned accommodation can propose an improvement. Ward Councillors and Council officers are also welcome to submit a suggestion.

Better Neighbourhood funding is available for the provision of or enhancement to facilities on housing owned land or buildings and/or demonstrate that the majority of beneficiaries will be Council tenants and leaseholders.

The proposal should be for 'one-off' capital funding of up to £10,000 without creating any additional ongoing financial commitment from the Council.

Applications for funding must be supported by the majority of residents (those that are likely to be affected by the project). This must be evidenced in order to proceed fully and is the subject to leasehold consultation and recharging where appropriate.

The proposal must clearly demonstrate an improvement or benefit to the residents on the estate and support the Council's objectives. This could include proposals which support local priorities such as:-

- Protecting and enhancing the environment
- Promoting strong and active communities
- Making Hillingdon safer

Funding can also be paid as a direct grant to the tenant and resident associations who are fully constituted and hold a bank account.

Better Neighbourhood funding cannot be used for:

- Projects placing long term and additional financial demand on the Council;
- Alley gating private land, highways or public rights of way, or
- Installing new playgrounds

Applications will be considered by the Cabinet Member for Environment, Housing and Regeneration.

This information is set out for residents on the Council website at [Better Neighbourhood funding - Hillingdon Council](#).

Photographic examples of recent uses of the Better Neighbourhood Fund are attached as Appendix B.

## **Areas for improvement**

Potential areas for improvement that the Committee may choose to focus on include:

- How can the current approach to engage with residents be improved?
- What role can the Better Neighbourhood Fund play in the wider engagement strategy as part of improving the quality and appearance of estate environments?
- How can a future engagement strategy 'reach out' to all sections of the tenant and leaseholder population, including 'harder to reach groups'.
- What is the role of new technology and the Council's digital offer to support efficiency of approach and maximise feedback?

### Extract from Tenancy Services – Service Plan 2021/22

Work across Tenancy Services is already underway, as reflected in the Service Plan for 2021/22, in the wider context of engagement and involvement.

Objective	Task	Target
<b>To be safe in your home</b>	Develop and implement a [statutory] engagement strategy for residents in 'higher risk buildings'	Q4
<b>To know how your landlord is performing</b>	Produce and publish a 2020/21 Tenant & Leaseholder Annual Report	Q2
	Collate and submit 2020/21 HouseMark data	Q1
	Prepare for the implementation of [Draft] Tenant Satisfaction Measures to support compliance with the Charter for Social Housing Residents and set a baseline.	Q4
<b>To have your complaints dealt with promptly and fairly</b>	Introduce a documented approach to compliance with the Housing Ombudsman's Complaint Handling Code following the December '20 self-assessment.	Q2
	Ensure processes are in place to capture [draft] tenant satisfaction measures associated with complaints handling: and set a baseline.	Q4
<b>To be treated with respect [backed by strong consumer regulation]</b>	Self-assess services against the [new] Consumer Standards and accompanying Code of Practice	Q4
<b>To have your voice heard by your landlord</b>	Develop a tenant and leaseholder engagement strategy.	Q4
	Implement processes to Improve levels of customer insight across the	Q4

	managed housing stock which can be readily extracted and can contribute to service development and discussions on 'disproportionality'.	
	Develop a framework for consulting residents on health & safety.	Q4
	Introduce mechanisms so residents in 'higher risk buildings' can quickly, easily and effectively feedback any safety concerns.	Q4
	Implement a rolling programme of STAR surveys to inform changes to services and improvement.	Q4
	Test the 'new tenant experience' and bring forward rolling outcomes which improve the effectiveness of service delivery, positively impact on the concept of 'no surprises', support long term tenancy sustainment and capture 'satisfaction with the Allocations & Lettings process' [HouseMark]	Q4
	Formally capture and review customer insight on their experience of DA casework.	Q4
<b>To have a good quality home and neighbourhood to live in</b>	Identify a pilot estate and work with residents to scope the definition of a 'decent estate' and scope the extent of management and maintenance responses to achieve 'decent estate' compliance.	Q4
	Establish clear standards for the communal areas of estates and bring forward options and measures to demonstrate compliance with a 'decent estates' standard.	Q4
	Bring forward options and structures for tenants and leaseholders to influence investment decisions.	Q4
	Develop a pictorial based output standard for Caretaking Services and Green Spaces on housing estates.	Q4

	Explore the potential use of HouseMark photo book as an affordable solution to real-time, instant inspection reporting.	Q4
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### **Current data, best practice and research**

Best practice is the most continuous effective way of engaging with customers locally to deliver an effective service, meet the needs of the business and evidence regulatory compliance. This may vary depending on the target audience and other key factors (i.e. cultural, religious beliefs, age, ethnic background or level of digital/online knowledge) Our aim is to work with the residents to provide bespoke service through co-production and co-regulation. Research shows that organisations tailor their approach to engagement based on common practices that can be applied locally but heavily based on the involvement of their customers and stakeholders.

An example of best practise approach is evidenced in the recent engagement activities carried out by the team in securing a Yes vote for the Hayes regeneration project. The outcome of the ballot highlights how effective our approach has been.

Customer Engagement Team is a member of the West London Resident Engagement Group (WLREG). The group brings together resident involvement/engagement practitioners based within the West London area to share good practice and identify opportunities for joint working.

### **Legislative / national context**

Under section 105 of the Housing Act 1985 the Council has a legal obligation to consult with its secure tenants on matters of housing management such as changes to the management, maintenance, improvement or demolition of homes let by them, or changes in the provision of amenities. Under section 20 of the Landlord & Tenant Act 1985 as amended, the Council also has a legal obligation to consult with leaseholders regarding certain qualifying works and services where the Council intends to pass on the cost of works and services to leaseholders under the terms of their leases. These legal obligations should be seen as a statutory minimum. Moving forward the government has clear expectations regarding a ‘step change in approach’ which will see engagement and involvement as a ‘golden thread’ running through services delivered by social housing providers.

The policy paper ‘The Charter for Social Housing Residents: Social Housing White Paper’, published 17 November 2020, sets out the actions the government will take to ensure that residents in social housing are safe, are listened to, live in good quality homes, and have access to redress when things go wrong. The full document is linked within the ‘background papers’ section below.

Appendix A contains a summary of the White Paper prepared by the Housing Quality Network. An excerpt detailing the aims of the proposed charter is provided:

*The stated aim of the new Charter for Social Housing Residents is to “raise the standard of social housing and meet the aspirations of residents throughout the country.”*

*The Government says it will strengthen the Regulator of Social Housing to create new consumer standards for landlords to be measured against. These appear to be in line with how the regulator measures governance and financial standards (G and V ratings). This will be monitored by a new ‘arm’ of the regulator which will “proactively regulate on consumer standards including quality of homes, repairs, meaningful engagement with tenants and complaints handling.” Inside Housing has highlighted that this was a role previously delivered by the Tenants Service Authority until it was scrapped in 2010.*

*The Housing Ombudsman will also get more powers on tackling complaints while the Decent Homes Standard will be reviewed.*

*The Charter covers seven key areas that social housing tenants should expect:*

- 1. To be safe in your home. We will work with industry and landlords to ensure every home is safe and secure;*
- 2. To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money, so you can hold it to account;*
- 3. To have your complaints dealt with promptly and fairly, with access to a strong Ombudsman who will give you swift and fair redress when needed;*
- 4. To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants;*
- 5. To have your voice heard by your landlord, for example through regular meetings, scrutiny panels or being on its Board. The Government will provide help, if you want it, to give you the tools to ensure your landlord listens;*
- 6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair;*
- 7. To be supported to take your first step to ownership, so it is a ladder to other opportunities, should your circumstances allow.*

## **Connected work**

The Council is now actively working on the development of its Housing Revenue Account [HRA] Business Plan. The HRA Business Plan is essentially the Council’s strategy for spending and borrowing; to maintain the stock, operate services for tenants and leaseholders and build new Council homes. As with any business plan it must show that the Council has clear proposals for achieving its objectives and that these are financially viable in the short, medium and longer term.

Typical sub-sections of the plan will include, but not be limited to:

- **Services for residents** including; tenants, leaseholders, sheltered tenants, extra care and community engagement

- **Looking after homes** – including an evidence-based investment strategy
- **Fire safety** – as a ‘standalone’ investment priority, perhaps alongside other compliance needs
- **Estate improvements** – recognising the extensive shared area investment needs of our estates
- **Resident participation and engagement** - to include resident oversight and scrutiny
- **Providing for new and existing communities** i.e. development and new build
- **Governance and monitoring**
- **Financial information and scenarios** [around HRA cashflows and borrowing]
- **Risk Management**

The Government and the Regulator of Social Housing expects Council’s to manage their HRA businesses using a 30-year Business Plan backed by an Asset Management Plan. These should be prepared in consultation with interested parties, especially tenants and leaseholders.

### **Executive Responsibilities**

The Cabinet Member responsible is Councillor Eddie Lavery, Cabinet Member for Environment, Housing & Regeneration.

## **3. EVIDENCE & ENQUIRY**

### **Lines of Enquiry**

Members may wish to explore with potential witnesses what their experience has been of the way in which the Council has engaged and consulted with them regarding significant issues affecting their homes and where they live. This could include but not be limited to:

- The methods of obtaining views and feedback
- The ease of accessing engagement opportunities
- The way in which involvement and engagement was undertaken against the backdrop of covid-19 and social distancing rules
- Resident perceptions regarding the value the Council places on resident feedback and whether the Council ‘listens to’ and acts upon the views of residents

### **Potential witnesses**

The Council has recently been engaging with a wide cross section of residents on two estates in Hayes [Hayes Town Centre and Avondale Drive] as part of its regeneration workstream. This recent and extensive programme of engagement culminated in a very positive turnout and ballot outcome. The next stage of the engagement process is to work with residents on more detail design matters.

Given the extent of this programme it would be timely and appropriate to bring forward two residents as potential witnesses who have been working closely with the Council as part of the consultation programme.

### **Surveys, site-visits or other fact-finding events**

Potential 'Informal meeting with tenants'.

### **Future information that may be required**

Further information may be identified as the review progresses.

## **4. REVIEW PLANNING & ASSESSMENT**

Proposed timeframe & milestones for the review:

<b>Meeting Date</b>	<b>Action</b>	<b>Purpose / theme</b>	<b>Witnesses / officers attending</b>
22 July 2021	Agree Scoping Report	Information and analysis	
14 September 2021	Witness Session 1	Officer attendance - current service offering and future plans. Areas identified that require improvement / challenges to service	
13 October 2021	Witness Session 2	Feedback from current service users / residents Best practice / innovations identified from outside Council	
25 November 2021	De-brief and emerging findings	To discuss key findings and identify potential recommendations	
20 January 2022	Approval of draft final report	Proposals – agree recommendations and final draft report to Cabinet	

### **Resource requirements**

None.

## **Equalities impact**

TBC.

## **Background reading**

[The charter for social housing residents: social housing white paper - GOV.UK  
\(\[www.gov.uk\]\(https://www.gov.uk\)\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/442212/charter_for_social_housing_residents.pdf)

## **Appendices**

Appendix A - HQN Social Housing White Paper Summary Note

Appendix B – Examples of recent uses of the Better Neighbourhood Fund

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## Summary note: Social Housing White Paper – The Charter for Social Housing Residents

The stated aim of the new **Charter for Social Housing Residents** is to “raise the standard of social housing and meet the aspirations of residents throughout the country.”

The Government says it will **strengthen the Regulator of Social Housing** to create **new consumer standards** for landlords to be measured against. These appear to be in line with how the regulator measures governance and financial standards (G and V ratings). This will be monitored by a new ‘arm’ of the regulator which will “proactively regulate on consumer standards including quality of homes, repairs, meaningful engagement with tenants and complaints handling.”

Inside Housing has highlighted that this was a role previously delivered by the Tenants Service Authority until it was scrapped in 2010.

There will be a big focus on transparency with a new **‘access to information scheme’** effectively operating in the same way as the Freedom of Information Act.

The Housing Ombudsman will also get more powers on tackling complaints while the Decent Homes Standard will be reviewed

### The Charter covers seven key areas that social housing tenants should expect:

1. **To be safe in your home.** We will work with industry and landlords to ensure every home is safe and secure.
2. **To know how your landlord is performing,** including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
3. **To have your complaints dealt with promptly and fairly,** with access to a strong Ombudsman who will give you swift and fair redress when needed.
4. **To be treated with respect,** backed by a strong consumer regulator and improved consumer standards for tenants.
5. **To have your voice heard by your landlord,** for example through regular meetings, scrutiny panels or being on its Board. The Government will provide help, if you want it, to give you the tools to ensure your landlord listens.
6. **To have a good quality home and neighbourhood to live in,** with your landlord keeping your home in good repair.
7. **To be supported to take your first step to ownership,** so it is a ladder to other opportunities, should your circumstances allow.

Below we have provided a summary on each of these areas.

### *To be safe in your home*

The government wants to put tenants “back at the heart of building safety” following the Grenfell tragedy.



The Government has already:

- Made £400m available to social landlords to fund the removal of unsafe cladding and announced a further £1bn of grant funding to cover the costs of remediating unsafe blocks
- Published a Building Safety Bill
- Published a Fire Safety Consultation on Government proposals to implement the recommendations in the Grenfell Tower Inquiry's Phase 1 report
- Supported a Social Sector (Building Safety) Engagement Best Practice Group
- Published a Fire Safety Bill.

Now it will:

- Legislate so that safety is part of the Regulator of Social Housing's new consumer regulation role
- Legislate to require social landlords to identify a nominated person responsible for complying with their health and safety requirements
- Expect the Regulator of Social Housing to prepare a Memorandum of Understanding with the Health and Safety Executive to ensure effective sharing of information with the Building Safety Regulator
- Launch a consultation on mandating smoke and carbon monoxide alarms in social housing
- Consult on measures to ensure that social housing residents are protected from harm caused by poor electrical safety
- Build on the work of the Social Sector (Building Safety) Engagement Best Practice Group, supporting the development of statutory and **good practice guidance on engaging residents in all tenures on safety issues.**

### ***To know how your landlord is performing***

The White Paper says that the connection between landlords and communities has become stained – with the White Paper sighting large executive salaries. The government wants to redress the balance by creating a strong connection between landlords and tenants to ensure transparency and accountability.

Government will:

- Expect the Regulator of Social Housing to – as part of its expanded role – to bring in a **new set of tenant satisfaction measures for all landlords** on things that matter to tenants.

A draft set of measurements has been prepared as part of the White Paper and will be developed further in consultation with the sector – see Appendix one. **Landlords will also have to publish CEO and executive salaries** (relative to the size of the landlord) and management costs.

- Introduce a new **access to information scheme** – which will be in line with the **Freedom of Information Act** – for social housing tenants so that information relating to landlords is easily accessible
- Ensure landlords provide a clear breakdown of how their income is being spent, including levels of executive salaries, to be published alongside tenant satisfaction measures
- Require landlords to identify a senior person in their organisation who is responsible for ensuring they comply with the consumer standards set by the Regulator of Social Housing
- Expect landlords to report to every tenant on such matters at least once a year, **if not continuously, using technology (the use of apps is referenced in the paper).**

### *To have your complaints dealt with promptly and fairly*

Tenants have reported to government that making a complaint can be difficult and takes too long.

The Government has already:

- Set out in the Building Safety Bill how it will speed up access to the Housing Ombudsman by removing the need for tenants to go to a ‘designated person’ or wait eight weeks before approaching them – removing the ‘democratic filter’
- Expanded the Housing Ombudsman service which is aiming to halve its decision times by March 2022
- Increased the Housing Ombudsman’s powers to take action against landlords where needed. The Housing Ombudsman has published a new Complaint Handling Code and guidance on new orders that will be implemented from 1 January 2021.

Now it will:

- Support improved complaint handling by landlords and hold them to account through **stronger action by the Housing Ombudsman.**

Landlords will be required to comply with the Housing Ombudsman’s Complaint Handling Code, ensuring that they have good processes in place to respond swiftly and effectively to complaints. Landlords have been asked to self-assess against the Code by 31 December 2020 and publish the results.

- From March 2021, **reports on the complaints** the Housing Ombudsman has handled for individual landlords, as well as the determinations on individual cases, **will be published on the Housing Ombudsman’s website**
- Keep the Housing Ombudsman’s powers, and compliance with them, under review and consider ways to strengthen them, including the option of legislation to put the Complaint Handling Code on a statutory footing
- Run an **awareness campaign so social housing residents know their rights**, are confident in navigating their routes to complain, and are aware of how to escalate to get redress where needed
- Ensure lessons are learned and maintain residents’ confidence in the Housing Ombudsman Service through the appointment by the Ombudsman of an independent reviewer by March 2021 to examine any complaints made about the service that the Housing Ombudsman provides
- Formalise and strengthen the relationship between the Regulator of Social Housing and the Housing Ombudsman by introducing a statutory requirement for both bodies to co-operate with each other in undertaking their responsibilities in holding landlords to account
- Make the Housing Ombudsman a statutory consultee for any proposal concerning changes to the Regulator of Social Housing’s economic and consumer standards and make the Regulator of Social Housing a statutory consultee for any changes to the Housing Ombudsman Scheme.

### *To be treated with respect*

While the government feels that the economic regulation of social landlords has been a success, it believes that consumer regulation does not go far enough to ensure that landlords will deliver on the Charter it is setting out.

The new consumer regulation function within the Regulator of Social Housing will change that.

The Government will:

- Transform the Regulator of Social Housing so it proactively monitors consumer standards
- Remove the ‘serious detriment test’ and introduce routine inspections for the largest landlords (with over 1,000 homes) every four years
- Change the Regulator of Social Housing’s objectives to explicitly cover safety and transparency, and work with it to review its consumer standards to ensure they are up to date

- Give the Regulator of Social Housing the power to publish a Code of Practice on the consumer standards to be clearer on what landlords are required to deliver
- Strengthen the Regulator of Social Housing's enforcement powers to tackle failing landlords and to respond to new challenges facing the sector, by removing the cap on the level of fines it can issue, introducing Performance Improvement Plans for landlords failing to comply, reducing the notice period for surveys on the condition of properties, and introducing a new power to arrange emergency repairs if needed where a survey uncovers evidence of systemic landlord failures
- Make it explicit that provisions in contracts between local authorities and Arms Length Management Organisations or Tenant Management Organisations would be deemed void if they hindered the Regulator of Social Housing in its exercise of its powers
- Review the statutory Right to Manage guidance
- Set out an expectation for all landlords to self-refer breaches with the regulatory standards
- Strengthen the Regulator of Social Housing's powers to provide robust economic regulation of private registered providers
- Require the Regulator of Social Housing to set up an Advisory Committee to provide independent and unbiased advice on discharging its functions.

A list of all the changes to the regulatory regime – along with a plan of how the Regulator will need to change its onset – is set out in Appendix two (lifted from Annex A of the White Paper). Many of these changes will require legislation.

### ***To have your voice heard***

There is good work being done across the sector (TPAS is referenced), but Government feels performance is inconsistent – with examples of tenants feeling patronised, ignored or treated with disrespect.

The Government will:

- Expect the Regulator of Social Housing to require landlords to seek out best practice and consider how they can continually improve the way they engage with social housing tenants.

There is a focus in the White Paper on tackling loneliness and ensuring that tenant-led engagement activities linked to Covid-19 can continue.

- Deliver a new opportunities and empowerment programme for social housing residents, to support more effective engagement between landlords and residents, and to give residents tools to influence their landlords and hold them to account

- Review professional training and development to ensure residents receive a high standard of customer service.

### ***To have a good quality home and neighbourhood to live in***

While generally social housing is seen to deliver well designed, decent homes and good neighbourhoods some tenants have reported that their communities have been let down by poor neighbourhood management, upkeep of buildings and quality of shared spaces.

During lockdown some social housing tenants have struggled to find green spaces to exercise and others have had to deal with loneliness, isolation and ASB.

The Government has already:

- Announced the Green Homes Grant for 2020/21 which will fund up to two thirds of the cost of hiring tradespeople to upgrade the energy performance of homes
- Announced a £50m demonstrator project to support the decarbonisation of social housing over 2020/21
- Published a 25 year Environment Plan committing to connect people with the environment to improve health and wellbeing
- Encouraged developments that promote health and wellbeing through the National Planning Policy Framework and National Design Guide
- Announced a consultation through the Planning for the Future White Paper on proposals to enable more and better green space in development. Committed to expanding access to mental health services through the NHS Long Term Plan
- Acted to tackle segregation and stigmatisation through the planning system.

Now it will:

- Review the Decent Homes Standard to consider if it should be updated, including how it can better support the decarbonisation and energy efficiency of social homes, and improve communal and green spaces
- Continue to engage with the latest evidence on the impact of housing conditions on health, including Covid-19 transmission, and actively consider options to mitigate these impacts
- Review professionalisation to consider how well housing staff are equipped to work with people with mental health needs and encourage best practice for landlords working with those with mental health needs

- Clarify the roles of agencies involved in tackling anti-social behaviour and signpost tenants to those agencies who can give them the most appropriate support and assistance when faced with antisocial behaviour
- The Government will expect the Regulator of Social Housing to review and amend its regulatory standards to make it clear that landlords should have a policy setting out how they should tackle issues surrounding domestic abuse
- Consider the results of the allocations evidence collection exercise findings to **ensure that housing is allocated in the fairest way possible** and achieves the best outcomes for local places and communities.

### *To be supported to take your first step to ownership*

The Government is determined to increase the supply of new and 'beautiful' social homes – and to ensure that as many social tenants as possible have the opportunity to buy a home of their own. This section of the report highlights policies and funding currently in place to deliver on that ambition.

To increase the supply:

- Built over 486,600 new affordable homes since 2010, including 142,400 for social rent
- Announced our new £11.5bn Affordable Homes Programme that will deliver up to 180,000 new homes
- Announced a new £3bn Affordable Homes Guarantee Scheme
- Removed the cap on local authority borrowing to fund housebuilding
- Consulted on whether greater flexibilities can be offered around how local authorities can use receipts from Right to Buy sales
- Supported community-led housebuilding through the community housing fund
- Announced Government will consult on further guidance to provide clarity on rural exception sites policy, to ensure they are used to their full potential.

To ensure that more social tenants have the opportunity to buy a home:

- Introduced a new shared ownership model
- Announced that around half of the homes delivered by the new Affordable Homes Programme will be for affordable home ownership
- Announced a new Right to Shared Ownership, meaning that most new grant-funded housing association homes for rent will give residents the opportunity to purchase a 10% (or more) stake in their home and to purchase further shares in future
- Launched a pilot of Voluntary Right to Buy in the Midlands

- Amended the National Planning Policy Framework and published a new national design guide to emphasise the importance of beauty and good design
- Emphasised through our new National Design Guide the importance of building beautiful and well-designed social homes.

## Appendix one: Draft tenancy satisfaction measures

Box A: Draft Tenant Satisfaction Measures	
Theme	Draft tenant satisfaction measures
Keeping properties in good repair	Decent Homes Standard compliance
	Responsive repairs completed right first time
	Tenant satisfaction with landlord's repairs and maintenance service
Maintaining building safety	Compliance with health and safety obligations: <ul style="list-style-type: none"> <li>• Gas safety</li> <li>• Electrical safety</li> <li>• Fire safety</li> <li>• Asbestos</li> <li>• Water safety</li> <li>• Lift safety</li> </ul>
	Tenant satisfaction with the health and safety of their home
Effective handling of complaints	Number of complaints relative to the size of the landlord
	% of complaints resolved within agreed timescale
	Tenant satisfaction with landlord's complaints handling
Respectful and helpful engagement	Number of complaints relating to fairness and/or respect, relative to the size of the landlord
	Tenant satisfaction that their landlord listens to their views and takes notice of them
	Tenant satisfaction with landlord's engagement with tenants
Responsible neighbourhood management	% of communal areas meeting the required standard
	Number of complaints relating to communal areas, relative to the size of the landlord
	Tenant satisfaction with landlord actions to keep communal areas clean and safe
	Tenant satisfaction with landlord contribution to the neighbourhood associated with their home
	Number of complaints relating to anti-social behaviour, relative to the size of the landlord
	Tenant satisfaction with landlord's handling of anti-social behaviour
Overall	Tenant overall satisfaction with the service their landlord provides

## Appendix two: Key measures for changing the regulatory regime for social housing

Government will:

- Work with the regulator to establish a proactive consumer regulation regime with active oversight of landlord performance, whilst maintaining the principle of co-regulation
- This will include:
  - Introducing routine inspections for the largest landlords (with over 1,000 homes) with the aim of doing so every four years, to obtain assurance from landlords that they are complying with the consumer standards
  - Specific, reactive inspections and/or investigations where systemic issues of concern are brought to the regulator by tenants or their representatives, the Housing Ombudsman or others
  - Published findings from these investigations and inspections where a landlord is found non-compliant with the regulator's standards
- Legislate to remove the 'serious detriment test' as soon as Parliamentary time allows, to eliminate barriers to the regulator adopting a proactive approach to monitoring and oversight of landlord performance on consumer issues
- Change the regulator's objectives to explicitly cover safety and transparency, and expect the regulator to review its consumer standards to ensure they are up to date and deliver its revised objectives
- Legislate to give the regulator a power to publish a code of practice on the consumer standards to be clearer on what landlords are required to deliver
- Expect the regulator to bring in a set of tenant satisfaction measures for all landlords on the things that matter to tenants, and expect landlords to report to every tenant on such matters at least once a year, if not continuously using technology
- Legislate to place an obligation on landlords to identify and publicise a senior named person in their organisation who is responsible for ensuring compliance with their health and safety obligations
- Expect the regulator to require landlords to identify a 'responsible person' for consumer standards compliance, as part of a wider requirement to provide greater clarity on the roles and responsibilities of senior staff
- Introduce a new access to information scheme for social housing tenants of housing associations and other private registered providers of social housing so that information relating to landlords is easily accessible to tenants
- Expect the regulator to require landlords to evidence how they have sought out and considered ways to improve engagement with tenants

- Legislate to strengthen the regulator’s enforcement powers to tackle failing landlords and to respond to new challenges, including:
  - Giving the regulator the power to require a Performance Improvement Plan
  - Reducing the notice period to survey homes
  - Giving the regulator the power to arrange emergency repair work and recoup costs from the landlord where, following a survey, there is evidence of systemic landlord failure and other regulatory measures have not worked
  - Removing the requirement to ask the Secretary of State’s approval to use its own staff to carry out inspections; and
  - Removing the cap on the level of fines the regulator may charge.
- Ensure that local authorities are held to account for the performance of service provided by an Arms Length Management Organisation or Tenant Management Organisation, by:
  - Asking stockholding local authorities that contract out management services to Arms Length Management Organisations to review their contracts to ensure they do not prevent the regulator from taking action in the event of non-compliance with its standards
  - Making it explicit that provisions in contracts between ALMOs or TMOs would be deemed void if they hindered the regulation in its exercise of its powers; and
  - Working with the regulator to set out an expectation for local authorities to self-refer to ensure that issues of concern to tenants are dealt with as quickly as possible
- Expect the regulator to review and amend its regulatory standards to make it clear that landlords should have a policy setting out how they should tackle issues surrounding domestic abuse, working with other agencies as appropriate
- Legislate to strengthen the relationship between the Housing Ombudsman and the regulator, building on the current Memorandum of Understanding to ensure that they can exchange information quickly and effectively to provide better protection for tenants
- Maintain the robust economic regulation regime that is already working well and make sure the whole system is cohesive and balanced. This will include ensuring that changes to consumer regulation do not undermine economic regulation
- Refine the regulator’s powers to ensure it has the right tools to deliver its economic regulation function effectively with an evolving sector. This includes:
  - Requiring landlords to notify the regulator of any change in control and refining the definition of ‘non-profit’ providers; and
  - Introducing a ‘look-through’ power so the regulator can follow money paid outside of the regulated sector to ensure probity

- Delivering these changes is essential to ensuring that the needs of tenants are embedded in the culture of all landlords, and will require significant change to the structure and expertise of the regulator, from senior leadership level downwards. To ensure that the regulator is equipped to deliver a proactive regulatory regime effectively, we will:
  - Enable the regulator to set up an entirely new function, and make sure it is resourced and able to recruit the right new staff, including at senior leadership level, that have the right expertise in consumer regulation, customer service and tenant engagement to effectively deliver the new consumer regulation regime
  - Expect the regulator to develop a strategy for appropriate and ongoing publicity to make tenants aware of what it does and how to get in touch – both so they can understand and help shape consumer regulation
  - Broaden the skills mix and diversity of Board Members and increase the number of Members with consumer regulation experience
  - Work with the regulator to make sure that the regulator is resourced and able to recruit the right new staff with diverse background and skills, including at senior levels
  - Require the regulator to set up a statutory Advisory Committee to provide independent and unbiased advice on discharging its functions. This will not be a decision-making body.

## APPENDIX B – Examples of use of the Better Neighbourhood Fund

Albion Road - Before



Albion Road - After



Skipton Drive service road leading to Bourne Farm Playing Field – Before



Skipton Drive service road leading to Bourne Farm Playing Field – After



Whitehall Road safety rail installation - Before



Whitehall Road safety rail installation – After



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## CABINET FORWARD PLAN

<b>Committee name</b>	Environment, Housing & Regeneration Select Committee
<b>Officer reporting</b>	Neil Fraser, Democratic Services Officer
<b>Papers with report</b>	Appendix A – Forward Plan
<b>Ward</b>	All

### HEADLINES

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

### RECOMMENDATIONS

**That the Environment, Housing & Regeneration Select Committee notes and comments on items going to Cabinet.**

### SUPPORTING INFORMATION

The latest published Forward Plan is attached.

#### **Implications on related Council policies**

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

#### **How this report benefits Hillingdon residents**

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

#### **Financial Implications**

None at this stage.

#### **Legal Implications**

None at this stage.

### BACKGROUND PAPERS

NIL.

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<b>Ref</b>	<b>Upcoming Decisions</b>	<b>Further details</b>	<b>Ward(s)</b>	<b>Final decision by Full Council</b>	<b>Cabinet Member(s) Responsible</b>	<b>Officer Contact for further information</b>	<b>Consultation on the decision</b>	<b>NEW ITEM</b>	<b>Public / Private Decision &amp; reasons</b>
SI = Standard Item each month Council Departments: I = Infrastructure, Transport & Building Services P + Planning, Environment, Education & Community Services SC = Social Care CR&S – Corporate Resources & Services FD= Finance									
<b>Cabinet Member Decisions – expected July 2021</b>									
SI	<b>Hayes Estate Regeneration</b>	Subject to the Cabinet meeting on 17 June 2021 and any decision, including delegated authority, the Leader and Cabinet Members will consider generally the "in principle" future exercise of the Council's compulsory purchase powers to progress the Hayes Estate Regeneration project. Any future use of these powers would be subject to a full Cabinet decision.	Townfield		Cllr Ian Edwards - Leader of the Council / Cllr Jonathan Bianco - Property & Infrastructure / Cllr Eddie Lavery - Environment, Housing & Regeneration / Cllr Martin Goddard - Finance	IT - Perry Scott / Catherine Cummings	Extensive local consultation	<b>NEW</b>	Public
<b>Cabinet Meeting – Thursday 02 September 2021</b>									
34	<b>Cranford Park Project: Restoration Contract</b>	Cabinet will progress this important local conservation project by considering a contract for the repair and restoration of the	Heathrow Villages, Pinkwell		Cllr Jonathan Bianco	RS - Charmian Baker		<b>NEW</b>	Private (3)

		historic buildings, structures and landscapes at Cranford Park, and the building of visitor facilities to include a café, interpretation, public toilets, new playground, enlarged and landscaped car park, a perimeter cycling/walking track and improved park entrances and signage.							
<b>Cabinet meeting - 11 November 2021</b>									
56b	<b>Hillingdon's Housing Strategy 2021-2026 (POLICY FRAMEWORK)</b>	The Borough's Housing Strategy is being reviewed during 2021. The strategy will set out the key housing issues locally and the Council's proposed housing priorities. Following public, stakeholder and Policy Overview Committee consultation, a final draft of the Strategy will be presented to Cabinet for recommendation and if agreed, to full Council	All	<b>Proposed Full Council adoption - 18 November 2021</b>		PE - Debbie Weller / Mark Billings / Dan Kennedy	Select Committee pre-engagement and consultation / public consultation / stakeholder consultation		Public

		in November for final adoption.							
<b>Cabinet meeting – 16 December 2021</b>									
038(a)	<b>The Council's Budget - Medium Term Financial Forecast 2022/23 - 2026/27 (BUDGET FRAMEWORK)</b>	This report will set out the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2022/23 for consultation, along with indicative projections for the following four years. This will also include the HRA rents for consideration.	All	<b>To full Council on 24/2/22</b>	Cllr Ian Edwards / Cllr Martin Goddard	FD - Paul Whaymand	Public consultation through the Select Committee process and statutory consultation with businesses & ratepayers		Public
<b>Cabinet meeting – 17 February 2022</b>									
038(b)	<b>The Council's Budget - Medium Term Financial Forecast 2022/23 - 2026/27 (BUDGET FRAMEWORK)</b>	Following consultation, this report will set out the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2022/23 for consultation, along with indicative	All	<b>To full Council on 24/2/22</b>	Cllr Ian Edwards & Cllr Martin Goddard	FD - Paul Whaymand	Public consultation through the Select Committee process and statutory consultation with businesses & ratepayers		Public

		projections for the following four years. This will also include the HRA rents for consideration.							
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## ENVIRONMENT, HOUSING & REGENERATION SELECT COMMITTEE - WORK PROGRAMME

<b>Committee name</b>	Environment, Housing & Regeneration Select Committee
<b>Officer reporting</b>	Neil Fraser, Chief Executive's Office
<b>Papers with report</b>	Appendix A – Work Programme
<b>Ward</b>	All

### HEADLINES

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

### RECOMMENDATIONS

**That the Environment, Housing & Regeneration Select Committee considers the report and agrees any amendments.**

### SUPPORTING INFORMATION

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

Meeting Date	Room
14 September 2021	CR6
13 October 2021	CR5
25 November 2021	CR5
20 January 2022	CR5
16 February 2022	CR5
16 March 2022	CR5
14 April 2022	CR5

### Implications on related Council policies

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

### How this report benefits Hillingdon residents

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

### Financial Implications

None at this stage.

## **Legal Implications**

None at this stage.

## **BACKGROUND PAPERS**

NIL.

# WORK PROGRAMME 01 May 2021 - June 2022

ENVIRONMENT, HOUSING AND REGENERATION SELECT COMMITTEE	June	July	September	October	November	2022	January	February	March	April	May	June										
	8	22	14	13	25			20	16	16	14 TBC	TBC										
<b>REVIEW:</b>																						
Topic selection / scoping stage	Selection		Scoping Report																			
Witness / evidence / consultation stage			Witness Session		Witness Session																	
Findings, conclusions and recommendations					Findings																	
Final review report agreement							Approval															
Target Cabinet reporting									Cabinet													
<b>Regular service &amp; performance monitoring</b>																						
Complaints & Service Annual Report			X																			
CIL Expenditure Monitoring - Annual Report							X															
Mid-year budget / budget planning report	X																					
Cabinet's Budget Proposals For Next Financial Year							X															
Cabinet Forward Plan Monthly Monitoring	X	X	X	X	X		X	X	X	X	X	X										
<b>One-off service monitoring</b>																						
New Call-in Process	X																					
New Planning Policies - Proposed planning reforms	X																					
Climate Change	X																					
Housing Strategy development & consultation			X																			
Draft Revised Statement of Community Involvement					X																	
Redevelopment of High Streets following Pandemic							X															
Strategic Climate Action Plan: Progress Update											X											
Houses of Multiple Occupancy within the Borough																						
Empty Properties within the Private Sector																						
HS2 Update (TBC)																						
<b>Past review delivery</b>																						
Littering and Fly-tipping review					X																	

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