



HILLINGDON
LONDON



Environment, Housing and Regeneration Select Committee

Councillors on the Committee

Wayne Bridges (Chairman)
Alan Chapman (Vice-Chairman)
Nicola Brightman
Allan Kauffman
Alan Deville
Scott Farley (Opposition Lead)
Janet Gardner

Date: THURSDAY, 25
NOVEMBER 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.

You can view the agenda
at www.hillingdon.gov.uk or
use a smart phone camera
and scan the code below:



Published: Wednesday 17 November
2021

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Putting our residents first

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

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:

Cabinet Member Portfolio	<ul style="list-style-type: none">• Cabinet Member for Environment, Housing & Regeneration
Relevant service areas	<ol style="list-style-type: none">1. Planning & Regeneration2. Housing3. Green Spaces, Sport & Culture (only Green Spaces)4. Waste Services

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 Update on the work of Green Spaces and the impact of Covid-19 on the Council's parks and open spaces 7 - 12
- 6 Review Findings - 'Our engagement with Tenants and Leaseholders - improving participation and feedback to improve service and satisfaction' 13 - 18
- 7 Cabinet Forward Plan 19 - 26
- 8 Work Programme 27 - 30

Minutes

ENVIRONMENT, HOUSING AND REGENERATION SELECT COMMITTEE

13 October 2021

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



	<p>Committee Members Present: Councillors Wayne Bridges (Chairman) Alan Chapman (Vice-Chairman) Allan Kauffman Scott Farley (Opposition Lead) Janet Gardner Farhad Choubedar (In place of Nicola Brightman)</p> <p>LBH Officers Present: Neil Fraser, Democratic Services Officer Marion Finney, Customer Engagement Officer Cathy Knubley, Head of Waste Services Rod Smith, Head of Housing & Tenancy Management</p>
33.	<p>APOLOGIES FOR ABSENCE (<i>Agenda Item 1</i>)</p> <p>Apologies for absence were received from Councillors Brightman and Deville. Councillor Choubedar was present as Councillor Brightman's substitute.</p>
34.	<p>DECLARATION OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>None.</p>
35.	<p>TO CONFIRM THAT ALL ITEMS MARKED PART 1 WILL BE CONSIDERED IN PUBLIC AND THAT ANY ITEMS MARKED PART 2 WILL BE CONSIDERED IN PRIVATE (<i>Agenda Item 3</i>)</p> <p>It was confirmed that all items were listed as Part I and would therefore be considered in public.</p>
36.	<p>TO AGREE THE MINUTES OF THE PREVIOUS MEETING (<i>Agenda Item 4</i>)</p> <p>Regarding minute 28, it was highlighted that the request for further information on affordable housing had been omitted. The clerk advised that this would be amended.</p> <p>Regarding minute 29, it was noted that the requested information on wildflowers and Ombudsman cases had been received.</p> <p>RESOLVED: That the minutes of the meeting held on 14 September 2021 be approved as a correct record, subject to the amendment to minute 28 as outlined above.</p>

37. **REVIEW WITNESS SESSION 2 - ENGAGEMENT WITH TENANTS AND LEASEHOLDERS** (*Agenda Item 5*)

Rod Smith – Head of Housing & Tenancy Management, and Marion Finney – Regulation and Engagement Manager, addressed the Committee to provide information to aid the Committee’s review. External witness in attendance were Mr Alan Clark - clerk to the Leasehold Association, Mrs Ros Jorge - Tenant representative, and Ms Natalie Lindsay - Tenant representative.

Officers outlined the results of a sample survey of 100 tenants and leaseholders. Of those surveyed, 77% were tenants, with 23% leaseholders; and had covered a wide variety of age, location and length of engagement with the Council. The questions asked mirrored those included in the STAR survey, which would survey circa 50% of the entire 13k customer base. The survey was confirmed as currently underway, and was expected to result in a return of 10%. The STAR survey, owing to its larger audience, would provide a greater level of detail from which further analysis could be undertaken, with a view to informing future strategy.

Feedback from the sample survey highlighted that the majority of respondents were broadly satisfied with the way in which Hillingdon was communicating with them. However, the data suggested there was room for improvement in all areas, and especially regarding how the service was liaising with residents prior to decisions being made, with officers suggesting that the service should prioritise ‘consulting’ with residents, rather than simply ‘informing’ them.

Some of the barriers preventing residents from becoming more involved in housing and other community activities within their local areas included a lack of time, disability or health, and a lack of awareness of how to become more involved. Overall, officers considered that the number of respondents who were willing to engage with the Council was positive.

Information was also provided by the external witnesses in attendance.

Mrs Jorge, a resident of Sutcliffe House, had been active in the community and with the Council through such bodies as the Better Neighbourhood team, Townfield Community Committee, among others, and who had undertaken a street/estate champion role.

Mr Clark, the clerk to the Leaseholders Association, was actively engaging with the Council on behalf of the Association’s 3k members.

Mrs Lindsay, a resident of Avondale Drive, had previously engaged with the Council through training initiatives to improve job prospects, as well as acting as secretary for her estate committee.

Feedback from the residents regarding their estates was that the estates were often in a state of disrepair or untidiness, with lifts often unusable or grounds suffering from a lack of maintenance. In addition, antisocial behaviour, including drug abuse, harassment, rough sleeping or entry by non-residents, was common. Additionally, it was felt that there was a lack of community sports and leisure activities provided, particularly for women and young people, which if in place, could foster stronger community ties, and promote mental and physical health.

In such instances, the witnesses would endeavour to contact the Council to report the issues on behalf of their community. However, where previously it had been easier to reach a specific officer directly, who would listen and understand the problem before acting to resolve it, contacting the Council now was often through the call centre, which then routed the resident to a department. Responses from those departments was often insufficient or delayed, with a lack of urgency to resolve issues and a lack of subsequent progress updates. In some instances, issues were not resolved at all. Mr Clark did highlight that, through his role as clerk, he maintained a list of Council officer contacts that he could reach directly, without having to go through the call centre.

It was suggested that a lack of officer numbers, and therefore officer time, could be responsible for these difficulties, together with the Council's reduction of meetings of bodies such as local housing forums, senate meetings, etc. It was suggested that the provision of a contact list to reach specific officers could go some way to addressing residents' difficulties when contacting the Council.

Feedback was that residents felt undervalued by the Council, and not listened to, and that more should be done to engage and empower residents through two-way communication and community involvement. Additionally, the Council needed to be seen to demonstrate firm, timely action where necessary, for example the addressing of antisocial behaviour, as resident perception was that not enough was being done to resolve such issues.

Officers advised that often, the Council would carry out a statutory consultation prior to decisions being made/acted upon, which was the legal minimum required. It was accepted that more could be done to provide a true collaborative approach to engagement, focussing on the priorities for tenants and leaseholders.

Officers advised that the feedback received would be used to inform the new engagement strategy, which, Members were reminded, was at a very early stage of formation. Officers suggested that the recommendations to Cabinet resulting from this review could include recognising the value of good quality engagement, together with the instruction to create and maintain of a range of engagement options which promoted and valued resident involvement and feedback through actions residents were comfortable with. In addition, it was recognised that Council resources should be aligned to the resolution of matters that were of importance to tenants and leaseholders.

The Committee thanked residents and officers for the information provided.

38. **LITTERING & FLY-TIPPING -UPDATE ON IMPLEMENTATION OF RECOMMENDATIONS FOLLOWING REVIEW** (*Agenda Item 6*)

Cathy Knubley – Head of Waste, provided the Committee with an update on the implementation of recommendations resulting from REESPOC's review of littering and fly-tipping within Hillingdon.

All recommendations were confirmed to have either been fully implemented, or were in various stages of implementation, as set out within the report. Exceptions included actions that had been reviewed but that had been deemed unfeasible (such as reference numbers for individual bins), or actions that had been delayed due to the pandemic (such as liaising with schools).

The Committee was advised that litter picking activities were active in all wards, though

resources were aligned to areas of greatest need. Members highlighted specific equipment available, such as brooms, that could be used. Officers advised that a review of equipment would be undertaken. The Committee also requested that officers work to build relationships between the ward teams and Ward Councillors.

Regarding prosecution of offenders, it was highlighted that this was lengthy process that required specific evidence to secure a successful prosecution, such as catching an offender 'in the act'. Waste officers were in regular contact with the Council's Legal team on such matters. It was accepted that some residents were unwilling to identify offenders, possibly for fear of reprisals. The service was endeavouring to encourage such reporting through resident engagement at roadshows, social media, etc. to drive such behaviours.

Regarding littering and fly-tipping hotspots, these were plotted onto maps following repeated reports, and used to identify areas requiring action. Moving forward, street cleansing teams were to be fitted with real-time tracking software which would allow further analysis and actions.

The Committee requested that a copy of ASBET's warning letter, and further information on the 'name and shame' actions, be provided following the meeting.

RESOLVED: That the report be noted.

39. **RECYCLING IN HILLINGDON - INFORMATION REPORT** (*Agenda Item 7*)

Cathy Knubley – Head of Waste, introduced a report detailing recycling within Hillingdon.

The report was summarised, with food waste recycling, recycling roadshows, recycling within flats, and partnership working with the NHS all highlighted. The Committee was informed that the service had recently won an award for its work to process clinical waste, such as used needles.

The processing of food waste was confirmed to result in electricity as well as fertilizer material, and the use of food waste bags was being promoted during all interactions with residents. The changes to the processing of Dry Mixed recycling (DMR) to reduce waste contamination had resulted in significantly lower costs to the Council.

In terms of waste statistics, overall refuse being collected had risen, with a household recycling rate of circa 44%. This was felt to be a very positive number, though work remained to increase this further. As part of further promotion, a video on the subject of 'what happens to your waste' was being produced to help inform residents and promote good recycling behaviours.

The Committee requested that officers review the wording on food waste bags to signpost residents towards further recycling options, such as food waste caddies.

RESOLVED: That the report be noted.

40. **CABINET FORWARD PLAN** (*Agenda Item 8*)

Consideration was given to the Cabinet Forward Plan, and it was:

RESOLVED: That the Cabinet Forward Plan be noted.

41.	WORK PROGRAMME (<i>Agenda Item 9</i>) Consideration was given to the Committee's Work Programme, and it was: RESOLVED: That the Work Programme be noted.
	The meeting, which commenced at 7.00 pm, closed at 9.10 pm.

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

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UPDATE ON THE WORK OF GREEN SPACES AND THE IMPACT OF COVID 19 ON THE COUNCIL'S PARKS AND OPEN SPACES

Committee name	Environment, Housing and Regeneration Select Committee
Officer reporting	Paul Richards, Green Spaces, Sport and Culture
Papers with report	None
Ward	All

HEADLINES

To provide the Committee with a brief overview of the work of Green Spaces and the impact of Covid 19 on the Council's parks and open spaces.

RECOMMENDATIONS:

That the Committee:

- 1. Notes the contents of the report.**

SUPPORTING INFORMATION

Throughout the COVID-19 pandemic, all of the Council's parks and open spaces remained clean, open, and safe, providing comfort and emotional wellbeing to thousands of our residents. At a time when much of the vibrancy of the Borough was subdued, and many of the cultural institutions were closed, parks provided all visitors a place for peace, play, and inspiration - a place to be alone or to connect safely with others.

The pandemic has highlighted the importance of access to green spaces and the connection with nature in urban areas for the benefit of residents mental health and wellbeing, particularly for people living in deprived areas. We know that more residents have used and enjoyed green spaces than ever before. We know of residents who have explored parts of the Borough that they have never visited before, despite living in the area for a great number of years. Those without access to their own green spaces utilised the parks for recreation and safe socialising.

With the increased number of visitors, the Council has been presented with new challenges such as the quantity of litter, as people dined alfresco, and the increase in dog ownership, and the historic infrastructure of some parks designed in the Victorian period, (some with dedicated site staff.) This influx of visitors has meant we have had to adapt with the resources currently available.

We have increased the capacity of our bins in the busy parks during the summer periods,

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alongside the addition of commercial waste units. We also increased the staff deployed to litter rounds to keep the parks clean of litter. We have also seen more volunteers, keen to look after their own environment, get involved with litter picks, which the Council has helped support.

Sport

With several team sports placed on hold during 2020, an increase in those enjoying tennis facilities was observed. Having the ability to book is a key factor for those wishing to use our courts. On several courts, we fitted the ability to book a court via a keypad linked to a website. We are currently working closely with the Lawn Tennis Association (LTA) to further improve our tennis facilities, having applied for some of the government's recently communicated funding for tennis. We are also providing a programme of tennis activities to help support and encourage participation.

Once football was permitted to be played, and in a safe and phased approach, we supported clubs by extending the football season throughout 2020. Goals were left in place and pitches were marked out. We have seen an explosion in participation for youth football, with hundreds of young people now playing this sport, from as young as under 5's girls, as well as boys. Working with the Football Association (FA), Football Foundation and the Middlesex FA, we are looking at ways to support clubs needing pitch improvements by seeking funding. Currently, we are working with Explorers, Bessingby Rangers, Ickenham Youth, Ruislip Rangers and Townmead Youth on funding projects.

Recreational cricket is another sport in parks that saw an increase. Groups arrange their own matches without proper wickets or facilities. Acknowledging this, we are working with the English Cricket Board (ECB) in a funding application to provide an artificial wicket and practice nets in both Cowley Recreation Ground and Grassy Meadows.

Lawn Bowlers were also grateful that their facilities were available to play with Covid safeguards put into place. It was clear that social isolation had been a challenge for many, so being able to play bowls and catch up with friends was important.

Having a pleasant and safe environment to explore as a walk and or a run was again important for so many that didn't have access to their own outdoor space, something which has continued as restrictions have eased.

Play is also an important component in our parks. With safety in mind during the lockdowns, play equipment and outdoor gym equipment was fenced off to meet government guidelines. As soon as these restrictions were relaxed, we have ensured our playgrounds are available. The first phase of the three-year rolling replacement has now concluded, and we are designing the next phase. This is based on our independent safety reports, to help inform the list of priority sites for replacement.

Environmental benefits

We know that enhancing Hillingdon's green spaces will have several environmental co-benefits. It would help ameliorate the urban heat island effect (both via tree shading and the cooling effect of water evaporating from plants), enhancing the Borough's resilience to the effects of

climate change and air pollution.

We have partnered with the organisation Trees for Cities, looking at creative ways to increase our tree canopy around those areas of high air pollution. As well as large scale planting in parks and open spaces, we have tried new ways of tree planting on the highway, looking at mass planting of small tree stock, which should have a better survival rate. This has been carried out in Long Lane, with the view to expand to other sites within the Borough. We are still planting trees to replace any that have been lost. Maintaining our existing tree stock is as important as adding more trees, and is something our tree officers are fully engaged in. They are supported by our Principal Landscape Officer regarding trees on new builds, and those proposed on new planning applications.

This year, we are also offering a Tree Sponsorship via Trees for Streets, for residents who so wish to sponsor a tree on the roadside or a park. If they wish to help maintain it in keeping it irrigated, then this is reflected in the cost. We are already seeing a level of interest in this opportunity for a celebration tree.

Increasing biodiversity has been a recent priority, not only within our Countryside and Green Estate, but also in parks and along roadsides. We have piloted a scheme to introduce plants/flowers to support pollinators. These areas have been prepared and sown with a suitable mix. We are keen to see if, through careful management, these plantings will be sustainable in setting their own seed to keep the displays going without further sowing.

In support of this, this year we have also tried managing areas slightly differently, following advice from Plantlife. This is to leave areas long, but to then cut and collect in the late summer. In doing this, you encourage native wildflowers to be present together with the wide fauna that these plants support. Early indications have shown success with wildflowers, including orchids, being counted this summer.

Prevention of flooding is high on our agenda. We have just completed a project supported by volunteers at Hillingdon House Playing Fields, with the introduction of ponds and streams to help control the flow of water entering the river.

We are looking at a scheme for Bessingby Park and working with colleagues regarding the 'Rain Gardens' along the highway to help control runoff during heavy periods of rain. Work in our woods to install 'Leaky Dams', again to slow surface water, have been constructed by the Woodland Officers with assistance from volunteers.

Much is discussed about our green spaces, but our blue spaces are equally as important and a focus for our Conservation and Countryside Officers and the volunteers who help support us in maintaining our water courses.

We are also exploring the reduction of peat within our floral displays and the plants we grow. We also sell peat free compost at the RAGC.

The Council is employing an integrated approach to weed control, through the use of 'smart' technology in identifying chlorophyll and only treating this, and not the wider surface, thereby reducing chemical usage.

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We are also trailing electrical equipment such as hedge cutters, blowers etc. currently in the grounds of the Crematorium. Though advanced for the domestic market, there is still a way to go in battery life etc. for the professional market, though annual advancements are taking place, so it will be a matter of time and most of our handheld power tools will be electric.

We pride ourselves on the quality of our parks and have used the Green Flag Award as the standard to aspire to.

Working with the local community we have been successful in the following in, the regional competition London in Bloom:

Gold

- Hillingdon was judged overall winner in the 'Large City' category
- Harmondsworth Village won the 'London Village' category
- Eastcote won the 'large London village' category
- The Friends of Eastcote House Gardens were crowned winners in the 'Our Community' category
- Eastcote House Gardens scooped top place in the 'Park of the Year'
- The Friends of Eastcote House Gardens won overall in the 'Walled Garden' category

Silver Gilt

- Long Meadow in Eastcote won in the 'Large Conservation' category

Other awards

- The Friends of Eastcote House Gardens were marked as outstanding in the 'It's your Neighbourhoods' category
- Lesley Crowcroft, Chair of the Friends of Eastcote House Gardens was given the 'Outstanding Achievement' award.

For the ninth year running, Hillingdon has also retained its title as the UK's greenest Borough, after it was once again awarded the most Green Flags nationally.

The Borough's total number of flags increased by 3, from 60 to 63 (62 of which are maintained by the Council) in October. The new sites added this year are Sipson Meadow (Heathrow Villages ward), Deane Park (South Ruislip ward) and Colham Green Recreation Ground (Brunel ward).

In recognition of the increase in interest in gardening over the past couple of years, we redeveloped the Borough competition Hillingdon in Bloom with entries online and judging via

photographs. This has been successful with more people now taking part, with an increase in first time entries. Our residents are very proud of their gardens and floral displays and keen to show them off.

We have also kept the Autumn Show going with a slightly changed format, but again acknowledging the keenness to grow vegetables and flowers alongside the added motive of a prize in recognition of their efforts.

Whilst it was difficult for people to get out to get their plants, compost and seeds, the RAGC offered an order and delivery service and when restrictions were relaxed, a click and collect service. This was very well received as gardening was something that assisted people during the period of restrictions.

We encouraged allotment plot holders to tend their allotments during 2020, though in a safe manner, with guidance shared. It was felt unfair and not appropriate to then chase those relating to no cultivation, so no non-cultivation notices were issued in 2020.

Our floral displays are always a popular addition to the Borough through the number of hanging baskets and planters. We are exploring peat free compost, better water retention and plant selection. Our plantings have also been extended by the likes of Uxbridge BID, who have funded and arranged the plantings above Uxbridge station and around some old telephone boxes. The plantings on roundabouts are also sponsored to help to help cover the cost of these displays.

In line with the Council's Climate Action Plan, we are continuing to keep our standards across our parks and open spaces under review.

Ruislip Lido

We recognise how important Ruislip Lido was to the health and wellbeing of residents and visitors during the height of the pandemic. To keep visitors and staff safe, we introduced a 'one-way' system around the Lido and during anticipated busier periods, we introduced a limit on the numbers of visitors at any one time to the Lido site and put in place additional staff to help control access, including Covid marshals, manage traffic and enforce parking restrictions to keep roads safe. We are continuing to keep the arrangements for the Ruislip Lido under review.

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

Classification: Public

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There are no financial implications arising from this report.

Legal Implications

There are no legal implications arising from this report.

BACKGROUND PAPERS

NIL.

REVIEW FINDINGS - 'Our engagement with tenants and leaseholders - improving participation and feedback to improve service and satisfaction'

Committee name	Environment, Housing & Regeneration Select Committee
Officer reporting	Neil Fraser, Democratic Services
Papers with report	None.

HEADLINES

As part of the Committee's review into engagement with tenants and leaseholders, a number of witness sessions have been held, with key witnesses attending to provide information and answer questions relating to the review.

With witness sessions for the review now completed, the Committee is asked to discuss and provisionally agree potential recommendations.

RECOMMENDATION:

That the Committee comment on and suggest potential recommendations to be included within the final report to Cabinet.

SUPPORTING INFORMATION

At its meeting on 08 June 2121, the Select Committee approved as its first review the topic of how to improve engagement with residents tenants and leaseholders.

At the meeting of 14 September 2020, information was provided by Rod Smith - Head of Housing & Tenancy Management, and Marion Finney – Customer Engagement Officer. The officers confirmed to the Committee that the Council's landlord service was entering a new period of Regulatory scrutiny, as set out in the 'Charter for Social Housing Residents; Social Housing White Paper', published in November 2020. As set out in the paper, the government's intention was to make effective use of the Regulator of Social Housing to ensure that residents in social housing were safe, were listened to, lived in good quality homes, and had access to redress when things went wrong.

To align itself with these aims, Hillingdon Council was in the early stages of developing a 'Tenant & Leaseholder Engagement and Involvement Strategy'. The Committee was therefore in the unique position to help steer the development of the Strategy at at this early stage.

At the following meeting on 13 October 2020, the Committee was provided with further information themed around resident feedback, with attendance from Mr Alan Clark – Secretary to the Leasehold Association, Mrs Ros Jorge - Tenant representative, and Ms Natalie Lindsay - Tenant representative. The witnesses provided the Committee with detail of how they had engaged with the Council previously, their current level of engagement, and the success (or otherwise) of this engagement.

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A list of draft recommendations will be circulated to the Committee prior to the meeting on 25 November 2021. Members are welcome to suggest any amendments to these draft recommendations, or suggest new recommendations. These suggestions can then be discussed at the meeting, and with officers, ahead of potentially being added to the final report. To help aid the Committee, Appendix A has been attached as a reminder of some of the engagement options previously presented. In addition, the background papers section provides links to a similar review undertaken by Lambeth Council, as well as Hammersmith & Fulham's Engagement Strategy document, with the caveat that these were produced prior to the White Paper.

The final report will then be brought before the Committee for approval in future months, ahead of its submission to Cabinet.

IMPLICATIONS ON COUNCIL RELATED 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 Council's Landlord Service is in the process of developing a Tenant & Leaseholder Engagement Strategy.

HOW THIS REPORT WILL BENEFIT HILLINGDON RESIDENTS

The opportunity presents to incorporate appropriate recommendations into the emerging Tenant & Leaseholder Engagement Strategy. This will benefit the Council's tenants and leaseholders by clearly setting out to them the full spectrum of involvement and engagement opportunities available to them which will improve transparency and help to shape and improve the landlord services they receive.

FINANCIAL IMPLICATIONS

There are no financial implications arising from this report. However, the establishment of a Tenant & Leaseholder Engagement Strategy which supports meaningful opportunities to tenants and leaseholders to tailor services and to ensure the Council has a clear focus on services which matter to residents makes good business sense.

LEGAL IMPLICATIONS

There are no legal implications arising from this report.

BACKGROUND PAPERS

[Lambeth Engagement report 2019](#)

[Hammersmith & Fulham Resident Engagement Strategy 2019-22](#)

Appendix 2: Options for engagement against the Hierarchy of Involvement

INFORM: Ensure residents are kept up to date and have access to the right information.	Engagement Mechanism	Purpose	Time commitment	Frequency
	LBH's Social media and website	Share info and key messages re: Housing services including the use of self-service forms and headline performance information	Up to 30 mins	Daily/Weekly
	Tenants and Leaseholders Annual Report	Highlighting how the council as a landlord is performing and delivering value for money. The aim is to move this mechanism from informing to collaborating.	Up to 2hrs	Yearly
	Letters, contact with staff, telephone calls.	For most part low level involvement	Up to 30 mins	As required
	Meetings and visits	Include info re: regulatory compliance	Up to 2 hours	As required
CONSULT: Providing information for feedback	Engagement Mechanism	Purpose	Time commitment	Frequency
	STAR (Survey of Tenants and Residents)	Nationally recognised industry standard survey of tenant and leaseholder satisfaction. It is carried out by around 350 social housing providers. Councils, Housing Associations, and Arm's Length Management Organisations (ALMOs)	Up to 1 hour	Yearly
	Meetings, including virtual when applicable.	To consult on specific issues or area of service, including special interest groups	Up to 2 hours	As required

	Surveys (reactive/proactive/transactional)	Carried out to receive feedback on satisfaction levels from services offered. Armchair exercise.	Up to 30 mins	As required
	Statutory Satisfaction Surveys	Carried out to received feedback especially when changes to services are being considered that would impact tenants/leaseholders. Eg Housing Strategy Consultation, Annual Budget Consultation	Up to 2 hours	As required
INVOLVE	Engagement Mechanism	Purpose	Time commitment	Frequency
	Assemblies	Older People's Assembly Disability Assembly Carers Forum	Up to 2 hours	Quarterly
	Meet the Manager	As part of being open, accessible and accountable, residents will have the opportunity to be invited to meet the manager and ask questions about specific areas of service. The manager will also seek the views of attendees on various issues. This could be part of a bigger meeting or meeting held solely with a service manager.	Up to 1 hour	Quarterly
	Community Clubs	To provide a friendly opportunity in a social/informal setting for residents to interact to meet up with other local people and get involved in the local area. Ideal for new tenants.		Flexible

	Engagement Mechanism	Purpose	Time commitment	Frequency
COLLABORATE	IT Focus group	To assist with the continual development of innovative self-service technology, including LBH website and social media platforms	Up to 1 hour	As required
	Estate Marshalls	Independent feedback on standards of our estates and communal areas		Flexible
	Annual report	To work in partnership to produce the report. This will include influencing content, style and layout.		Flexible
	Various engagement activities to meet the 7 themes of the Social Housing White Paper	To ensure LBH as a landlord is compliant with the regulators request. This will include establishing service standards. Please see Appendix C	Vary depending on activity.	Flexible
	Senate	Please refer to Appendix 1, in addition to representatives who will attend Housing Board meetings.		Bi-annual
EMPOWER	Tenant Management Organisation (TMO)	Please refer to Appendix 1	TBC	TBC
	Health and Safety focus group – High rise blocks	Keeping in line with the regulator’s statutory requirements. This group will work in LBH to make sure high-rise blocks are compliant.	Up to 1.30mins	Quarterly
	Resident Engagement Panels: Will be made up of engaged residents.	To scrutinise various services and provide recommendations for improvements where necessary. This can be done as a group via workshops, through individual feedback engagement activities etc	May vary depending on the task.	Flexible

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CABINET FORWARD PLAN

Committee name	Environment, Housing & Regeneration Select Committee
Officer reporting	Neil Fraser, Democratic Services Officer
Papers with report	Appendix A – Latest Forward Plan
Ward	As shown on the Forward Plan

HEADLINES

To monitor the Cabinet's latest Forward Plan which sets out key decisions and other decisions to be taken by the Cabinet collectively and Cabinet Members individually over the coming year. The report sets out the actions available to the Committee.

RECOMMENDATION

That the Environment, Housing & Regeneration Select Committee notes the Cabinet Forward Plan.

SUPPORTING INFORMATION

The Cabinet Forward Plan is published monthly, usually around the first or second week of each month. It is a rolling document giving the required public notice of future key decisions to be taken. Should a later edition of the Forward Plan be published after this agenda has been circulated, Democratic Services will update the Committee on any new items or changes at the meeting.

As part of its Terms of Reference, each Select Committee should consider the Forward Plan and, if it deems necessary, comment as appropriate to the decision-maker on the items listed which relate to services within its remit. For reference, the Forward Plan helpfully details which Select Committee's remit covers the relevant future decision item listed.

The Select Committee's monitoring role of the Forward Plan can be undertaken in a variety of ways, including both pre-decision and post-decision scrutiny of the items listed. The provision of advance information on future items listed (potentially also draft reports) to the Committee in advance will often depend upon a variety of factors including timing or feasibility, and ultimately any such request would rest with the relevant Cabinet Member to decide. However, the 2019 Protocol on Overview & Scrutiny and Cabinet Relations (part of the Hillingdon Constitution) does provide guidance to Cabinet Members to:

- Actively support the provision of relevant Council information and other requests from the Committee as part of their work programme;
- Where feasible, provide opportunities for committees to provide their input on forthcoming executive reports as set out in the Forward Plan to enable wider pre-decision scrutiny (in addition to those statutorily required to come before committees, *i.e. policy framework documents – see para. below*).

As mentioned above, there is both a constitutional and statutory requirement for Select Committees to provide comments on the Cabinet's draft budget and policy framework proposals after publication. These are automatically scheduled in advance to multi-year work programmes.

Therefore, in general, the Committee may consider the following actions on specific items listed on the Forward Plan:

	Committee action	When	How
1	To provide specific comments to be included in a future Cabinet or Cabinet Member report on matters within its remit.	<p>As part of its pre-decision scrutiny role, this would be where the Committee wishes to provide its influence and views on a particular matter within the formal report to the Cabinet or Cabinet Member before the decision is made.</p> <p>This would usually be where the Committee has previously considered a draft report or the topic in detail, or where it considers it has sufficient information already to provide relevant comments to the decision-maker.</p>	<p>These would go within the standard section in every Cabinet or Cabinet Member report called "Select Committee comments".</p> <p>The Cabinet or Cabinet Member would then consider these as part of any decision they make.</p>
2	To request further information on future reports listed under its remit.	<p>As part of its pre-decision scrutiny role, this would be where the Committee wishes to discover more about a matter within its remit that is listed on the Forward Plan.</p> <p>Whilst such advance information can be requested from officers, the Committee should note that information may or may not be available in advance due to various factors, including timescales or the status of the drafting of the report itself and the formulation of final recommendation(s). Ultimately, the provision of any information in advance would be a matter for the Cabinet Member to decide.</p>	<p>This would be considered at a subsequent Select Committee meeting. Alternatively, information could be circulated outside the meeting if reporting timescales require this.</p> <p>Upon the provision of any information, the Select Committee may then decide to provide specific comments (as per 1 above).</p>
3	To request the Cabinet Member considers providing a draft of the report, if feasible, for the Select Committee to consider prior to it being considered formally for decision.	<p>As part of its pre-decision scrutiny role, this would be where the Committee wishes to provide an early steer or help shape a future report to Cabinet, e.g., on a policy matter.</p> <p>Whilst not the default position, Select Committees do occasionally receive draft versions of Cabinet reports prior to their formal consideration. The provision of such draft reports in advance may depend upon different factors, e.g., the timings required for that decision. Ultimately any request to see a draft report early would need the approval of the relevant Cabinet Member.</p>	<p>Democratic Services would contact the relevant Cabinet Member and Officer upon any such request.</p> <p>If agreed, the draft report would be considered at a subsequent Select Committee meeting to provide views and feedback to officers before they finalise it for the Cabinet or Cabinet Member. An opportunity to provide specific comments (as per 1 above) is also possible.</p>
4	To identify a forthcoming report that may merit a post-decision review at a later Select Committee meeting	<p>As part of its post-decision scrutiny and broader reviewing role, this would be where the Select Committee may wish to monitor the implementation of a certain Cabinet or Cabinet Member decision listed/taken at a later stage, i.e., to review its effectiveness after a period of 6 months.</p> <p>The Committee should note that this is different to the use of the post-decision scrutiny 'call-in' power which seeks to ask the Cabinet or Cabinet Member to formally re-consider a decision up to 5 working days after the decision notice has been issued. This is undertaken via the new Scrutiny Call-in App members of the relevant Select Committee.</p>	<p>The Committee would add the matter to its multi-year work programme after a suitable time has elapsed upon the decision expected to be made by the Cabinet or Cabinet Member.</p> <p>Relevant service areas may be best to advise on the most appropriate time to review the matter once the decision is made.</p>

BACKGROUND PAPERS

- [Protocol on Overview & Scrutiny and Cabinet relations adopted by Council 12 September 2019](#)
- [Scrutiny Call-in App](#)

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<i>Ref</i>	Upcoming Decisions	Further details	Ward(s)	Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Public / Private Decision & reasons
SI = Standard Item each month									
Council Departments: I = Infrastructure, Transport & Building Services P + Planning, Environment, Education & Community Services SC = Social Care CR&S – Corporate Resources & Services FD= Finance									
Cabinet meeting – 16 December 2021									
038(a)	The Council's Budget - Medium Term Financial Forecast 2022/23 - 2026/27 (BUDGET FRAMEWORK)	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	Proposed Full Council adoption - 24 February 2022	Cllr Ian Edwards - Leader of the Council / Cllr Martin Goddard - Finance	FD - Paul Whaymand	Public consultation through the Select Committee process and statutory consultation with businesses & ratepayers		Public
101	Temporary Accommodation for Homeless Households - High Street, Yiewsley	To seek Cabinet approval for the 3-year extension of the lease at 163 High Street, Yiewsley, for the continued provision of temporary housing accommodation.	Yiewsley	Cllr Eddie Lavery - Environment, Housing & Regeneration / Cllr Jonathan Bianco - Property & Infrastructure	Environment, Housing & Regeneration	PE - Ben Sargent / Mark Billings		NEW ITEM	Private (3)
Cabinet meeting – 06 January 2022									

105	Local List of Buildings of Architectural and Historic Importance	Cabinet will consider adding two sites within the Borough onto the Council's Local List of Buildings of Architectural and Historic Importance. The Local List forms part of the Council's planning policies and considerations when determining relevant planning applications. The two proposed sites are (1) Paddington Packet Boat Public House, Packet Boat Lane in Cowley [Brunel Ward] and (2) 305-327 Long Lane, Shopping Parade by Hillingdon Circus [Uxbridge North Ward].	Brunel / Uxbridge North	Cllr Eddie Lavery - Environment, Housing & Regeneration	Environment, Housing & Regeneration	PE - James Rodger / Mark Butler		NEW ITEM	Public
Cabinet meeting – 17 February 2022									
038(b)	The Council's Budget - Medium Term Financial Forecast 2022/23 - 2026/27 (BUDGET FRAMEWORK)	Following consultation, this report will set out the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2022/23 for consultation, along with indicative projections for the following four years. This will also include the HRA rents for consideration.	All	Proposed Full Council adoption - 24 February 2022	Cllr Ian Edwards - Leader of the Council / Cllr Martin Goddard - Finance	FD - Paul Whaymand	Public consultation through the Select Committee process and statutory consultation with businesses & ratepayers		Public

Cabinet meeting – 19 May 2022									
86	Local Flood Risk Management Strategy	Following approval of the Flood Action Plan in May 2021, Cabinet will consider consultation on an updated Local Flood Risk Management Strategy detailing the Council and partner's approach to tackling local flooding. The Strategy is a statutory requirement.	All		Cllr Eddie Lavery - Environment, Housing & Regeneration	PE - Victoria Boorman	Select Committee and public consultation.	NEW ITEM	Public
Cabinet meeting – July 2022 (Date TBC)									
87	Strategic Climate Action Plan	Hillingdon Council passed a Climate Change Declaration at its full Council meeting on 16 January 2020 which set out targets to become carbon neutral and achieve 100% clean energy across the Council's services by 2030. Cabinet in July 2021 approved the Council's Climate Action Plan to achieve this and also agreed to review progress annually. This is the first annual progress review of the Plan to Cabinet.	All		Cllr Eddie Lavery - Environment, Housing & Regeneration	PE - David Haygarth / Ian Thynne	Select Committee	NEW ITEM	Public

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WORK PROGRAMME

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

HEADLINES

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

RECOMMENDATIONS

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

SUPPORTING INFORMATION

1. 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
25 November 2021	CR5
20 January 2022	CR5
16 February 2022	CR5
16 March 2022	CR5
14 April 2022	CR5
June 2022	TBC
July 2022	TBC
September 2022	TBC
October 2022	TBC
November 2022	TBC
January 2022	TBC
February 2022	TBC
March 2022	TBC
April 2022	TBC

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	November	2022	January	February	March	April	May	June	September	October	November	January	February	March	April
	25		20	16	16	14	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
REVIEW:															
Topic selection / scoping stage															
Witness / evidence / consultation stage															
Findings, conclusions and recommendations		Findings													
Final review report agreement			Approval												
Target Cabinet reporting				Cabinet											
Regular service & performance monitoring															
Complaints & Service Annual Report															
CIL Expenditure Monitoring - Annual Report				X											
Mid-year budget / budget planning report															
Cabinet's Budget Proposals For Next Financial Year			X												
Cabinet Forward Plan Monthly Monitoring	X		X	X	X	X	X								
One-off service monitoring															
New Call-in Process															
New Planning Policies - Proposed planning reforms															
Housing Strategy development & consultation															
Draft Revised Statement of Community Involvement															
Redevelopment of High Streets following Pandemic						X									
Strategic Climate Action Plan: Progress Update			X				X								
Houses of Multiple Occupancy within the Borough			X												
Empty Properties within the Private Sector				X											
HS2 Update (TBC)															X
Local Flood Risk Management Strategy															
Homelessness in Hillingdon			X												
Introduction to Green Spaces	X														

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