



HILLINGDON
LONDON



Residents' Services Select Committee

Councillors on the Committee

Councillor Wayne Bridges (Chairman)
Councillor Colleen Sullivan (Vice-Chairman)
Councillor Scott Farley (Opposition Lead)
Councillor Janet Gardner
Councillor Ekta Gohil
Councillor Sital Punja
Councillor Peter Smallwood

Date: WEDNESDAY, 15
FEBRUARY 2023

Time: 7.00 PM

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

**Meeting
Details:** Members of the Public and
Press are welcome to attend
this meeting

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Published: Tuesday 7 February 2023

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Terms of Reference

Residents' Services Select Committee

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

Cabinet Member Portfolio	Cabinet Member for Residents' Services (Cllr Eddie Lavery)
Relevant service areas	<ol style="list-style-type: none">1) Community Safety, Licensing, Standards and Enforcement2) Planning & Regeneration3) Housing policy, homelessness & tenancy management4) Green Spaces, Sport & Culture5) Waste Services

Statutory Crime and Disorder Scrutiny

This Committee will act as a Crime and Disorder Committee as defined in the Crime and Disorder (Overview and Scrutiny) Regulations 2009 and carry out the bi-annual scrutiny of decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions. In practice, this is undertaken currently by a bi-annual review of the Safer Hillingdon Partnership, which includes senior officers from the Metropolitan Police, London Fire Brigade and Probation Service attending to answer questions from Councillors. More guidance on this important aspect of external scrutiny will be provided to the Committee.

Cross-cutting topics

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
- Community Cohesion

Agenda

- 1 Apologies for Absence
- 2 Declarations of interest in matters coming before this meeting
- 3 To receive the minutes of the previous meeting 1 - 6
- 4 To confirm that the items of business marked as Part I will be considered in public and those marked Part II will be considered in private

Part I - Members, Public and Press

- 5 A Review of Alley Gating in Hillingdon - Witness session 1 7 - 16
- 6 Community Infrastructure Levy and S106 Monitoring - Annual Report 17 - 54
- 7 Parking and Modern Technology - Delivery Drivers 55 - 64
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- 9 Forward Plan 117 - 126
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Minutes

RESIDENTS' SERVICES SELECT COMMITTEE

19 January 2023



Meeting held at Committee Room 5 - Civic Centre

	<p>Committee Members Present: Councillors Wayne Bridges (Chairman) Colleen Sullivan (Vice-Chairman) Scott Farley (Opposition Lead) Janet Gardner Ekta Gohil Sital Punja Peter Smallwood</p> <p>LBH Officers Present: Mark Billings, Housing Director Sophie Coughlan, Arboricultural Manager Stuart Hunt, Head of Green Spaces Ceri Lamoureux, Head of Finance - Place Gemma McNamara, Director - Service Finance & Transformation Natasha Norton, Community Engagement Project Officer Liz Penny, Democratic Services Officer Helena Webster, Community Engagement & Town Improvements Manager</p>
41.	<p>APOLOGIES FOR ABSENCE (<i>Agenda Item 1</i>)</p> <p>There were no apologies for absence.</p>
42.	<p>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>There were no declarations of interest.</p>
43.	<p>TO RECEIVE THE MINUTES OF THE PREVIOUS MEETING (<i>Agenda Item 3</i>)</p> <p>RESOLVED: That the minutes of the meeting dated 24 November 2022 be agreed as an accurate record.</p>
44.	<p>TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED AS PART I WILL BE CONSIDERED IN PUBLIC AND THOSE MARKED PART II WILL BE CONSIDERED IN PRIVATE (<i>Agenda Item 4</i>)</p> <p>It was confirmed that all items of business were marked as Part I and would be considered in public.</p>
45.	<p>2023/24 BUDGET PROPOSALS FOR SERVICES WITHIN THE REMIT OF THE RESIDENTS' SERVICES SELECT COMMITTEE (<i>Agenda Item 5</i>)</p> <p>Ceri Lamoureux (Head of Finance – Place) and Gemma McNamara (Director – Service Finance and Transformation) presented the budget report. It was confirmed that, following consideration by Cabinet in December 2022, the budget proposals for 2023/24 were now under consultation. Feedback from the Select Committees would be</p>

included in the report to be presented to Cabinet on 16 February 2023. It was noted that the current economic environment was challenging both in terms of inflationary pressures and legacy Covid-19 impacts. The Council had originally been expected to make savings of £10m; this had now increased to £20m.

Members requested further clarification regarding the £2.1m additional funding allocated to address issues of homelessness in the Borough (as set out on page 17 of the agenda pack) and enquired whether this would be sufficient. It was confirmed that the Council had modelled the predicted increase in demand due to the current cost of living crisis to arrive at this figure. In terms of Covid legacy issues, Members heard that the 'new' and 'emerging' issues set out in the report included matters related to Covid such as domestic abuse. New and emerging issues relating to Covid would be kept under review and monitored in the future.

Members sought clarity regarding the proposed savings relating to increased fees and charges (page 18 of the pack). The Committee was advised that Council Tax income would provide approximately 75% of the funding to subsidise areas subject to fees and charges.

In response to their queries regarding homelessness figures, Members heard that it was estimated some 500 homelessness cases would be received over the next financial year; many of these were likely to be private sector evictions. It was confirmed that there were increasingly more people housed in temporary accommodation; numbers of domestic abuse cases were rising, and demand continued to grow. It was confirmed that homelessness figures had been increasing year on year over the last 4 to 5 years. Action plans were in place to reduce reliance on temporary accommodation going forward but it was a worrying time.

Members noted that LED lights were to be installed within Cedars and Grainges car parks (page 19) and enquired whether other car parks would be included in the scheme in the future. It was confirmed that present plans focussed on Cedars and Grainges car parks only. However, the Director – Service Finance and Transformation would explore this matter further and feed back to the Committee through Democratic Services. In response to their questions regarding increases in fees for special collections, Members heard that this service would run on a cost neutral basis and any additional fly tipping resulting from the increased fees would be monitored. At the request of Members, it was agreed that the Director – Service Finance and Transformation would explore the matter of GLA funding for housing regeneration and provide feedback to the Committee via Democratic Services.

In response to further requests for clarification, Members were reassured that, despite the proposed increases, Hillingdon's fees and charges would still be among the lowest in London; officers were commended for managing to achieve this in difficult circumstances.

In respect of graffiti removal, the Committee was informed that this service was largely contracted out; however, the Council had a small in-house team – the service was to be reviewed and streamlined to achieve the proposed savings. Members were advised that offensive graffiti would be removed within 24 hours.

Members enquired whether the wildflower displays around the Borough would continue noting that they were very good for biodiversity. It was confirmed that the flowers originally planted were to be allowed to regenerate naturally. In response to Members' questions regarding waste services, the Committee heard that service levels across the

Borough continued to be consistently high. In the future there would be a focus on recycling and a more cost-effective service.

The Committee sought clarification regarding the proposed locality needs based approach to libraries mentioned on page 19 of the agenda pack. Officers indicated that bespoke services were planned aligned to resident demand. It was anticipated that a Library Strategy would be drafted during 2023 which would be subject to a consultation process. It was agreed that the Director – Service Finance and Transformation would confirm the expected timeframe for this and feed back to the Committee via Democratic Services. Councillors welcomed a needs-based approach which would enable the Council to make savings while continuing to provide a good service to residents.

RESOLVED:

- 1. That the Committee noted the budget projections contained in the report and commented on the combined budget proposals affecting the relevant service areas within the Residents’ Services Cabinet Portfolio, within the context of the corporate budgetary position;**
- 2. That authority be delegated to the Democratic Services Officer, in conjunction with the Chairman (and in consultation with the Opposition Lead), to finalise the wording of the Committee’s comments on the budget proposals; and**
- 3. That the Director – Service Finance and Transformation provide feedback to the Committee via Democratic Services in response to their queries regarding future plans for LED lighting in car parks, GLA funding for housing regeneration and the timeframe for the Library Strategy.**

(Note: following the meeting, comments to Cabinet were agreed by the Chairman in consultation with the Opposition Lead. It should be noted that the Opposition Lead did not fully endorse the comments).

46. **TREE STRATEGY** (*Agenda Item 6*)

Stuart Hunt, Head of Green Spaces, presented the Tree Strategy report to the Committee. Members were informed that, at present, there were no set guidelines; a clear and unambiguous Strategy was therefore required to facilitate a well-managed tree stock thereby leading to a reduction in insurance claims and emergency works.

Noting the sensitivity of the matter, Members respectfully sought clarification regarding current policy relating to memorials affixed to trees following tragic accidents. The Committee was advised that a Highways Policy was in existence which covered this – new memorials could remain in place for up to twelve months at which point they would be removed. Thereafter, those affixed to mark anniversaries and other important dates would be removed in a timely fashion.

In response to further questions from the Committee, it was confirmed that trees newly planted along highways were inspected regularly. Reports of any trees which required re-planting would be dealt with as soon as possible. In respect of root growth affecting paths and pavements, attempts would be made to retain mature trees whenever possible by ramping over any roots which were causing issues. As a last resort, trees could be removed and replaced with something more appropriate.

Members were informed that, where possible, attempts would be made to locate new trees in the proximity of the site where trees had been felled. It was noted that it was

important to maintain the green feeling of the Borough. If a tree was not suited to a particular location, a replacement, more suitable tree would be planted in the same area if feasible. Councillors heard that the Council aimed to retain its current 67 green flags this year.

The Committee requested further clarification in respect of tree maintenance; particularly in respect of caring for newly planted trees to ensure they were able to thrive. It was noted that some such trees would die in hot weather if not properly cared for. In response, officers confirmed that attempts were made to water newly planted trees regularly for the first three years of growth; however, this had been particularly challenging over the last few years. Plans were in place to bring maintenance back in-house and it was anticipated that newly planted trees would be visited more regularly in the future. More drought tolerant species would be planted where possible and trees would preferably be planted in green areas where they could establish better. Members noted the importance of maintenance and suggested that a paragraph on this be incorporated into the Strategy.

In response to further requests for clarification from the Committee, it was confirmed that the reference to 'tenants' back gardens' on page 6 of the Tree Strategy should read 'tenants' gardens' (in general) - the Strategy would be amended accordingly. In relation to 'risk', this was something tenants took on as part of their tenancy agreement. However, it was recognised that some tenants were unable to take on this risk for a variety of reasons; in such cases the Council could possibly assist.

Members sought clarity regarding trees planted years ago which no longer served their purpose and now damaged the landscape. It was confirmed that such matters would be managed in-house. More trees were planted than removed on an annual basis hence, over the years, there would be a healthy mix of trees in the Borough to benefit the environment. Officers worked with nurseries to ascertain which trees were drought resistant and research was undertaken in an attempt to ensure the right tree was planted in the right place.

In response to their queries, Members heard that officers worked closely with Ruislip Woods Management Advisory Group (RWMAG) and other residents' associations on an ongoing basis. It was confirmed that, when a tree was removed, the removal contractor would ensure the area was made safe. Trees blown down during stormy weather would be replaced when possible – Councillors were invited to inform officers of any trees which had been missed or any areas where a tree was needed. It was noted that some ten trees at the memorial garden in Pole Hill had yet to be replaced; this work had not been completed due to flooding but would be carried out this winter if the issue could be resolved.

In terms of maintenance, Councillors were informed that new trees planted were accompanied by a label encouraging residents to water them. It was agreed that it may be possible to use the Council's website more effectively to encourage this.

Noting the importance of tree maintenance, it was agreed that officers, in conjunction with the Chairman and Labour Lead, would draft comments on behalf of the Select Committee regarding the Tree Strategy.

RESOLVED: That authority be delegated to Democratic Services, in conjunction with the Chairman and in consultation with the Labour Lead, to draft comments regarding the draft Tree Strategy prior to formal submission to the Cabinet Member.

47.

HOUSING TRANSFORMATION PROJECT (*Agenda Item 7*)

Mark Billings, Housing Director, presented the report. Members heard that, in July 2022, PwC had introduced Perform Plus in the Housing Management, Housing Needs and Private Sector Housing Services. Perform Plus was a coaching programme for managers and their teams which aimed to build engagement and empower staff to adopt new ways of working. Elements of Perform Plus had been introduced to teams through on the job coaching via PwC over a 14-week period, between August and November 2022.

Members heard that, as part of the development of Perform Plus, each team had identified a vision, success factors and enablers to achieve success. The teams had developed a problem-solving tracker, best practice guides and 100 day delivery plans. The new approach encouraged officers to be more open and share best practice. 'Huddles' had been introduced which gave the teams an opportunity to touch base, set targets for the week, share their successes and adopt a more active approach to problem solving. The project had facilitated new ways of working and had enabled officers to deliver services differently and feedback had been very positive so far. It was reported that the 100-day delivery plans were now coming to an end at which time PwC would visit again.

At the request of Members, it was agreed that the Housing Director would confirm the total cost of the project. The Committee heard that 'rock' and 'sand' as referenced in the report related to the prioritisation of workload. Ways in which officers worked together was key to success, especially in such a stressful environment. The new approach ensured everyone 'met' on a daily basis even if some officers were working remotely.

In response to further questions from the Committee, it was confirmed that, whenever possible, a case officer would work on a case from start to finish; however, it was recognised that this was not always possible as staff sometimes left and some cases could be very lengthy. It was recognised that it was confusing for residents when several people were involved in a case. Officers were looking at offering pre-application housing advice to support residents prior to them submitting a housing application. Members heard that residents could apply online but were also able to access the service in person at the Housing Reception.

At the request of Members, it was agreed that the Housing Director would provide an update to the Residents' Services Select Committee at a future meeting once the new way of working had bedded in. Case studies would also be provided at that time. Democratic Services would add this to the Work Programme.

Members sought clarification regarding the objective of the transformation project. It was confirmed that the aim had been to increase morale and productivity in staff and to work more effectively in the future. It was anticipated that the new system would free up officer time and ensure residents received a better service. With regard to future projects, Councillors were informed that a team had recently been set up to work on homelessness cases in respect of single people, noting that these individuals were often extremely vulnerable. Going forward, the intention was to set up similar teams of case workers to consider other areas such as domestic abuse.

RESOLVED:

	<ol style="list-style-type: none"> 1. That Democratic Services add a future Housing update to the Select Committee Work Programme; 2. That the Housing Director confirm the total cost of the project; and 3. That the Housing Transformation Project report be noted.
48.	<p>SELECT COMMITTEE REVIEW: ALLEY GATING - SCOPING REPORT (<i>Agenda Item 8</i>)</p> <p>Helena Webster, Community Engagement and Town Improvement Manager, presented the scoping report commenting that the alley gating review was very welcome and would provide an opportunity to shape the service to the benefit of residents. It was confirmed that the scoping report set out the background to the scheme. Members heard that there were a number of older schemes in the Borough; it would be useful to assess these as part of the review. It was noted that delivery and implementation of the alley gating scheme was well embedded but there could be lessons to be learnt regarding support for residents with older schemes. Members commented that a list of all the older schemes would also be useful.</p> <p>In terms of witnesses, it was anticipated that Hillingdon residents, together with officers from other local authorities, would be invited to contribute. Natasha Norton, Community Engagement Project Officer, was preparing a list of local authorities which already had alley gating schemes in place - it was reported that, of the neighbouring boroughs, only Ealing currently had an alley gating scheme. Members suggested that it would be interesting to hear from a witness representing a controversial scheme which was not universally welcomed. It would also be useful to hear from the Police and from officers representing other Council departments impacted by the implementation of alley gating schemes. A site visit was another option.</p> <p>RESOLVED: That the Select Committee commented on and approved the scoping report to initiate the review.</p>
49.	<p>FORWARD PLAN (<i>Agenda Item 9</i>)</p> <p>RESOLVED: That the Residents' Services Select Committee noted the Cabinet Forward Plan.</p>
50.	<p>WORK PROGRAMME (<i>Agenda Item 10</i>)</p> <p>At the request of Members, it was agreed that a site visit to Yiewsley amenity site would be added to the Work Programme. The Committee also requested a live presentation on Locata to demonstrate how it worked.</p> <p>RESOLVED: That the Residents' Services Select Committee considered the Work Programme and agreed any amendments.</p>
	<p>The meeting, which commenced at 7.00 pm, closed at 8.35 pm.</p>

These are the minutes of the above meeting. For more information on any of the resolutions please contact Liz Penny, Democratic Services Officer on epenny@hillingdon.gov.uk Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

A Review of Alley Gating in Hillingdon

Committee name	Residents' Services Select Committee
Officer reporting	Liz Penny – Democratic Services
Papers with report	Scoping Report

HEADLINES

This item will encompass the first witness session regarding the Committee's review into Alley Gating in Hillingdon.

RECOMMENDATION:

That the Residents' Services Select Committee notes the evidence heard at the witness session and seeks clarification as necessary in the context of its review of alley gating in Hillingdon.

SUPPORTING INFORMATION

At its meeting on 19 October 2022, the Residents' Services Select Committee elected to undertake a major review of the Council's alley gating scheme. The scoping report for the review was subsequently approved at the Select Committee meeting on 19 January 2023. This review aims to consider ways in which the current alley gating scheme could potentially be improved to better meet the needs of Hillingdon residents. The purpose of the current alley gating scheme is to improve the security of residential properties thereby reducing the opportunity for crime to be committed and decreasing the fear of crime. The scope of the Select Committee's review is limited to the application of alley gates to alleys and paths which are not public rights of way.

At this first witness session, key officers representing the Community Engagement Team, namely Helena Webster and Neil O'Connor, will be in attendance to answer any questions that may arise. Evidence will also be received from local Hillingdon residents of their experiences and views on the matter.

Terms of Reference

The following Terms of Reference were noted for this review, subject to any changes agreed by the Committee:

1. to gain a thorough understanding of the Council's current alley gating scheme and what it entails;
2. to scrutinise a service that was established some 17 years ago and review its effectiveness;
3. to explore ways in which the current alley gating scheme in Hillingdon could be improved in terms of its efficiency and ability to meet the security needs of local residents;
4. to look at other local authorities and housing organisations that have established similar schemes for any best practice;

5. to review the success of older gating schemes in the Borough and explore if there are challenges faced by residents; and
6. subject to the Committee's findings, to make any conclusions, propose actions, service and policy recommendations to the decision-making Cabinet.

Possible Lines of Enquiry (questions for residents)

1. Do you believe the alley gating scheme in your area has led to a reduction in crime? – why / why not?
2. When were the alley gates installed in your area?
3. Are they kept locked at all times?
4. Has the scheme been generally welcomed by residents?
5. What was your experience of the installation process?
6. Have you experienced any issues with the scheme since implementation?
7. Are you able to suggest any ways in which the current scheme could be improved?
8. Are the gates in good working order and how are they maintained?
9. Who is the main holder of the keys?
10. What is the procedure when someone new moves into the area?

How this report benefits Hillingdon residents

Select Committees directly engage residents in shaping policy and recommendations from the Committees are presented to Cabinet to consider, and ultimately 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.



Residents' Services Select Committee Review Scoping Report - 2022/2023

A Review of Alley gating in Hillingdon

1. OBJECTIVES

Aim of the review

At its meeting on 19 October 2022, the Residents' Services Select Committee elected to undertake a major review of the Council's alley gating scheme. This review aims to consider ways in which the current alley gating scheme could potentially be improved to better meet the needs of Hillingdon residents. The purpose of the alley gating scheme is to improve the security of residential properties thereby reducing the opportunity for crime to be committed and decreasing the fear of crime. The scope of the Select Committee's review is limited to the application of alley gates to alleys and paths which are not public rights of way.

Terms of Reference

The following Terms of Reference are suggested for the review, subject to any changes agreed by the Committee:

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5. To review the success of older gating schemes in the Borough and explore if there are challenges faced by residents; and
6. subject to the Committee's findings, to make any conclusions, propose actions, service and policy recommendations to the decision-making Cabinet.

2. BACKGROUND

Context and Key Information

What are alley gates?

As defined in a [research paper by the College of Policing](#) dated 16 March 2016: "Alley gates are lockable gates installed to prevent access by offenders to alleyways, such as those which run along the rear of older-style terraced housing in the UK. While normally a burglary prevention tool, alley gates can also prevent other crimes such as littering and anti-social behaviour by preventing access to alleys by non-residents and better controlling the space."

Alley gates are usually made of iron or steel and are bespoke in relation to the requirements and specifications of an individual alley. The residents of homes adjacent to the gated alley operate the gates, either using keys or a key code. Alley gates have been found to be generally cost effective, although the cost varies depending upon location and requirements.

How do alley gates work?

Alley gates reduce the access of potential offenders to the rear of houses. Available evidence suggests that alley gating schemes can be effective in reducing crime such as residential burglary and anti-social behaviour (ASB) and may assist in improving public confidence. Alley gates can be effective in the reduction of crime in a number of ways:

- They provide a physical barrier which prevents access to alleys and connected properties.
- Residents are encouraged to be responsible for closing the gates and controlling access to them thereby increasing guardianship and surveillance, which can assist in the reduction of crime.
- Gates physically mark boundaries therefore offenders cannot claim that they were unaware access was prohibited.
- Alley gates indicate that the area in question is not a suitable place to offend and that the risk of detection is high.
- Alley gates make it more difficult for criminals to remove bulky items or those not easily concealed and carried.

Factors which impact the effectiveness of alley gates

Alley gates are specifically designed for those crimes that occur in, or are facilitated by, access to alleyways. If burglars enter homes through the front of properties, then gating access to the rear may be ineffective. The neighbourhood in which alley gates are implemented may also have an impact upon their effectiveness – where communities have a high turnover of residents, people with access to keys or key codes may lack investment in the area. Moreover, if residents disagree about the implementation and usage of alley gates it is likely that the scheme will be less successful. The physical environment is also important – gates must be carefully designed and appropriate to the context in which they are to be installed or they may be ineffective in reducing crime.

Hillingdon's Chrysalis Community Safety Private Alley Gating

Each year the Council makes some £1m available through its Chrysalis programme to help residents and community groups to improve local facilities. Within the overall Chrysalis programme, around £30k is earmarked each financial year to support alley gating and community safety schemes including improvements to fencing and lighting which enhance public safety. The Chrysalis programme is used to fund alley gating schemes on private land only. Alleygating schemes on Council housing estate land are considered by Housing Services and under the Housing Revenue Account and were previously considered under the former Better Neighbourhood Fund.

The private alley gating scheme, introduced some 17 years ago, assists residents in securing their privately owned alleyways against intrusion by others by installing lockable gates which can dramatically improve the quality of life of residents and businesses. Not only can the gates reduce the likelihood of burglars gaining access to the rear of properties, but they can also protect the alley from fly-tipping and other anti-social behaviour.

Chrysalis funding contributes up to 90% of the cost of alley gates to successful applicants. Once the gates are installed, future maintenance and ownership is the responsibility of the residents themselves; for example, the Council does not administer replacement keys, encouraging neighbourhood engagement and responsibility.

Businesses who wish to apply for alley gates will be expected to contribute between 30 to 50 percent; each scheme is treated on a case-by-case basis. Electronic gates are not usually provided within the scope of this scheme but may be considered where there is evidence that a management company has been established and that there are sufficient financial resources to fund the ongoing maintenance of the gates.

Following a competitive tender, a framework agreement is in place up to March 2024 for a preferred fencing/gating contractor, which means that residents no longer need to provide three quotations to support their application.

In the years from 2008-09 to 2017-18, in total 112 schemes were implemented across the Borough. Over the years, extensive positive feedback has been received from

residents who have benefitted from the increased security which the alley gating scheme provides.

Maintenance of alley gates

Gating of private alleyways is a self-help scheme; residents organise the scheme themselves with the financial support of the Council. Residents accept direct responsibility for the security of the keys and for the upkeep and repair of the gates once they have been installed. All ongoing maintenance including damage to, or loss of, gates is the sole responsibility of the residents - not the police or local authority. All gates will be installed with a minimum of 12 months warranty against construction failure.

The Council does not have a mandate to hold keys for property which is privately owned hence spare keys are not held for any gating scheme. Residents are recommended to seek advice on public liability insurance for the gates in the event of future damage/maintenance. Guidance provided recommends that, once a scheme has been approved, a designated bank account is opened to collect the contributions and that lead residents should collect a small amount of extra money from each household in order to establish a sinking fund to cover any future repairs and maintenance.

When a new resident moves in, the responsibility for providing the key to the gate lies with the previous owner of the property. If a key is not provided, the new resident is advised to speak to a neighbour to get a key cut. If this is not successful, officers can offer to contact the Lead Resident to ask them to introduce themselves and provide a master key to be cut.

Prior to the introduction of one fencing/gating term contract in 2019/20, in place until March 2024, alleygating scheme applicants were encouraged to seek three quotes to support their applications. Whilst there was an agreed specification, some suppliers are no longer willing or able to undertake repairs especially for gates in schemes installed more than ten years ago.

Newly introduced from April 2022, for schemes installed more than ten years ago, there is a discretionary option for the Cabinet Member to agree to support the repair or replacement of gates based on the standard 90% Chrysalis contribution to a new scheme.

This ensures that residents who have maintained the alley gates in good order for ten years are not financially disadvantaged and ensures that the wider community benefits of reducing the likelihood of burglars gaining access to the rear of properties and protecting the alley from fly-tipping and other anti-social behaviour can be sustained.

Current status

Since the inception of the alley gating initiative, many of the more straightforward schemes have already been implemented. The initiative remains popular with residents affected by crime and/or anti-social behaviour, with four live enquiries currently being supported to develop into formal applications.

Areas identified for improvement

It is anticipated that it may be possible to suggest improvements / efficiencies in relation to the scheme. These will be clarified as the review progresses.

Current data, best practice and research

1. Hillingdon Chrysalis Data

Data for the past five financial years (2018 to date):

53	applications have been approved
522	households across the Borough have benefitted
46	businesses have benefitted
£95,767	total cost to the Council
£22,613	total contribution from residents

Average contribution for the Council per property	£183
Average contribution from each property	£43

2. Effectiveness of Alley gating schemes

Alley gates have been proven to be extremely effective in the reduction of crime and antisocial behaviour.

The paper 'Alley-gating revisited' Armitage & Smithson 2007 reviewed studies which assessed the impact of alley gating on burglary and found that "Previous studies of Alley-gating schemes and their crime reduction impacts have revealed positive findings. These studies focused mainly on the reduction of burglary in the scheme areas, with reductions ranging from 37% (net of changes in the wider area) to 65% (gross reduction)."

In respect of non-burglary reduction related benefits for example ASB and public confidence, evidence has shown that alley gates have led to an increased satisfaction with the area, reductions in reported levels of ASB and increased feelings of safety.

Legislative / national context

Explanatory Memorandum to the Highways Act 1980 (Gating Orders) (England) Regulations 2006 No. 537

4.1 Powers to close alleyways were introduced by the Countryside and Rights of Way Act 2000 (CROW Act 2000); this enable alleyways, which are also rights of way, to be closed and gated for crime prevention reasons. But they do not enable alleyways to be gated expressly to prevent anti-social behaviour and they exclude many alleyways that are public highways but not recorded as rights of way. Also, under these provisions the removal of rites of passage is irrevocable.

4.2 The procedure for gating under the CROW Act 2000 is often protracted and resource intensive for local authorities. This is because, the Secretary of State first must designate an area that can be subject to a gating order, which can take a long

time. In addition, the trigger for gating is confined to 'crime' only – the local authority must demonstrate that crime is present which is shown by police evidence of recorded crime and therefore it does not include anti-social behaviour and if one person objects to the proposal (regardless of whether they live in the locality), the proposal must be withdrawn.

Connected work

None identified at this stage.

Executive Responsibilities

The portfolio Cabinet Member responsible is Councillor Eddie Lavery.

3. EVIDENCE & ENQUIRY

Potential witnesses (including service users)

Helena Webster, Community Engagement & Town Centre Improvements Manager
Neil O'Connor, Community Engagement Project Officer
Service users (local residents with alleygating schemes nearby)

Lines of Enquiry

Lines of enquiry can be expanded as the review progresses or included in relevant witness session reports. However, lines of enquiry may include:

- establishing how well the alley gating scheme is being delivered.
- focus on the end user and how they have found the scheme in practice.
- exploring what support functions are in place and whether these can be improved.
- Experiences from other local authorities and housing organisations
- Further evidence at how they can help to reduce and design out crime

Potential Witnesses

Witnesses will be identified by the Committee in consultation with relevant officers.

Surveys, site-visits or other fact-finding events

Such opportunities will be identified as the review progresses, which could include a site visit to a particular alley gate.

Future information that may be required

List of alleygating schemes by ward
Further information may be identified as the review progresses.

4. REVIEW PLANNING & TIMETABLE

Proposed timeframe & milestones for the review:

Meeting Date	Action	Purpose / theme	Witnesses / officers attending
19 January 2023	Agree Scoping Report	Information and analysis	Helena Webster Natasha Norton
15 February 2023	Witness Session 1	Information and analysis	Helena Webster Neil O'Connor Other officers impacted by alley gates
15 March 2023	Witness Session 2	Information and analysis	Local residents, local Police
Outside the committee - Survey / Networking session / consultation / informal meeting with users, site visit etc...			
12 April 2023	Witness Session 3	Information and analysis	Representative of another local authority
June 2023	De-brief and emerging findings	To discuss key findings and identify potential recommendations	
July 2023	Approval of draft final report	Proposals – agree recommendations and final draft report to Cabinet	

Resource requirements

None.

Equalities impact

The 2010 Equality Act outlines the provisions of the Public Sector Equalities Duty which requires Public Bodies to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010.
- advance equality of opportunity between people from different groups.

- foster good relations between people from different groups.

The broad purpose of this duty is to integrate considerations of equality into day business and keep them under review in decision making, the design of policies and the delivery of services. There are no equality impact issues relating to the matters set out in this report. When analysing information on victims, offenders or location of crime and ASB generally, the protected characteristics are recorded, analysed and disproportionate trends identified when planning the appropriate strategic and operational intervention.

Background Papers / further reading

[Alley gating scheme - Hillingdon Council](#)

Community Infrastructure Levy and S106 Monitoring - Annual Report

Committee name	Residents' Services Select Committee
Officer reporting	Julia Johnson, Planning, Regeneration and Public Realm
Papers with report	Appendix 1: Hillingdon's Infrastructure Funding Statement 2021/22
Ward	ALL

HEADLINES

This report provides an update to the Committee on Hillingdon Community Infrastructure Levy (CIL) and Section 106 income and expenditure in the 2021/22 financial year.

RECOMMENDATIONS:

That the Committee:

1. **Notes and comments on the information presented within this report.**

SUPPORTING INFORMATION

Introduction

1. The Community Infrastructure Levy (CIL) is a charge which allows the Council to raise funds from developers undertaking new building projects. It supports the financing of the cumulative infrastructure requirements that arise from new development across the Borough. It is chargeable on any development that creates a new dwelling or where there is an increase of floorspace by 100 sqm or more. It should also be noted that there are types of development that qualify for exemptions from CIL, including affordable housing, self-build and charitable developments. CIL operates alongside S106 planning obligations that continue to mitigate the site-specific impacts of a development.
2. Hillingdon's Community Infrastructure Levy (CIL) Charging Schedule was adopted by the resolution of Full Council in July 2014. The Charging Schedule and the Planning Obligations SPD have applied to new development in the Borough from 1 August 2014. The Council's current CIL charges (increased each year by inflation) are shown in Appendix 1.
3. The remainder of this report sets out the CIL income and expenditure for the last financial year.

Hillingdon CIL Income

4. The following amounts of CIL income have been received and spent in each of the financial years since the adoption of the Council's CIL charge in 2014.

Table 1: Total CIL income since adoption

Year	Income	Expenditure
2014/15	0	0
2015/16	£2,021,483	£2,021,483
2016/17	£3,873,050	£3,873,050
2017/18	£3,636,863	£3,636,863
2018/19	£3,460,274	£3,460,274
2019/20	£4,780,346	£4,780,346
2020/21	£3,138,252	£3,138,252
2021/22	£6,865,334	£1,794,870

5. Once income has been collected it is pooled into a central capital code from which qualifying infrastructure projects are then financed.

Hillingdon CIL Expenditure

Legislative Requirements Regarding CIL Spend

6. Under the CIL Regulations, the expenditure of CIL must be broken down into three distinct portions to which different legislative requirements apply. These portions are as follows:

Portion	Percentage of receipts
Strategic Hillingdon CIL	80% (maximum)
Neighbourhood CIL	15% (minimum)
CIL administration expenses	5%

7. As required by the legislation, the Infrastructure Funding Statement for the previous financial year (2020/21) set out the strategic CIL spending priorities for the reporting year (2021/22) as being allocated for spend on the new West Drayton Leisure Centre.
8. In terms of the neighbourhood portion of CIL, the CIL Regulations require that the Council, as the CIL charging authority, retain the receipts but engage with the communities where development has taken place to agree on how best to spend the neighbourhood funding. Government guidance states that charging authorities should clearly and transparently explain their approach to engaging with neighbourhoods, and the use of neighbourhood funds should match priorities expressed by local communities. The legislation also allows

for the neighbourhood portion to be spent on anything concerned with addressing the demands that a development places on an area and does not need to be linked to the strategic spend priorities.

9. The third portion of CIL is to cover administrative expenses. The CIL Regulations allow charging authorities to retain a maximum of 5% of CIL receipts to spend on the administration of their CIL. This is retained by Hillingdon's Planning Service for administering the charging, collection and enforcement of CIL.

Total Hillingdon CIL Expenditure

10. As shown in Table 2, the strategic portion of Hillingdon's CIL was spent on the West Drayton Leisure Centre with the neighbourhood portion spent on the Chrysalis Programme.

Table 2: Hillingdon CIL Spend

Hillingdon CIL Spend	Ward(s)	Total (£)
Strategic HCIL		
Leisure Facilities		
West Drayton Leisure Centre	Yiewsley	450,752.42
Neighbourhood CIL		
Chrysalis Programme (See Appendix 5 for a detailed list of projects)	Various	1,344,177.22
Total CIL Infrastructure Financing		1,794,869.64
Administration Fee (5%)		327,884.13
HCIL not used and Retained (C/fwd to 2022/23)		4,742,580.70
Total CIL Receipts		6,865,334.47

Strategic CIL Expenditure

11. Last year's Infrastructure Funding Statement identified that all Strategic CIL income received in 2021/22 would be allocated to the delivery of West Drayton Leisure Centre. Table 2 shows that £450k of this funding has been spent with the remainder of the funding

to be drawn down as the project progresses. There is no time limit on the expenditure of strategic CIL.

Neighbourhood CIL Expenditure (Chrysalis Programme)

12. Neighbourhood CIL funding schemes across the Borough are delivered through the Chrysalis programme - local bids are accepted and reviewed for funding. In 2021/22, 15% of HCIL collected was spent on the local schemes in the Chrysalis Programme.
13. A total of £1,344,177.22 was spent on the Chrysalis programme in the 2021/22 financial year. A list of those projects funded is provided below in Table 3:

Table 3: Total Chrysalis Spend (Neighbourhood CIL)

Chrysalis Programme Breakdown 2021/22	£
Access Improvements	
Celandine Route - Installation of New Gravel Paths (3 Locations)	81,802.90
Hoylake Crescent to The Greenway Footpath Upgrade	54,445.25
Celandine Route - Copthall Road to Swakeleys Road Footpath Imp	28,076.12
Yeading Brook Mature Trees Planting	4,940.30
Access Improvements Total	169,264.57
Community Facilities Refurbishment	
Station Road Allotment Site New Modular Building Unit	55,008.64
Eastcote Bowls Club Exterior Refurbishment	20,000.00
Grosvenor Allotments Composting Toilet & Disability Access	18,364.85
Moor Lane Allotments Composting Toilet & Disability Access	19,170.99
4th Ruislip Scouts Exterior Refurbishment	20,000.00
Crane Youth & Community Centre Refurbishment of Toilets & Entrance Ramp & Doors	14,000.00
Court Park Bowls Club Playing Surface Upgrade	19,000.00
Eastcote Community Centre Refurbishment	109,300.29
Yeading Community Centres Refurbishment	75,702.30
Community Facilities Refurbishment Total	350,547.07
Community Safety	
Dellega Close AG	7,475.00
33 Wimborne, Adjacent to Lulworth Drive AG	1,416.60
Dawley Parade AG	2,883.60
Kingshill Avenue Parade AG	10,196.00
Bedford Road, Ruislip AG	1,438.20
8-22 Bellclose Road, West Drayton AG	2,325.60
51 Victoria Avenue, Hillingdon AG	1,411.20
Community Safety Total	27,146.20

Outdoor Sports & Play Facilities	
1st Harmondsworth Scout Group Childrens' Play Area Upgrade	20,374.21
Harefield Village Green Outdoor Gym	38,225.00
Northwood Rec Ground Outdoor Gym & Ball Court Upgrade	54,935.17
Greenway Open Space Outdoor Gym	38,635.27
Lake Farm Country Park Outdoor Gym	38,663.00
Hillingdon Manor Cricket Club New Practice Nets Facility	41,916.00
Willow Tree Open Space Playground Refurbishment	85,337.80
Spider Park Play Area Improvements	85,990.20
Barra Hall Play Area Upgrade	87,000.08
Churchfield Gardens, Ruislip Outdoor Gym	38,893.00
Dowding Park, Uxbridge Outdoor Gym	38,864.00
Hayes End Community Park Outdoor Gym	38,897.00
Bridgewater Rec Spider Park Outdoor Gym	38,767.00
Outdoor Sports & Play Facilities	646,497.73
Town Centre Improvements	
Ruislip High St Public Realm Imp	50,661.65
Kingshill Avenue Public Realm Improvements	100,000.00
Town Centre Improvements Total	150,661.65

S106 Income and Expenditure

14. The following amounts of S106 income have been received and spent in the last five financial years.

Financial year	Received £000	Spent £000
17/18*	6,474	3,139
18/19*	4,501	3,540
19/20*	3,908	3,360
20/21	1,384	2,241
21/22	8,031	3,405
TOTALS	24,298	15,685

*Figures for these years include S278 monies relate to highways works and have been historically reported as part of S106 funding.

15. It is important to note that S106 monies received within a particular financial year will not generally be spent within the same financial year. This is because their expenditure can be reliant on a development reaching a specific stage or because monies are pooled from multiple developments to deliver a larger piece of infrastructure. Furthermore, some funds received are held as bonds to be paid back many years after completing the development. Consequently, the reporting of the cumulative balance of S106 does not demonstrate the year-on-year movement of monies received and spent.

Summary of S106 contributions by spend category

	Balance b/f 01/04/21	Income Received	Total	Spend	31/03/22 Balance c/f	Earmarked Balances	Unallocated Balances
Service Area	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Public Safety & Transport	4,965	2,965	7,930	406	7,524	1,582	5,942
Families, Education & Wellbeing	1,951	1,660	3,611	2,505	1,106	511	595
Environment, Housing & Regeneration (E)	2,058	1,723	3,781	442	3,339	643	2,696
Health & Social Care (HE)	1,221	0	1,221	52	1,169	1,169	0
Property & Infrastructure (HA)	2,244	1,680	3,924	0	3,924	2	3,922
Interest on interest bearing schemes	109	3	112	0	112	112	
Sub-Total	12,548	8,031	20,579	3,405	17,174	4,019	13,155
Less: Sums held on behalf of partners	1,928	0	1,928	149	1,779	0	1,779
Total LBH Balances	10,620	8,031	18,651	3,256	15,395	4,019	11,376

16. Further details on the S106 financial obligations received, allocated or spent in the 2021/22 financial year are provided in the Infrastructure Funding Statement provided as Appendix 1 to this report.

Planning Obligations Monitoring System Update

17. A new system for monitoring CIL and S106 planning obligations was introduced in November 2021. This system – called Exacom – is used to record the status of all planning obligations from their agreement through to expenditure.
18. In addition to recording all new contributions with the Exacom system, officers have also updated the system with any obligations agreed in the previous five-year period, and are continuously updating the system with additional historical information regarding the receipt and expenditure of planning obligations.
19. The system allows officers to monitor and record the delivery of individual financial and non-financial planning obligations, tracking those which are agreed, due, received, allocated and spent/ delivered. An example of the benefit of the new system can be seen in the 2021/22 Infrastructure Funding Statement which lists all the individual obligations secured during the financial year.

How this report benefits Hillingdon residents

The Community Infrastructure Levy allows the Council to raise funds from developers undertaking development in the Borough which supports the financing of new infrastructure.

Financial Implications

The financial implications have been addressed throughout the report.

Legal Implications

The legal implications have been addressed throughout the report.

BACKGROUND PAPERS

None.

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HILLINGDON
LONDON

Infrastructure Funding Statement 2021 – 2022 Financial Year

December
2022

Preface

This Infrastructure Funding Statement has been prepared in accordance with the detailed requirements set out in regulation 9 and schedule 2 of the Community Infrastructure Levy 2010 (as amended) and is expected to include:

- A list of the infrastructure projects or types of infrastructure projects which will be wholly or partially CIL funded.
- Details of neighbourhood CIL collected and spent, and any CIL allocated but not spent
- Detail on S106 financial and non-financial obligations, which may also include section 278 contributions.

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1 Introduction

- 1.0 Welcome to the London Borough of Hillingdon's Infrastructure Funding Statement for the 2021/22 financial year.
- 1.1 This Statement will provide information on CIL and S106 receipts for the 2021/2022 financial year and report on how they were allocated and spent. The report concludes with a brief comment on future spend priorities.
- 1.2 This report consists of the following sections:
- CIL income and allocation/expenditure
 - S106 income, allocation and spend
 - S106 non-financials delivery and spend

2 CIL Summary

- 2.1 The London Borough of Hillingdon is a CIL charging authority. It is responsible for collecting both Hillingdon CIL and the Mayoral CIL set by the Mayor of London.

Hillingdon CIL (HCIL)

- 2.2 Hillingdon's CIL has been charged since August 2014 and has been increasing with indexation since its introduction. The current charges (with indexation) from January 2023 are as follows:

London Borough of Hillingdon CIL Charging Rates 2023

Use Type	Charging Schedule Rate 2014 (per sq.m.)	Rate including Indexation 2023 (per sq.m.)
Large format retail development (A1) greater than 1,000 sq. m, outside of designated town centres	£215.00	$£215 \times 332 / 237 =$ £322.05
Offices (B1)	£35.00	$£35.00 \times 332 / 237 =$ £52.43
Hotels (C1)	£40.00	$£40.00 \times 332 / 237 =$ £59.92
Residential Dwelling Houses (C3)	£95.00	$£95.00 \times 332 / 237 =$ £142.30
Industrial (B8)	£5.00	$£5.00 \times 332 / 237 =$ £7.49
All other uses	£0.00	£0.00

Mayoral CIL (MCIL)

- 2.3 Mayoral CIL monies are transferred to Transport for London on a quarterly basis to be spent on Crossrail and other transport infrastructure as per the requirements of the Mayoral CIL.

CIL Income 2021/22

- 2.4 Hillingdon's CIL monies are allocated to the fund infrastructure delivered through both the Council's Capital Programme and the Chrysalis programme (where the majority of the Neighbourhood CIL monies are spent). In line with the CIL Regulations, a further 5% of the total CIL monies collected is spent on the costs of administering CIL. The percentage taken may differ due to Land payments (including payments in-kind and infrastructure payments) not being allocated to administration expenses however, no in-kind payments were made in 2021/22.

The total collected by London Borough of Hillingdon for the reported year under Regulation 59E (CIL returned to the Charging Authority after 5 years if not spent) was £0.00 and under Regulation 59F, CIL collected and retained by the Charging Authority for areas that are not designated the Chrysalis Programme, was £0.00.

Table 1 below compares the total amount of CIL income collected in during the last two financial years by category:

	2020/21	2021/22
Strategic HCIL (75%)	£2,520,778.55	5,193,333.12
Total HCIL admin (5%)	£156,412.63	327,884.13
Neighbourhood CIL (20%)	£461,061.27	1,344,117.22
TOTAL HCIL	£3,138,252.45	£6,865,334.47
Mayoral CIL (transferred to Transport for London)	£4,418,390.16	£7,951,142.60

Hillingdon CIL Allocations and Expenditure 2021/22

- 2.5 The strategic portion of HCIL expenditure is currently allocated in accordance with the Council's Financial Capital Programme. The programme sits within the Council's Medium-Term Financial Forecast (MTFF) which is approved by Cabinet and provides information on capital expenditure, capital financing and capital receipts over a five-year period.

Allocation's process

- 2.6 The Capital Programme is the plan for investment in the borough's infrastructure called capital projects. Specific capital projects are identified primarily through the Council's annual budget. Service managers submit proposals for new projects, outlining the reasons and benefits for the proposal and the estimated cost and method of financing.
- 2.7 Proposals are reviewed by senior managers across the organisation chaired by the Corporate Director of Finance. If proposals are deemed satisfactory at this stage, they are included in further submission to the Leader of the Council. Following a public consultation in December, any further feedback on the final revised five-year capital programme is submitted to Cabinet and Council for approval in February each year.
- 2.8 In order to formally proceed with implementation, all individual capital expenditure projects require a formal democratic decision from the Leader of the Council and Cabinet Member for Finance, Property and Business Services to release the monies included within the capital programme budget.¹
- 2.9 In the 2021/22 financial year a total of 6,537,450.34 of HCIL was collected by the Council. Monies collected were allocated and spent² on the following capital projects listed below:

¹ Capital Strategy Report 2021/2022: The Councils Budget Medium Term Financial Forecast 2020-21 – 2024/25

² In the spend of HCIL, allocation is the same as spend. Hence, the income figure matches the spend figure in the last financial year.

Summary of Hillingdon CIL Expenditure

Hillingdon CIL Spend	Ward(s)	Total (£)
Strategic HCIL		
Leisure Facilities		
Yiewsley Leisure Centre	Yiewsley	450,752.42
Neighbourhood CIL		
Chrysalis Programme (See Appendix 5 for a detailed list of projects)	Various	1,344,177.22
Total CIL Infrastructure Financing		1,794,869.64
Administration Fee (5%)		327,884.13
HCIL not used and Retained (C/fwd to 2022/23)		4,742,580.70
Total CIL Receipts		6,865,334.47

Neighbourhood CIL

- 2.10 Neighbourhood CIL funding schemes across the borough are delivered through the Chrysalis programme - local bids are accepted and reviewed for funding. In 2021/22, approximately £1 million of HCIL collected was spent on the local schemes in the Chrysalis Programme.
- 2.11 Figure 1 below summarises the type of schemes that were funded as part of the Chrysalis Programme and the percentage of the total fund each project category spent. Please see Appendix 5 for a full breakdown of schemes.

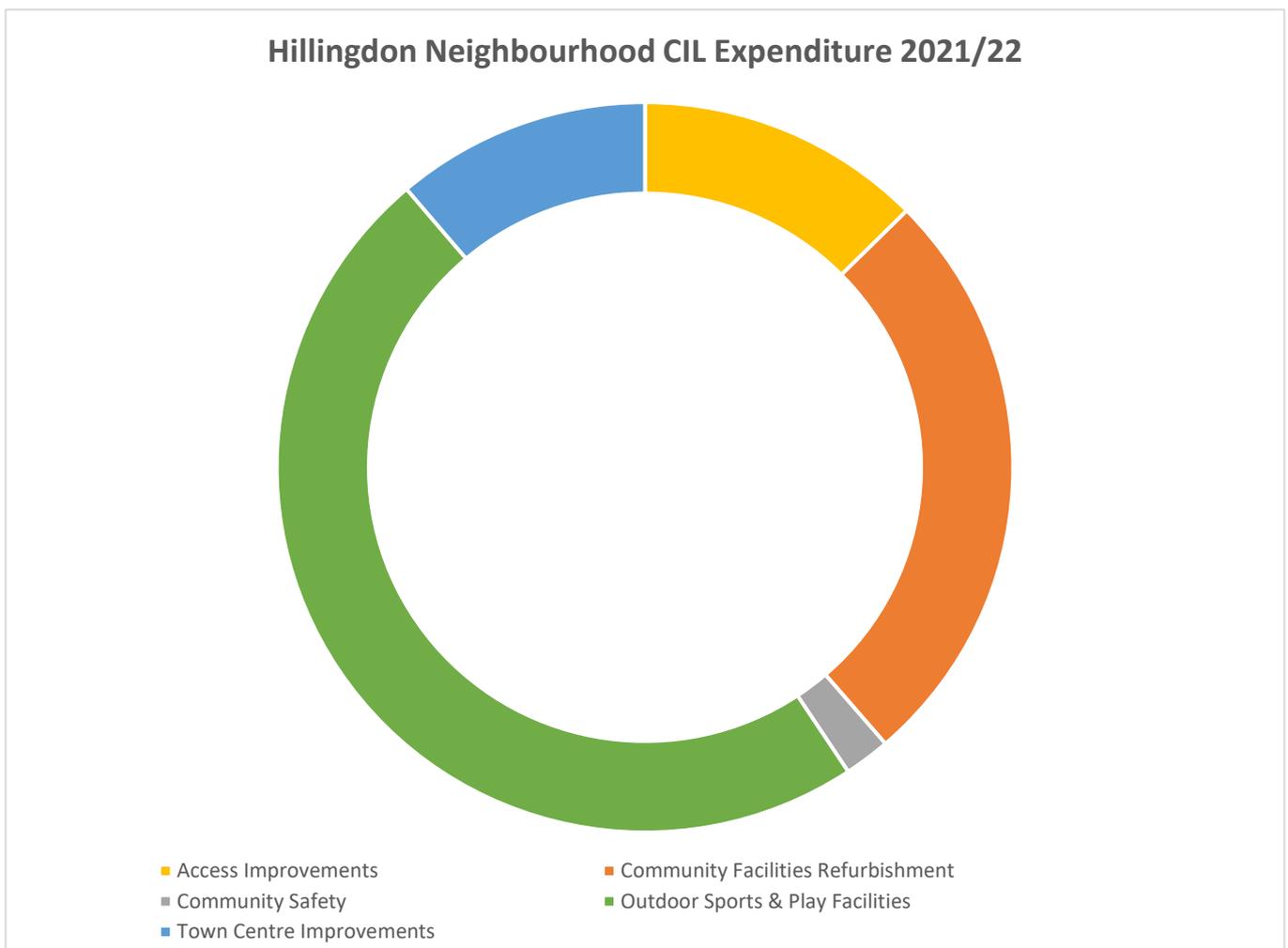


Figure 1: Hillingdon Neighbourhood CIL Expenditure 2021/22

Mayoral CIL

2.12 In the 2021/22, £8,282,440.21 was collected in the London Borough of Hillingdon on behalf of Transport for London (TfL). These funds are transferred to the Mayor following the deduction of 4% administration charge which is retained by the Council. The total admin fee collected by the London Borough of Hillingdon in the previous financial year came to £331,297.61. Please find a summary table of the Mayoral CIL for the 2021/22 financial year below:

	Amount Collected	Amount Paid to TFL	4% Admin Fee
Q1	£2,311,520.29	£2,219,059.48	£92,460.81
Q2	£4,115,154.21	£3,950,548.04	£164,606.17
Q3	£239,552.40	£229,970.30	£9,582.10
Q4	£1,616,213.31	£1,551,564.78	£64,648.53
TOTAL	£8,282,440.21	£7,951,142.60	£331,297.61

3 Section 106 Summary

Section 106 Balances

- 3.1 The table below shows the current S106 balance held by the Council at the beginning and end of the 2021/22 financial year. This shows that just over £8 million of new S106 income was received and £3.4 million was spent.

Status	Total Amount £000
Opening Balance 01/04/2021	£12,548
Total income 2021/22	£8,031
Total spent 2021/22	£3,405
Closing Balance on 31 March 2021	£17,174

New Section 106 Contributions Agreements

- 3.2 During the 2021/22 financial year, a total of 38 new legal agreements were signed to deliver specific financial and non-financial obligations as set out in the relevant planning legal agreements. The list of sites with legal agreements signed in 2021/22 is provided in Appendix 1.
- 3.3 The 38 legal agreements previously mentioned contained 148 non-financial covenants and 61 financial obligations. The list of non-financial and financial covenants secured in the 2021/22 financial year can be found in Appendix 2 & 3 respectively.

Section 106 Allocations

- 3.4 The total amount of money from planning obligations allocated towards infrastructure during the reported year was £1,151,718.00.
- 3.5 The total amount of money spent against planning obligations allocated during the reported year was £660,329.07. Of this amount £52,308.80 was spent by a third party (the NHS on the new health facilities on the Former Old Vinyl Factory site, Blyth Road, Hayes) on behalf of London Borough of Hillingdon. It should be noted that total expenditure quoted in section 3.1 also includes funds allocated and reported in previous reporting years.

3.6 In relation to money which was allocated and spent by London Borough of Hillingdon during the reported year, the items of infrastructure that planning obligation money has been spent on and the amount spent are as follows:

Infrastructure	Allocation	Spent	Date Spent	Unspent
Environment Initiatives Hillingdon House Farm Wetland creation & Eco improvements	£30,000.00	£18,918.27	31 March 2022	£11,081.73
Implementation of Hillingdon's Air Quality Action Plan 2019-24	£143,462.00	£99,888.00	31 March 2022	£43,574.00
Management of LBH Apprenticeship Scheme	£173,850.00	£87,050.00	31 March 2022 to 31 December 2022	£86,800.00
Lake Farm Country Park footpath improvement & management of Frays Island LNR	£106,039.00	£89,108.00	31 March 2022	£16,931.00
Management of Hales Field Park and Stockley Land parcels	£285,600.00	£19,956.00	31 March 2022 to 31 December 2022	£265,644.00
School expansion programme - Ruislip High school	£13,658.00	£13,658.00	31 March 2022	£0.00
New Health Facilities on the Former Old Vinyl Factory site, Blyth Road, Hayes	£52,309.00	£52,308.80	31 March 2022	£0.20
Improvements to Subway, Blyth Road, Hayes	£30,000.00	£30,000.00	31 March 2022	£0.00
Trees for Cities Partnership Agreement Tree Planting Project 2021-23	£170,000.00	£103,642.00	31 December 2021 to 31 March 2022	£66,358.00
Venue door security and compliance training for hospitality - Uxbridge College	£53,800.00	£53,800.00	31 March 2022	£0.00
Lighting Upgrades at Breakspear Crem & Charville Lane Chn's Home	£93,000.00	£92,000.00	31 October 2021 to 31 March 2022	£1,000.00

S106 Non-Financial Obligations

- 3.7 Non-financial obligations are those mitigation measures secured that are typically delivered by the developer through direct on or offsite provision. The types of non-financial benefits negotiation by the Council include:
- Affordable Housing units
 - Construction Training
 - Highways and Public Realm works
 - Travel Planning
 - Parking Permit Restrictions
 - Community Provision
 - Drainage Strategies or works

4 Future CIL Spend Priorities

Hillingdon CIL Spend Priorities

- 4.1 For the 2023/24 financial year the priority for the Council's strategic CIL receipts will be allocated to fund the new West Drayton Leisure Centre.

Neighbourhood CIL

- 4.2 Neighbourhood CIL will continue to fund the Chrysalis Programme. Again, bids sought will fall under the following funding areas: education improvements, community safety improvements, access improvements, outdoor sports and play facilities and town centre improvements.

5 Appendices

Appendix 1: List of S106 agreements signed in the 2021/2022 financial year

Application	Site Address	Deed Type	Deed Description	Deed Date
51175/APP/2020/2543	STANFORD HOUSE, 9 NESTLES AVENUE	S106 Agreement	Principal Deed	25/01/2022
43495/APP/2020/888	WEIR HOUSE, 50 RIVERSIDE WAY	S106 Agreement	Principal Deed	11/01/2022
39439/APP/2021/2230	SAINSBURY'S SUPERMARKET YORK ROAD	S106 Agreement	Unilateral planning Obligation	02/12/2021
72211/APP/2020/1728	LAND AT GARAGE BLOCK SOUTHBOURNE GARDENS	S106 Agreement	S106 Agreement	16/11/2021
40050/APP/2021/2467	RIVERVIEW HOUSE OXFORD ROAD	Unilateral Undertaking	Unilateral Undertaking	15/10/2021
48534/APP/2020/1353	42a WINDSOR STREET UXBRIDGE	S106 Agreement	Principal Deed	23/09/2021
48534/APP/2020/1400	42a WINDSOR STREET UXBRIDGE	S106 Agreement	Principal Deed	23/09/2021
72360/APP/2021/1709	HPH 3 MILLINGTON ROAD	Unilateral Undertaking	Unilateral Undertaking	23/09/2021
39207/APP/2020/2188	GSK, STOCKLEY PARK IRON BRIDGE ROAD	S106 Agreement	Principal Deed	16/06/2021
46378/APP/2019/2970	WEST LONDON FILM STUDIOS SPRINGFIELD ROAD	S106 Agreement	Part 1 - Interpretation	04/10/2021
11385/APP/2020/2982	KINGDOM HALL OF JEHOVAH'S WITNESSES OAKDALE AVENUE	S106 Agreement	Principal Deed	03/09/2021
52803/APP/2019/2634	HAYES TUITION CENTRE 52 COLDHARBOUR LANE	S106 Agreement	Principal Deed	06/08/2021
18948/APP/2020/2551	HARLINGTON SCHOOL PINKWELL LANE	S106 Agreement	Principal Deed	27/08/2021
73955/APP/2020/139	CROWN TRADING CENTRE CLAYTON ROAD	S106 Agreement	Part 1 - Main details	24/08/2021
13010/APP/2020/1790	FRAYS COURT, 71-73 COWLEY ROAD	S106 Agreement	Principal Deed	06/08/2021
585/APP/2016/4504	ST ANDREW'S PARK HILLINGDON ROAD	Deed of Variation	6th Deed of Variation	15/03/2022
3886/APP/2020/3751	THE COTTAGE IN THE WALL DAWLEY ROAD	S106 Agreement	Principal Deed	21/05/2021
585/APP/2009/2752	R A F UXBRIDGE HILLINGDON ROAD	Deed of Variation	Variation 6	15/03/2022
13338/APP/2019/2414	29-31 SHEPISTON LANE HAYES	Unilateral Undertaking	Principal Deed	07/09/2021
18175/APP/2020/2157	63-65 STATION ROAD	Unilateral Undertaking	Principal Deed	19/05/2021

75111/APP/2020/1955	Land at Bulls Bridge Industrial Estate NORTH HYDE GARDENS	S106 Agreement	Principal Deed	14/04/2021
4266/APP/2019/3088	FORMER MASTER BREWER SITE FREEZELAND WAY	S106 Agreement	Principal Deed Part 1	06/04/2021
2342/APP/2021/4211	EAGLE POINT THE RUNWAY	Deed of Variation	Second Deed of Variation	21/02/2022
2543/APP/2020/3789	1-18 Fulmer house 128 PARK ROAD	Deed of Variation	S106 DOV	15/06/2021
27256/APP/2017/3721	MANOR COURT HIGH STREET	S106 Agreement	Principal Deed	07/04/2021
59872/APP/2019/3852	1 VINYL SQUARE, THE OLD VINYL FACTORY BLYTH ROAD	Deed of Variation	Deed of Variation	08/02/2022
1331/APP/2019/2314	FORMER NESTLE FACTORY NESTLES AVENUE	Deed of Variation	DOV3 Schedules	25/06/2021
1331/APP/2017/1883	FORMER NESTLE FACTORY NESTLES AVENUE	Deed of Variation	DOV3 Schedules	25/06/2021
532/APP/2020/1978	UNIVERSITY PLAYING FIELDS BRUNEL UNIVERSITY KINGSTON LANE	S106 Agreement	Principal Deed	21/04/2021
532/APP/2020/3198	UNIVERSITY PLAYING FIELDS BRUNEL UNIVERSITY KINGSTON LANE	S106 Agreement	Principal Deed	28/04/2021
13544/APP/2020/1701	WESTCOMBE HOUSE, 36-38 WINDSOR STREET	S106 Agreement	Principal Deed	10/05/2021
6683/APP/2020/4068	DOUAY MARTYRS SCHOOL, CARDINAL HUME CAMPUS 86 LONG LANE	S106 Agreement	Principal Deed	30/04/2021
67544/APP/2020/3709	19-22 CHIPPENDALE WAYE	Deed of Variation	Deed of Variation	13/07/2021
1331/APP/2021/751	FORMER NESTLE FACTORY NESTLES AVENUE	Deed of Variation	4th DOV	02/11/2021
37800/APP/2021/2189	THE ARENA BENNETSFIELD ROAD	S106 Agreement	Principal Deed	21/02/2022
40050/APP/2021/1916	WATERSIDE HOUSE OXFORD ROAD	Unilateral Undertaking	Unilateral Undertaking	15/10/2021
1331/APP/2017/1883	FORMER NESTLE FACTORY NESTLES AVENUE	Deed of Variation	DOV4	02/11/2021
67544/APP/2019/1978	19-22 CHIPPENDALE WAYE	Deed of Variation	DOV 1	13/07/2021

Appendix 2: Non-Financial covenants secured in 2021/22

Covenant Type/Service	MHCLG Type	Deed Signed	Planning Application
Parking Permits and Restrictions/Parking Permits - Roy Clark	Transport and Travel	10/05/2021	13544/APP/2020/1701
Parking Permits and Restrictions/Parking Permits - Roy Clark	Transport and Travel	23/09/2021	48534/APP/2020/1400
AH - On Site Provision/Planning Obligations Team	Affordable Housing	25/01/2022	51175/APP/2020/2543
AH - Review Mechanism/Planning Obligations Team	Affordable Housing	25/01/2022	51175/APP/2020/2543
Local Emp - Construction Training/Economic Development - Nigel Cramb	Economic Development	25/01/2022	51175/APP/2020/2543
Parking Management - Scheme/Plan/Transport & Town Centres - D Knowles	Transport and Travel	25/01/2022	51175/APP/2020/2543
Travel Plan Resi - Sum / Bond/Planning Obligations Team	Bonds	25/01/2022	51175/APP/2020/2543
Nestle MMT Scheme/Transport & Town Centres - D Knowles	Transport and Travel	25/01/2022	51175/APP/2020/2543
Highways - S278/38 Agreement/Transport & Town Centres - D Knowles	Highways	25/01/2022	51175/APP/2020/2543
Other/Planning Obligations Team	Other	25/01/2022	51175/APP/2020/2543
GLA Be Seen Energy Measures/Planning Obligations Team	Other	25/01/2022	51175/APP/2020/2543
Land/Planning Obligations Team	Land	25/01/2022	51175/APP/2020/2543
Travel Plan Com - Implement/Comply/Transport & Town Centres - D Knowles	Transport and Travel	21/04/2021	532/APP/2020/1978
Other/Planning Obligations Team	Other	21/04/2021	532/APP/2020/1978
Other/Planning Obligations Team	Other	03/09/2021	11385/APP/2020/2982
Parking Permits and Restrictions/Parking Permits - Roy Clark	Transport and Travel	23/09/2021	48534/APP/2020/1353
Travel Plan Sch - Submission/Approval/Transport & Town Centres - D Knowles	Transport and Travel	30/04/2021	6683/APP/2020/4068
Local Emp - Scheme/Strategy/Report/Economic Development - Nigel Cramb	Economic Development	30/04/2021	6683/APP/2020/4068
Cycling/Cycling Scheme/Transport & Town Centres - D Knowles	Transport and Travel	30/04/2021	6683/APP/2020/4068
Construction / Logistics Plans/Planning Obligations Team	Other	30/04/2021	6683/APP/2020/4068
Other/Planning Obligations Team	Other	30/04/2021	6683/APP/2020/4068
Parking Permits and Restrictions/Parking Permits - Roy Clark	Transport and Travel	23/09/2021	72360/APP/2021/1709
Local Emp - Construction Training/Economic Development - Nigel Cramb	Economic Development	27/08/2021	18948/APP/2020/2551
Local Emp - Construction Training/Economic Development - Nigel Cramb	Economic Development	27/08/2021	18948/APP/2020/2551
Travel Plan Resi - Submission/Approval/Transport & Town Centres - D Knowles	Transport and Travel	27/08/2021	18948/APP/2020/2551
Travel Plan Resi - Co-ordinator/Transport & Town Centres - D Knowles	Transport and Travel	27/08/2021	18948/APP/2020/2551
Community Facilities/Green Spaces, Sports & Culture - TBC	Community Facilities	27/08/2021	18948/APP/2020/2551
Parking Permits and Restrictions/Parking Permits - Roy Clark	Transport and Travel	06/08/2021	52803/APP/2019/2634

Other/Planning Obligations Team	Other	28/04/2021	532/APP/2020/3198
Travel Plan Com - Implement/Comply/Transport & Town Centres - D Knowles	Transport and Travel	28/04/2021	532/APP/2020/3198
Local Emp - Con Training Contribution/Economic Development - Nigel Cramb	Economic Development	28/04/2021	532/APP/2020/3198
Local Emp - Construction Training/Economic Development - Nigel Cramb	Economic Development	28/04/2021	532/APP/2020/3198
Local Emp - Co-ordinator Contribution/Economic Development - Nigel Cramb	Economic Development	28/04/2021	532/APP/2020/3198
Local Emp - Scheme/Strategy/Report/Economic Development - Nigel Cramb	Economic Development	28/04/2021	532/APP/2020/3198
Variation of Definitions/Planning Obligations Team	Other	15/03/2022	585/APP/2009/2752
Variation/Planning Obligations Team	Other	15/03/2022	585/APP/2009/2752
Notice Submission/Planning Obligations Team	Other	07/09/2021	13338/APP/2019/2414
Highways - Works/Transport & Town Centres - D Knowles	Highways	07/09/2021	13338/APP/2019/2414
Highways - S278/38 Agreement/Transport & Town Centres - D Knowles	Highways	07/09/2021	13338/APP/2019/2414
Highways - Responsibility for Costs/Transport & Town Centres - D Knowles	Highways	07/09/2021	13338/APP/2019/2414
Highways - Scheme/Specification/Transport & Town Centres - D Knowles	Highways	07/09/2021	13338/APP/2019/2414
Local Emp - Construction Training/Economic Development - Nigel Cramb	Economic Development	07/09/2021	13338/APP/2019/2414
Local Emp - Construction Training/Economic Development - Nigel Cramb	Economic Development	07/09/2021	13338/APP/2019/2414
Local Emp - Written Statement/Economic Development - Nigel Cramb	Economic Development	07/09/2021	13338/APP/2019/2414
Travel Plan Resi - Submission/Approval/Transport & Town Centres - D Knowles	Transport and Travel	07/09/2021	13338/APP/2019/2414
Travel Plan Resi - Implement/Comply/Transport & Town Centres - D Knowles	Transport and Travel	07/09/2021	13338/APP/2019/2414
Travel Plan Resi - Co-ordinator/Transport & Town Centres - D Knowles	Transport and Travel	07/09/2021	13338/APP/2019/2414
Travel Plan Resi - Monitoring/Planning Obligations Team	Transport and Travel	07/09/2021	13338/APP/2019/2414
Travel Plan Resi - Implement/Comply/Transport & Town Centres - D Knowles	Transport and Travel	07/09/2021	13338/APP/2019/2414
Travel Plan Resi - Sum / Bond/Planning Obligations Team	Bonds	07/09/2021	13338/APP/2019/2414
Parking Permits and Restrictions/Parking Permits - Roy Clark	Transport and Travel	06/08/2021	13010/APP/2020/1790
Notice Submission/Planning Obligations Team	Other	19/05/2021	18175/APP/2020/2157
Parking Permits and Restrictions/Parking Permits - Roy Clark	Transport and Travel	19/05/2021	18175/APP/2020/2157
Local Emp - Construction Training/Economic Development - Nigel Cramb	Economic Development	21/05/2021	3886/APP/2020/3751
Local Emp - Scheme/Strategy/Report/Economic Development - Nigel Cramb	Economic Development	21/05/2021	3886/APP/2020/3751

Local Emp - Construction Training/Economic Development - Nigel Cramb	Economic Development	21/05/2021	3886/APP/2020/3751
Canals and Waterways/Transport & Town Centres - D Knowles	Transport and Travel	16/06/2021	39207/APP/2020/2188
Land/Planning Obligations Team	Land	16/06/2021	39207/APP/2020/2188
Travel Plan Resi - Submission/Approval/Transport & Town Centres - D Knowles	Transport and Travel	16/06/2021	39207/APP/2020/2188
Carbon Offset - Monitoring/Reporting/Planning Specialists - Ian Thynne	Other	16/06/2021	39207/APP/2020/2188
Local Emp - Construction Training/Economic Development - Nigel Cramb	Economic Development	16/06/2021	39207/APP/2020/2188
Local Emp - Construction Training/Economic Development - Nigel Cramb	Economic Development	16/06/2021	39207/APP/2020/2188
Local Emp - Construction Training/Economic Development - Nigel Cramb	Economic Development	16/06/2021	39207/APP/2020/2188
Other/Planning Obligations Team	Other	16/06/2021	39207/APP/2020/2188
Highways - Works/Transport & Town Centres - D Knowles	Highways	16/06/2021	39207/APP/2020/2188
Highways - Works/Transport & Town Centres - D Knowles	Highways	16/06/2021	39207/APP/2020/2188
Variation of Definitions/Planning Obligations Team	Other	08/02/2022	59872/APP/2019/3852
Variation/Planning Obligations Team	Other	08/02/2022	59872/APP/2019/3852
Variation/Planning Obligations Team	Other	08/02/2022	59872/APP/2019/3852
Variation/Planning Obligations Team	Other	08/02/2022	59872/APP/2019/3852
Variation/Planning Obligations Team	Other	08/02/2022	59872/APP/2019/3852
Variation/Planning Obligations Team	Other	08/02/2022	59872/APP/2019/3852
Parking Permits and Restrictions/Parking Permits - Roy Clark	Transport and Travel	15/10/2021	40050/APP/2021/2467
Variation/Planning Obligations Team	Other	15/06/2021	2543/APP/2020/3789
Local Emp - Construction Training/Economic Development - Nigel Cramb	Economic Development	07/04/2021	27256/APP/2017/3721
AH - Review Mechanism/Planning Obligations Team	Affordable Housing	07/04/2021	27256/APP/2017/3721
Other/Planning Obligations Team	Other	07/04/2021	27256/APP/2017/3721
Parking Permits and Restrictions/Parking Permits - Roy Clark	Transport and Travel	07/04/2021	27256/APP/2017/3721
Local Emp - Con Training Contribution/Economic Development - Nigel Cramb	Economic Development	14/04/2021	75111/APP/2020/1955
Local Emp - Scheme/Strategy/Report/Economic Development - Nigel Cramb	Economic Development	14/04/2021	75111/APP/2020/1955
Local Emp - Co-ordinator Contribution/Economic Development - Nigel Cramb	Economic Development	14/04/2021	75111/APP/2020/1955
Travel Plan Com - Submission/Approval/Transport & Town Centres - D Knowles	Transport and Travel	14/04/2021	75111/APP/2020/1955
Travel Plan Com - Monitoring/Transport & Town Centres - D Knowles	Transport and Travel	14/04/2021	75111/APP/2020/1955
Travel Plan Com - Co-ordinator/Transport & Town Centres - D Knowles	Transport and Travel	14/04/2021	75111/APP/2020/1955

Travel Plan Com - Sum / Bond/Planning Obligations Team	Bonds	14/04/2021	75111/APP/2020/1955
Parking Permits and Restrictions/Parking Permits - Roy Clark	Transport and Travel	15/10/2021	40050/APP/2021/1916
AH - On Site Provision/Planning Obligations Team	Affordable Housing	06/04/2021	4266/APP/2019/3088
AH - On Site Provision/Planning Obligations Team	Affordable Housing	06/04/2021	4266/APP/2019/3088
AH - On Site Provision/Planning Obligations Team	Affordable Housing	06/04/2021	4266/APP/2019/3088
AH - Nominations Agreement/Planning Obligations Team	Affordable Housing	06/04/2021	4266/APP/2019/3088
AH - Specification/Scheme/Planning Obligations Team	Affordable Housing	06/04/2021	4266/APP/2019/3088
AH - Marketing/Property - Julie Markwell	Affordable Housing	06/04/2021	4266/APP/2019/3088
AH - Marketing/Property - Julie Markwell	Affordable Housing	06/04/2021	4266/APP/2019/3088
AH - Specification/Scheme/Planning Obligations Team	Affordable Housing	06/04/2021	4266/APP/2019/3088
AH - Specification/Scheme/Planning Obligations Team	Affordable Housing	06/04/2021	4266/APP/2019/3088
AH - Review Mechanism/Planning Obligations Team	Affordable Housing	06/04/2021	4266/APP/2019/3088
AH - Specification/Scheme/Planning Obligations Team	Affordable Housing	06/04/2021	4266/APP/2019/3088
AH - Review Mechanism/Planning Obligations Team	Affordable Housing	06/04/2021	4266/APP/2019/3088
AH - Specification/Scheme/Planning Obligations Team	Affordable Housing	06/04/2021	4266/APP/2019/3088
Car Club/Transport & Town Centres - D Knowles	Transport and Travel	06/04/2021	4266/APP/2019/3088
Parking Permits and Restrictions/Parking Permits - Roy Clark	Transport and Travel	06/04/2021	4266/APP/2019/3088
Highways - Works/Transport & Town Centres - D Knowles	Highways	06/04/2021	4266/APP/2019/3088
Parking Management - Scheme/Plan/Transport & Town Centres - D Knowles	Transport and Travel	06/04/2021	4266/APP/2019/3088
Parking Management - Scheme/Plan/Transport & Town Centres - D Knowles	Transport and Travel	06/04/2021	4266/APP/2019/3088
Local Emp - Construction Training/Economic Development - Nigel Cramb	Economic Development	06/04/2021	4266/APP/2019/3088
Local Emp - Scheme/Strategy/Report/Economic Development - Nigel Cramb	Economic Development	06/04/2021	4266/APP/2019/3088
Local Emp - Co-ordinator Contribution/Economic Development - Nigel Cramb	Economic Development	06/04/2021	4266/APP/2019/3088
Notice Submission/Planning Obligations Team	Other	06/04/2021	4266/APP/2019/3088
Energy/Sustainability - Monitoring/Planning Obligations Team	Other	06/04/2021	4266/APP/2019/3088
GLA Be Seen Energy Measures/Planning Obligations Team	Other	06/04/2021	4266/APP/2019/3088
Travel Plan Com - Implement/Comply/Transport & Town Centres - D Knowles	Transport and Travel	06/04/2021	4266/APP/2019/3088
Travel Plan Com - Implement/Comply/Transport & Town Centres - D Knowles	Transport and Travel	06/04/2021	4266/APP/2019/3088
Travel Plan Com - Co-ordinator/Transport & Town Centres - D Knowles	Transport and Travel	06/04/2021	4266/APP/2019/3088
Public Realm - Use/Access/Planning Obligations Team	Open Space and Leisure	06/04/2021	4266/APP/2019/3088
Public Realm - Use/Access/Planning Obligations Team	Open Space and Leisure	06/04/2021	4266/APP/2019/3088

Local Emp - Construction Training/Economic Development - Nigel Cramb	Economic Development	04/10/2021	46378/APP/2019/2970
Local Emp - Construction Training/Economic Development - Nigel Cramb	Economic Development	04/10/2021	46378/APP/2019/2970
Travel Plan Resi - Submission/Approval/Transport & Town Centres - D Knowles	Transport and Travel	04/10/2021	46378/APP/2019/2970
Other/Planning Obligations Team	Other	04/10/2021	46378/APP/2019/2970
Other/Planning Obligations Team	Other	04/10/2021	46378/APP/2019/2970
Other/Planning Obligations Team	Other	04/10/2021	46378/APP/2019/2970
Parking Management - Scheme/Plan/Transport & Town Centres - D Knowles	Transport and Travel	04/10/2021	46378/APP/2019/2970
Land/Planning Obligations Team	Land	24/08/2021	73955/APP/2020/139
AH - Review Mechanism/Planning Obligations Team	Affordable Housing	24/08/2021	73955/APP/2020/139
AH - Review Mechanism/Planning Obligations Team	Affordable Housing	24/08/2021	73955/APP/2020/139
AH - Review Mechanism/Planning Obligations Team	Affordable Housing	24/08/2021	73955/APP/2020/139
AH - Review Mechanism/Planning Obligations Team	Affordable Housing	24/08/2021	73955/APP/2020/139
AH - Review Mechanism/Planning Obligations Team	Affordable Housing	24/08/2021	73955/APP/2020/139
AH - Review Mechanism/Planning Obligations Team	Affordable Housing	24/08/2021	73955/APP/2020/139
AH - Review Mechanism/Planning Obligations Team	Affordable Housing	24/08/2021	73955/APP/2020/139
AH - Review Mechanism/Planning Obligations Team	Affordable Housing	24/08/2021	73955/APP/2020/139
Community Facilities/Green Spaces, Sports & Culture - TBC	Community Facilities	24/08/2021	73955/APP/2020/139
Travel Plan Resi - Submission/Approval/Transport & Town Centres - D Knowles	Transport and Travel	24/08/2021	73955/APP/2020/139
Travel Plan Resi - Co-ordinator/Transport & Town Centres - D Knowles	Transport and Travel	24/08/2021	73955/APP/2020/139
Travel Plan Com - Implement/Comply/Transport & Town Centres - D Knowles	Transport and Travel	24/08/2021	73955/APP/2020/139
Travel Plan Com - Implement/Comply/Transport & Town Centres - D Knowles	Transport and Travel	24/08/2021	73955/APP/2020/139
Car Club/Transport & Town Centres - D Knowles	Transport and Travel	24/08/2021	73955/APP/2020/139
Parking Permits and Restrictions/Parking Permits - Roy Clark	Transport and Travel	24/08/2021	73955/APP/2020/139
Land/Planning Obligations Team	Land	24/08/2021	73955/APP/2020/139
Local Emp - Construction Training/Economic Development - Nigel Cramb	Economic Development	24/08/2021	73955/APP/2020/139
Local Emp - Co-ordinator Contribution/Economic Development - Nigel Cramb	Economic Development	24/08/2021	73955/APP/2020/139
Local Emp - Con Training Contribution/Economic Development - Nigel Cramb	Economic Development	24/08/2021	73955/APP/2020/139
Highways - Works/Transport & Town Centres - D Knowles	Highways	24/08/2021	73955/APP/2020/139
Highways - S278/38 Agreement/Transport & Town Centres - D Knowles	Highways	24/08/2021	73955/APP/2020/139
Parking Permits and Restrictions/Parking Permits - Roy Clark	Transport and Travel	16/11/2021	72211/APP/2020/1728
Highways - Works/Transport & Town Centres - D Knowles	Highways	11/01/2022	43495/APP/2020/888

Local Emp - Construction Training/Economic Development - Nigel Cramb	Economic Development	11/01/2022	43495/APP/2020/888
Parking Permits and Restrictions/Parking Permits - Roy Clark	Transport and Travel	11/01/2022	43495/APP/2020/888
Monitoring Fees/Planning Obligations Team	Monitoring Fees	11/01/2022	43495/APP/2020/888

Appendix 3: Financial covenants secured in 2021/22

App No	Address	Type	Deed Date	Clause	Potential	Received
4266/APP/2019/3088	FORMER MASTER BREWER SITE, FREEZELAND WAY, HILLINGDON	Bus Stops - Contribution	06/04/2021	S4, 2. 2.1, 2.1.4	1,365,000.00	0.00
4266/APP/2019/3088	FORMER MASTER BREWER SITE, FREEZELAND WAY, HILLINGDON	Ecology/Wildlife - Contribution	06/04/2021	S4, 2, 2.1, 2.1.3	539,000.00	0.00
4266/APP/2019/3088	FORMER MASTER BREWER SITE, FREEZELAND WAY, HILLINGDON	Carbon Offset - Contribution	06/04/2021	S4, 2, 2.1, 2.1.1	474,164.00	0.00
585/APP/2009/2752	R A F UXBRIDGE, HILLINGDON ROAD, UXBRIDGE	Social and Environmental Contribution	15/03/2022	S8,1.3.1	450,000.00	450,000.00
73955/APP/2020/139	CROWN TRADING CENTRE, CLAYTON ROAD, HAYES	Carbon Offset - Contribution	24/08/2021	S5	314,863.00	0.00
73955/APP/2020/139	CROWN TRADING CENTRE, CLAYTON ROAD, HAYES	Other	24/08/2021	S 14	290,000.00	0.00
39207/APP/2020/2188	GSK, STOCKLEY PARK, IRON BRIDGE ROAD, WEST DRAYTON	Highways - Contribution	16/06/2021	S 2, 7	250,000.00	268,598.47
73955/APP/2020/139	CROWN TRADING CENTRE, CLAYTON ROAD, HAYES	Air Quality - Contribution	24/08/2021	S 6	242,552.00	0.00
39207/APP/2020/2188	GSK, STOCKLEY PARK, IRON BRIDGE ROAD, WEST DRAYTON	Air Quality - Contribution	16/06/2021	S 9	206,032.00	221,359.52
73955/APP/2020/139	CROWN TRADING CENTRE, CLAYTON ROAD, HAYES	Public Realm - Healthy Streets Contribution	24/08/2021	S 1, 1-2	198,951.00	0.00
39207/APP/2020/2188	GSK, STOCKLEY PARK, IRON BRIDGE ROAD, WEST DRAYTON	Carbon Offset - Contribution	16/06/2021	S 7	178,200.00	191,456.99
59872/APP/2019/3852	1 VINYL SQUARE, THE OLD VINYL FACTORY, BLYTH ROAD, HAYES, UB3 1HA	Variation of Definitions	08/02/2022	S 16	162,682.00	0.00
51175/APP/2020/2543	STANFORD HOUSE, 9, NESTLES AVENUE, HAYES	Parks/POS - Contribution	25/01/2022	S 7	137,500.00	144,814.29
46378/APP/2019/2970	WEST LONDON FILM STUDIOS, SPRINGFIELD ROAD, HAYES, UB4 0RG	Carbon Offset - Contribution	04/10/2021	S 4	135,000.00	0.00

75111/APP/2020/1955	Land at Bulls Bridge Industrial Estate, NORTH HYDE GARDENS, HAYES, UB3 4QQ	Public Realm - Healthy Streets Contribution	14/04/2021	S7	129,200.00	0.00
46378/APP/2019/2970	WEST LONDON FILM STUDIOS, SPRINGFIELD ROAD, HAYES, UB4 0RG	Highways - Contribution	04/10/2021	S 3	110,000.00	113,685.75
75111/APP/2020/1955	Land at Bulls Bridge Industrial Estate, NORTH HYDE GARDENS, HAYES, UB3 4QQ	Air Quality - Contribution	14/04/2021	S2,1-2	109,159.00	0.00
51175/APP/2020/2543	STANFORD HOUSE, 9, NESTLES AVENUE, HAYES	Air Quality - Contribution	25/01/2022	S 10	107,829.00	113,564.95
27256/APP/2017/3721	MANOR COURT, HIGH STREET, HARMONDSWORTH, UB7 0AQ	AH - Payment in Lieu	07/04/2021	S 2, 1-2	106,000.00	0.00
46378/APP/2019/2970	WEST LONDON FILM STUDIOS, SPRINGFIELD ROAD, HAYES, UB4 0RG	Air Quality - Contribution	04/10/2021	S 1	95,158.00	0.00
73955/APP/2020/139	CROWN TRADING CENTRE, CLAYTON ROAD, HAYES	Canals and Waterways - Contribution	24/08/2021	S 3	91,141.00	0.00
51175/APP/2020/2543	STANFORD HOUSE, 9, NESTLES AVENUE, HAYES	Carbon Offset - Contribution	25/01/2022	S 5	90,849.00	95,681.70
51175/APP/2020/2543	STANFORD HOUSE, 9, NESTLES AVENUE, HAYES	Transport for London	25/01/2022	S 4	74,800.00	0.00
13338/APP/2019/2414	29-31 SHEPISTON LANE, HAYES, UB3 1LJ	Air Quality - Contribution	07/09/2021	S6,1-2	58,994.00	0.00
532/APP/2020/1978	UNIVERSITY PLAYING FIELDS BRUNEL UNIVERSITY, KINGSTON LANE, HILLINGDON, UB8 3PH	Air Quality - Contribution	21/04/2021	S1	57,601.00	0.00
43495/APP/2020/888	WEIR HOUSE, 50, RIVERSIDE WAY, UXBRIDGE	Carbon Offset - Contribution	11/01/2022	S 7	47,106.00	0.00
43495/APP/2020/888	WEIR HOUSE, 50, RIVERSIDE WAY, UXBRIDGE	Parks/POS - Contribution	11/01/2022	S 9	45,500.00	0.00
72360/APP/2021/1709	HPH 3, MILLINGTON ROAD, HAYES, UB3 4AZ	Other	23/09/2021	S 4	43,185.00	0.00
39207/APP/2020/2188	GSK, STOCKLEY PARK, IRON BRIDGE ROAD, WEST DRAYTON	Monitoring Fees	16/06/2021	S 12	37,219.54	37,219.54
4266/APP/2019/3088	FORMER MASTER BREWER SITE, FREEZELAND WAY, HILLINGDON	Flood and Water Management - Contribution	06/04/2021	S4, 2.1, 2.1.2	35,000.00	0.00

75111/APP/2020/1955	Land at Bulls Bridge Industrial Estate, NORTH HYDE GARDENS, HAYES, UB3 4QQ	Canals and Waterways - Contribution	14/04/2021	S5	31,000.00	31,000.00
4266/APP/2019/3088	FORMER MASTER BREWER SITE, FREEZELAND WAY, HILLINGDON	Bus Stops - Contribution	06/04/2021	S4, 2, 2.1, 2.1.5	30,000.00	0.00
43495/APP/2020/888	WEIR HOUSE, 50, RIVERSIDE WAY, UXBRIDGE	Canals and Waterways - Contribution	11/01/2022	S 4	30,000.00	0.00
51175/APP/2020/2543	STANFORD HOUSE, 9, NESTLES AVENUE, HAYES	Monitoring Fees	25/01/2022	S 6.2	23,508.93	23,508.93
40050/APP/2021/2467	RIVERVIEW HOUSE, OXFORD ROAD, UXBRIDGE	Public Realm - Contribution	15/10/2021	S 2	20,553.00	0.00
40050/APP/2021/1916	WATERSIDE HOUSE, OXFORD ROAD, UXBRIDGE	Public Realm - Contribution	15/10/2021	S2	20,553.00	0.00
39207/APP/2020/2188	GSK, STOCKLEY PARK, IRON BRIDGE ROAD, WEST DRAYTON	Parks/POS - Contribution	16/06/2021	S 3	20,000.00	21,487.88
72360/APP/2021/1709	HPH 3, MILLINGTON ROAD, HAYES, UB3 4AZ	Travel Plan Resi - Sum / Bond	23/09/2021	S 2	20,000.00	0.00
39207/APP/2020/2188	GSK, STOCKLEY PARK, IRON BRIDGE ROAD, WEST DRAYTON	Travel Plan Resi - Sum / Bond	16/06/2021	S 6, 10-14	20,000.00	0.00
46378/APP/2019/2970	WEST LONDON FILM STUDIOS, SPRINGFIELD ROAD, HAYES, UB4 0RG	Travel Plan Resi - Sum / Bond	04/10/2021	S5, 10	20,000.00	0.00
4266/APP/2019/3088	FORMER MASTER BREWER SITE, FREEZELAND WAY, HILLINGDON	Travel Plan Resi - Sum / Bond	06/04/2021	S5, 3. 3.1-3.2	20,000.00	0.00
3886/APP/2020/3751	THE COTTAGE IN THE WALL, DAWLEY ROAD, HAYES	Travel Plan Com - Sum / Bond	21/05/2021	S 5	20,000.00	20,000.00
37800/APP/2021/2189	THE ARENA, BENNETSFIELD ROAD, STOCKLEY PARK, UB11 1AA	Highways - Contribution	21/02/2022	S1, 1-2	18,000.00	0.00
43495/APP/2020/888	WEIR HOUSE, 50, RIVERSIDE WAY, UXBRIDGE	Air Quality - Contribution	11/01/2022	S 6	16,902.00	0.00
39439/APP/2021/2230	SAINSBURY'S SUPERMARKET, YORK ROAD, UXBRIDGE	Air Quality - Contribution	02/12/2021	S 2	16,637.00	16,637.00
75111/APP/2020/1955	Land at Bulls Bridge Industrial Estate, NORTH HYDE GARDENS, HAYES, UB3 4QQ	Cycling - Contribution	14/04/2021	S6	16,500.00	0.00
18948/APP/2020/2551	HARLINGTON SCHOOL, PINKWELL LANE, HAYES, UB3 1PB	Air Quality - Contribution	27/08/2021	S 2	15,889.00	0.00

75111/APP/2020/1955	Land at Bulls Bridge Industrial Estate, NORTH HYDE GARDENS, HAYES, UB3 4QQ	Monitoring Fees	14/04/2021	S8	14,292.95	14,292.95
51175/APP/2020/2543	STANFORD HOUSE, 9, NESTLES AVENUE, HAYES	Nestle MMT Scheme - Financial	25/01/2022	S9a	12,846.31	13,529.67
75111/APP/2020/1955	Land at Bulls Bridge Industrial Estate, NORTH HYDE GARDENS, HAYES, UB3 4QQ	Local Emp - Con Training Contribution	14/04/2021	S3,11-12	12,000.00	13,783.78
27256/APP/2017/3721	MANOR COURT, HIGH STREET, HARMONDSWORTH, UB7 0AQ	Carbon Offset - Contribution	07/04/2021	S5	11,340.00	0.00
73955/APP/2020/139	CROWN TRADING CENTRE, CLAYTON ROAD, HAYES	Travel Plan Resi - Sum / Bond	24/08/2021	S 7, 10	10,000.00	0.00
73955/APP/2020/139	CROWN TRADING CENTRE, CLAYTON ROAD, HAYES	Travel Plan Com - Sum / Bond	24/08/2021	S 8, 10	10,000.00	0.00
46378/APP/2019/2970	WEST LONDON FILM STUDIOS, SPRINGFIELD ROAD, HAYES, UB4 0RG	Monitoring Fees	04/10/2021	S 1,2 and 5	6,444.03	0.00
46378/APP/2019/2970	WEST LONDON FILM STUDIOS, SPRINGFIELD ROAD, HAYES, UB4 0RG	Monitoring Fees	04/10/2021	S 9	5,684.29	5,684.29
13010/APP/2020/1790	FRAYS COURT, 71-73, COWLEY ROAD, UXBRIDGE, UB8 2AE	Flood and Water Management - Contribution	06/08/2021	S 3	5,200.00	5,533.55
72360/APP/2021/1709	HPH 3, MILLINGTON ROAD, HAYES, UB3 4AZ	Travel Plan Resi - Monitoring Fee	23/09/2021	S 3	5,000.00	0.00
46378/APP/2019/2970	WEST LONDON FILM STUDIOS, SPRINGFIELD ROAD, HAYES, UB4 0RG	Local Emp - Co-ordinator Contribution	04/10/2021	S 2, 5-7	3,600.00	3,947.82
39439/APP/2021/2230	SAINSBURY'S SUPERMARKET, YORK ROAD, UXBRIDGE	Monitoring Fees	02/12/2021	S 3	831.85	831.85
13010/APP/2020/1790	FRAYS COURT, 71-73, COWLEY ROAD, UXBRIDGE, UB8 2AE	Monitoring Fees	06/08/2021	S 4	276.68	276.68
46378/APP/2019/2970	WEST LONDON FILM STUDIOS, SPRINGFIELD ROAD, HAYES, UB4 0RG	Monitoring Fees	04/10/2021	S 9	197.39	197.39

Appendix 4: S106 Schemes with unspent allocations

Infrastructure	Allocated	Date Allocated	Unspent
Environment Initiatives Hillingdon House Farm Wetland creation & Eco improvements	£30,000.00	29 April 2021	£11,081.73
Implementation of Hillingdon's Air Quality Action Plan 2019-24	£115,574.00	13 October 2021	£43,574.00
Contract award for the Provision of a Construction Training Coordination Service	£241,645.00	15 February 2022	£241,645.00
Management of LBH Apprenticeship Scheme	£149,250.00	28 May 2021	£86,800.00
Lake Farm Country Park footpath improvement & management of Frays Island LNR	£106,039.00	19 April 2021 to 05 May 2021	£16,931.00
Management of Hales Field Park and Stockley Land parcels	£285,600.00	14 May 2021	£265,644.00
Improvements to Subway, Blyth Road, Hayes	£13,658.00	16 April 2021	£13,658.00
Environmental & Recreational Initiatives: Enhancement of Cricket Facilities in Hillingdon - CR 3	£20,000.00	18 February 2022	£20,000.00
Trees for Cities Partnership Agreement Tree Planting Project 2021-23	£126,358.00	27 January 2022	£66,358.00
Lighting Upgrades at Breakspear Crem & Charville Lane Chn's Home	£12,000.00	26 July 2021	£1,000.00

Appendix 5: Chrysalis Programme CIL Breakdown 2021/2022

Chrysalis Programme Breakdown 2021/22	£
Access Improvements	
Celandine Route - Installation of New Gravel Paths (3 Locations)	81,802.90
Hoylake Crescent to The Greenway Footpath Upgrade	54,445.25
Celandine Route - Cophall Road to Swakeleys Road Footpath Imp	28,076.12
Yeading Brook Mature Trees Planting	4,940.30
Access Improvements Total	169,264.57
Community Facilities Refurbishment	
Station Road Allotment Site New Modular Building Unit	55,008.64
Eastcote Bowls Club Exterior Refurbishment	20,000.00
Grosvenor Allotments Composting Toilet & Disability Access	18,364.85
Moor Lane Allotments Composting Toilet & Disability Access	19,170.99
4th Ruislip Scouts Exterior Refurbishment	20,000.00
Crane Youth & Community Centre Refurbishment of Toilets & Entrance Ramp & Doors	14,000.00
Court Park Bowls Club Playing Surface Upgrade	19,000.00
Eastcote Community Centre Refurbishment	109,300.29
Yeading Community Centres Refurbishment	75,702.30
Community Facilities Refurbishment Total	350,547.07
Community Safety – Alley Gating Schemes	
Dellega Close AG	7,475.00
33 Wimborne, Adjacent to Lulworth Drive AG	1,416.60
Dawley Parade AG	2,883.60
Kingshill Avenue Parade AG	10,196.00
Bedford Road, Ruislip AG	1,438.20
8-22 Bellclose Road, West Drayton AG	2,325.60
51 Victoria Avenue, Hillingdon AG	1,411.20
Community Safety Total	27,146.20
Outdoor Sports & Play Facilities	
1st Harmondsworth Scout Group Childrens' Play Area Upgrade	20,374.21
Harefield Village Green Outdoor Gym	38,225.00
Northwood Rec Ground Outdoor Gym & Ball Court Upgrade	54,935.17
Greenway Open Space Outdoor Gym	38,635.27
Lake Farm Country Park Outdoor Gym	38,663.00
Hillingdon Manor Cricket Club New Practice Nets Facility	41,916.00
Willow Tree Open Space Playground Refurbishment	85,337.80
Spider Park Play Area Improvements	85,990.20
Barra Hall Play Area Upgrade	87,000.08
Churchfield Gardens, Ruislip Outdoor Gym	38,893.00

Dowding Park, Uxbridge Outdoor Gym	38,864.00
Hayes End Community Park Outdoor Gym	38,897.00
Bridgewater Rec Spider Park Outdoor Gym	38,767.00
Outdoor Sports & Play Facilities	646,497.73
Town Centre Improvements	
Ruislip High St Public Realm Imp	50,661.65
Kingshill Avenue Public Realm Improvements	100,000.00
Town Centre Improvements Total	150,661.65

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Parking and Modern Technology - Delivery Drivers

Committee name	Residents' Services Select Committee
Officer reporting	Roy Clark, Parking Services
Papers with report	Appendix A
Ward	All

HEADLINES

This report is intended to provide advice to Members of the Residents' Services Select Committee on Parking and Modern technology & Delivery Drivers, in accordance with their request for an information report.

RECOMMENDATION

That the Residents' Services Select Committee notes and comments on the information presented in the report.

SUPPORTING INFORMATION

BACKGROUND

1. In July 1994, the Road Traffic Act 1991 was enacted and parking enforcement powers in London were transferred from the Police to local authorities. All parking offences were decriminalised, so they were no longer dealt with in the criminal courts.
2. At the time, Hillingdon Council undertook parking enforcement using its own directly employed operatives who carried out patrols throughout the Borough and issued Penalty Charge Notices (PCNs) where contraventions of the parking regulations were witnessed.
3. The parking enforcement service was outsourced in August 2003 and four successive contracts to cover this service have been competitively tendered since that time.
4. The current parking enforcement contract was re-tendered in 2021 with the contract being approved for award by Cabinet in January 2022 and awarded to APCOA Parking (UK) Ltd ('APCOA') with an initial contract duration of five years from April 2022, with an option to extend for a further five years.

CURRENT PARKING ENFORCEMENT ARRANGEMENTS

5. As part of the parking enforcement contract, APCOA's Civil Enforcement Officers (CEOs) are required to patrol the Borough's adopted roads and 35 public car parks on foot, by bike, by moped and in vehicles.
6. There are currently 22 separate CEO deployment beats used by APCOA across the Borough. These deployment beats require some areas to be patrolled on foot and others by

mobile (e.g., moped or car). This is set based on the parking restrictions within the area or expected higher levels of vehicle traffic (such as in town centres).

7. The CEOs use a handheld computer which records all the details, including evidential photographs, of the contravention and, via a Bluetooth printer, issues a paper PCN, which is placed on the vehicle or handed to the driver. The data collected by the CEO is then downloaded to a specialised PCN ICT processing system which is used to process the PCN in accordance with legislation. The PCN processing system is also used to handle any challenges or appeals that the motorist may make against the issue of the PCN.

USE OF MODERN TECHNOLOGY

8. When a PCN is issued, the CEO collects data relating to the vehicle and where it was parked. The data collected also includes photographs demonstrating that the parking contravention occurred.
9. The PCN ICT processing system includes an option to enable the motorist to log in online to the system and see the evidence that the CEO has collected and to then make a payment or to submit a challenge/appeal ('appeal') against the PCN. If the PCN is a CCTV PCN then the motorist can also view a video clip of the evidence that relates to their PCN.
10. The PCN ICT processing system also includes a frequently asked questions (FAQs) type system which highlights to the motorist how successful their appeal is likely to be based on the Council's policy and legislation. Even if the FAQs system suggests that the appeal is unlikely to be successful, based on the questions they have provided, the motorist is not restricted from submitting an appeal. Any mitigation put forward by the motorist is taken into account when an appeal is considered, and a response provided to the motorist.
11. The PCN ICT processing system is due to be further enhanced over the summer of 2023, with a chatbot being introduced to assist motorists in reviewing their PCN and submitting an appeal or making a payment.
12. Appeals can be made in a variety of ways, such as online or by letter. Whilst all the PCNs issued include information on how to pay or contest a PCN, along with the details of the Council's website and postal address, to make it easier for motorists to appeal online, the Council has included QR codes on the PCNs it issues. The QR code on the front of the PCN will take motorists directly to the website and will also pre-populate the registered information making the process of accessing the website quicker and more efficient for motorists.

CCTV enforcement

13. The Council also uses unattended CCTV cameras to undertake enforcement of some parking and moving traffic contraventions. Following a change in legislation in 2015, CCTV cameras can only be used to undertake the parking enforcement in certain areas, which are:
 - School Keep Clear (zigzag) area
 - Bus lanes
 - Bus stops
 - Red routes
14. Councils are not permitted to use CCTV cameras to enforce against any other parking matters. However, CCTV cameras can be used to undertake enforcement of moving traffic

contraventions, such as no entry points and banned turns. A list of the moving traffic contraventions that can be enforced are detailed in Appendix A.

15. Legislation requires that any alleged contraventions captured by an unattended CCTV enforcement unit must be reviewed by a specially trained CCTV enforcement officer before being issued to ensure that the evidence captured by the system justifies a PCN being issued.

Virtual Parking Permits

16. As part of the parking enforcement contract that was awarded to APCOA in April 2022, there was a requirement for a virtual self-serve parking permit and visitor voucher system to be implemented. A virtual parking permit/visitor voucher is an electronic permit which does not require a paper permit to be displayed (in a similar way as a DVLA car tax disc). Instead, when a virtual parking permit/visitor voucher exists, the central ICT system is updated to record that the vehicle has a valid parking permit/visitor voucher and this is electronically passed to the CEOs handheld computer to show the enforcement officer that the vehicle is parked legitimately.
17. The virtual parking permit system was rolled out from June 2022 and, at the current time, there are 6,710 virtual residents' parking permits on issue. This equates to approximately 45% of the total residents permits' on issue.
18. Whilst the majority of permit holders have created parking permit accounts to manage their permits online, some vulnerable residents have been unable to use the virtual system. Those residents who are unable to use the self-serve system are provided with additional support from the Parking Permits team to ensure they are not disadvantaged and still have access to parking permits.

Global Positioning System (GPS)

19. The Handheld Computers (HHCs) used by patrolling CEOs also include a GPS tracking system so that the CEO's location can be verified in the event of an emergency and support provided as necessary.
20. The GPS system also enables APCOA to ensure that the closest CEO is sent to a location when a request for support due to an illegally parked vehicle is received.
21. The Council regularly use this GPS mapping system to analyse the number of visits to roads within the Borough and to ensure high profile locations are receiving regular monitoring from CEOs.

VRM Scanning

22. As detailed above, with the deployment of a virtual permit system, the requirement for paper permits to be displayed in vehicles is no longer needed (except for Carers and Business Permits which currently remain paper based). Instead of CEOs being able to do visual checks for permits they are required to enter vehicle registration numbers into their HHCs.
23. In order to speed up this process and enhance the operation, the HHCs provided to the CEOs include a 'scan a car' function. This allows CEOs to scan the vehicle registration and the system will automatically carry out the required virtual permit checks. This function

makes it easier for the CEOs to check whether a vehicle has a valid parking permit/visitor voucher.

Body Worn Cameras

24. All deployed CEOs are required to wear body worn cameras, which must be switched on during their patrols and only turned off during comfort breaks and lunch. These body worn cameras have become instrumental to the enforcement operation to verify complaint allegations against CEOs as well as providing evidence to the Police when incidents involving CEOs are reported and investigated.
25. When the Council receives complaints against the conduct of CEOs regularly and, as part of the investigation process, officers' body worn video (BWV) is reviewed to ascertain exactly what occurred during an alleged incident.

Cashless parking system

26. A cashless parking payment system (commonly known as a mobile phone parking system), is due to be introduced across the Borough shortly. A contract was awarded to PayByPhone in 2022 and the software is currently being amended to enable it to accommodate the HillingdonFirst card system so that it offers residents the differential, cheaper, parking rates that they currently enjoy when using the pay & display parking machines.
27. The system is due to be released for testing shortly and, following testing, will be rolled out across the Borough to give residents and visitors an additional payment option that they can use when parking in Hillingdon.
28. Once the system is live, it will link with the CEOs' HHC, in the same way as a virtual parking permit, so that the CEOs can check whether the motorist has paid for their parking.

DELIVERY DRIVERS

29. Since the pandemic in 2020, the proliferation of delivery drivers and riders ('drivers') has caused parking problems across local authorities, including in Hillingdon.
30. Prior to the pandemic the number of delivery drivers was much lower and many of them tended to be directly employed by local fast-food shops. Where the delivery drivers were directly employed by the shops parking enforcement could be targeted around the specific shops and it was also possible to liaise directly with the shop management about the parking problems that were being reported.
31. However, the vast majority of delivery drivers are now no longer employed by individual shops but work for themselves and nominated delivery companies. This results in the local fast-food shops having no direct employer control over the drivers and they will frequently wait around for a delivery job to be received before moving.
32. This has resulted in large numbers of delivery drivers parking illegally whilst waiting for a delivery job to be received and numerous complaints are received about them causing congestion and being intimidating to residents and other local visitors.
33. Whilst the Council does actively target parking enforcement around known hotspots for delivery drivers, or where specific complaints are received, unfortunately, when a CEO

arrives, the vast majority of the illegally parked delivery vehicles will move away before any parking enforcement action can legally be taken, as the driver is often with the vehicle or close by and sees the CEO arrive. Once the CEO leaves the area, the delivery drivers return until the CEO returns to the area once again.

34. For a PCN to be legally issued, the CEO must serve it by placing it on the vehicle or handing it to the motorist in control of the vehicle. Regardless of what illegal parking may have been witnessed by the CEO or captured by the public on camera, etc, a PCN cannot be retrospectively issued by post, etc (unless the CEO is prevented from serving the PCN by threats or actual violence).
35. At times, the number of delivery drivers in one area has been excessive and the CEOs have been subjected to verbal and physical abuse whilst trying to enforce the parking restrictions. In cases like this, the Council has had to deploy multiple CEOs to the same location on safety grounds.
36. Numerous initiatives have been undertaken in respect of trying to manage the problems caused by delivery drivers. These have included undertaking visits to the area and remaining on site for a longer period of time and, whilst this results in vehicles parking correctly whilst the CEO is on site, once the CEO leaves the delivery drivers return.
37. The Council has also undertaken joint patrols with the Police during which the CEOs undertake parking enforcement, and the Police undertake vehicle checks to ensure that the delivery vehicle is correctly licensed, insured and roadworthy. This has resulted in some delivery vehicles being seized. Further joint patrols will be undertaken in the future.
38. Where the majority of issues appear to be related to a specific fast-food outlet, the Council has tried to engage with the business owner/franchisee in an attempt to get them to exercise what limited control they have over the delivery companies. This work is still on-going at the present time.
39. The Council regularly liaises with other local authorities, including London Councils, over parking matters and keeps abreast of initiatives that are being investigated or have been trialled in other areas to try to manage parking issues caused by delivery drivers. At the current time, no effective solution has been identified but other authorities have reported that joint patrols with the Police have been found to work well.

FINANCIAL IMPLICATIONS

There are no financial implication arising from this report.

LEGAL IMPLICATIONS

There are no legal implications arising from this report.

BACKGROUND PAPERS

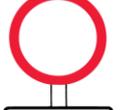
None.

APPENDICES

Appendix A – details of Moving Traffic Contraventions that can be enforced.

Appendix A - Moving Traffic Contraventions

Moving Traffic Contraventions are listed in the Highway Code. They include making banned turns, weight restrictions and restrictions around entering a box junction. The table below details the Moving Traffic Contraventions, and their associated traffic signs that can be enforced.

Description of traffic sign	Sign
Vehicular traffic must proceed in the direction indicated by the arrow	
Vehicular traffic must turn ahead in the direction indicated by the arrow.	
Vehicular traffic must comply with the requirements prescribed in regulation 15.	
No right turn for vehicular traffic	
No left turn for vehicular traffic	
No U turns for vehicular traffic	
Priority must be given to vehicles from the opposite direction	 <div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 0 auto;">Give way to oncoming vehicles</div>
No entry for vehicular traffic	
All Vehicles prohibited except non – mechanically propelled vehicles being pushed by pedestrians	 <div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 0 auto;">No vehicles</div>

Entry to pedestrian zone restricted (Alternative types)	
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Entry to and waiting in pedestrian zone restricted (Alternative types)	
Entry to and waiting in pedestrian zone restricted (Variable message sign)	
Motor vehicles prohibited	
Motor vehicles except solo motorcycles prohibited	
Solo motorcycles prohibited	
Goods vehicles exceeding the maximum gross weight indicated on the goods vehicle symbol prohibited	
One way traffic	
Route for use by buses and pedal cycles only	
Route for use by tramcars only	
Part of the Carriageway outside a school entrance where vehicles should not stop.	
Marking Conveying the requirements prescribed in regulation 29(2) and Part II of Schedule 19 of the Traffic Signs Regulations and General Directions 2002	

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Post review monitoring - Engagement with Tenants and Leaseholders - Improving participation and feedback to improve service and satisfaction

Committee name	Residents' Services Select Committee
Officer reporting	Marion Finney, Community Engagement Manager
Papers with report	Appendices 1-5
Ward	All

HEADLINES

Following on from a previous select committee review, to enable Select Committee to review progress the development of the draft Tenant and Leaseholder Engagement Strategy, (Appendix 1) and draft Higher Risk and Complex Buildings Engagement Strategy, (Appendix 2) prior to adoption by Cabinet Members.

This report also outlines an Action Plan for delivery, (Appendix 3) to support regulatory compliance, improve participation, feedback, services and overall satisfaction.

Feedback on these is sought from the Select Committee for improving overall tenant and leaseholder (resident) participation.

RECOMMENDATION:

That the Select Committee notes the development of these key strategies along with the Action Plan and timescales for delivery set out and ask questions of officers.

SUPPORTING INFORMATION

1. Background

The previous Environment, Housing and Regeneration Select Committee undertook an in-depth review into tenant and leaseholder engagement. Cabinet in February 2022 received the Committees reports and agreed its recommendations as set out below:

That Cabinet agree that officers develop, for approval by the Cabinet Member, an Engagement Strategy and associated 3-year Delivery Plan, that in particular sets out:

- a. The engagement options to promote resident feedback and involvement at a pace and level which suits residents, and that which supports service improvement and the resolution of matters which are important to residents;**
- b. The opportunities for residents to engage via the use of digital tools as well as ‘in-person’ contact, understanding that engagement should be non-exclusionary, and not be limited to only digital means but should instead provide a breadth of options to give a voice to all tenants and leaseholders. In-person contact could include the reformation of regular Senate or Assembly meetings, alongside special interest groups, or ‘Community Engagement Days’ held at estates or public spaces, alongside partners and other Council services (such as the Community Safety Team, Green Spaces and Anti-Social Behaviour & Environment Team), to ensure a coordinated approach to engagement, resolution of neighbourhood issues, and collation of resident feedback;**
- c. A schedule of further consultation to be carried out, to obtain feedback from a large and diverse subset of the Borough’s tenants and leaseholders, with a view to adding to or revising the strategy in line with this feedback.**

3. That Cabinet request that officers work with the Corporate Communications team to raise awareness of the engagement options available to tenants and leaseholders, including through the use of the Council’s social media platforms, to maximise the opportunities for tenants and leaseholders to provide feedback.

4. That Cabinet agree that, in order to demonstrate a continued commitment to overview and scrutiny, the Environment, Housing & Regeneration Select Committee receive a yearly report for the duration of the service’s 3-year plan for engagement, providing an update on the implementation of these recommendations, further actions, and continued direction of travel, supported by the latest data on tenant and leaseholder engagement and feedback.

The Residents’ Services Select Committee now covers this remit. As part of post review monitoring, in particular recommendation 4 above, this provides an update to the Committee on the development of key strategies in relation to tenant and leaseholder engagement.

2. Introduction

Both draft strategies have been developed in partnership with residents and staff and set out a new approach to resident engagement in the Borough. This includes feedback and recommendations from:

- the recent Survey of Tenants and Residents (STAR),
- virtual focus groups,
- consultation on the draft engagement strategies – (Appendix 4)
- Environment, Housing & Regeneration Select Committee
- engagement with staff across various housing services.

The strategies underpin our commitment to use resident engagement to improve our services by placing the ‘resident voice’ at the heart of what we do and enabling staff to ‘hear’ those voices by working in partnership with residents to share power and influence change.

The Action Plan has not only been developed to ensure delivery and implementation of the strategies but to also demonstrate continued commitment and support the work of the Council’s landlord function.

Consultation on both draft strategies were carried out in a variety of ways to ensure a wide range of residents and their views were captured. The overall response has been very positive and supports the hierarchy of involvement model shown below. This approach supports the five levels of engagement and will be delivered alongside our options for engagement, set out in Appendix 5.



A high percentage of responders think the Council are on the right track in terms of engaging with them. This should help combat some of the challenges usually faced when carrying out various engagement activities.

3. Summary of Strategy

The draft Tenant and Leaseholder Engagement Strategy and Higher Risk and Complex Buildings (tower blocks) Strategy, covers the period 2022 to 2025. The Higher Risk and Complex Buildings Engagement Strategy should be read in conjunction with the Tenant and Leaseholder Engagement Strategy. It details how the

Residents’ Services Select Committee – 15 February 2023

Classification: Public

Council will engage with residents in the Borough using the six standards of our Hillingdon Engagement Charter (HEC). These standards underpin the Borough wide approach to engagement and provide the foundation from which to build engagement with residents in tower blocks.

The key aims of the strategy is to make sure that residents:

- know the different ways they can become involved
- can take part and influence decisions
- have the support and resources they need to take part
- can help to improve and deliver quality services

For residents living in high risk and complex building, the Council will provide accessible copy of the strategy document and ensure that residents understand the safety of their building and comply with the obligations under the Building Safety Act 2022.

The key aims of the tower block engagement strategy is to ensure:

- residents are empowered to play an effective role in ensuring the safety of their buildings
- residents know how to easily report problems that may be of safety concerns within their home or tower block environment
- the Council remains fully compliant with the relevant legislation and the Regulator of Social Housing expectations.
- residents know what decisions they will be consulted on
- residents know how their views will be taken into account.

Residents with a language barrier are being supported by providing translation where needed.

Hillingdon is responsible for managing and maintaining 11 tower blocks of flats as listed in table 1 below. These blocks are made up of mix tenures, including one Independent Living Scheme. All blocks are situated in Hillingdon, predominately in Hayes, except for one located in Margate.

Table 1: Locations of Tower Block Estates.

Block name	Number of flats	Area	Number of leasehold properties in block
Fairlie House	78	Uxbridge	9
Fitzgerald House	48	Hayes	6
Glenister House	48	Hayes	8
Gouldings	72	Uxbridge	10
Harding House	48	Hayes	7
Melbourne House	96	Hayes	30
Queens Lodge	30	Margate	21

Rabbs Mill	78	Uxbridge	32
Skeffington Court	75	Hayes	7
Sutcliffe House	48	Hayes	8
Wellings House	48	Hayes	0

Alongside the High Risk and Complex Building Strategy, an action plan will be developed for each block focussing on issues that are specific to the block and its residents. This action plan will also be monitored and reviewed on a regular basis or in line with any changes to legislation.

The success of this strategy also depends on how well we know our residents living within our tower blocks. We are currently working to ensure our records relating to customer insight is of good quality.

4. Activities carried out to date

- a. As part of increasing participation and digital offer, the CET is working with the Corporate Communications Team to create a resident engagement webpage that will:
 - highlight the various ways of getting involved,
 - list calendar of events and activities
 - enable residents to register their interest in events and activities
 - provide online interactive forms that will collate feedback on various engagement activities
 - provide advice and guidance to residents on various engagement and involvement activities
- b. Exploring joined up working with Learn Hillingdon and the Libraries to deliver basic IT training to residents.
- c. Delivered Older People's Assembly in December 2022
- d. Delivered Assembly for People with Disability in December 2022
- e. Working in partnership with the council's regeneration contracting partner to deliver various workshop as part of a wider social value engagement plan. Energy Efficiency workshop delivered to provide residents with tips of keeping your home warm, reducing energy bills and signpost to relevant support available.
- f. Support for Residents Associations; attending meetings and support with funding application for community activities.
- g. High Risk and Complex Building (tower block) engagement – Customer Engagement Team is taking proactive steps to engage with residents making sure that they keep update to date with relevant information relating to compliance and raise awareness of fire safety and other emergency precautions within the home and tower block environment. So far:

- all residents living in the tower blocks have been invited to attend one of the 'Stay Safe at Home' sessions. These sessions are being delivered in partnership with the London Fire Brigade, Caretaking Team, Tenancy Management Team, Met Police and Repairs Team.
- 6 sessions have been delivered (understanding that engagement should be non-exclusionary sessions will be delivered, virtually, in-person and on estates here setup is applicable).
- carrying out noticeboard audit in tower blocks to increase engagement and ensure that relevant information is displayed
- identifying and recruiting tower block champions for each block.

5. Appendices

Appendix 1 – Tenant and Leaseholder Strategy 2022-25

Appendix 2 – High Risk and Complex Building Strategy 2022-25

Appendix 3 – Action Plan for delivery of Strategies

Appendix 4 - Consultation Report on the Draft Engagement Strategies

Appendix 5 –Options for Engagement



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**Tenant and Leaseholder
Engagement Strategy
2022 to 2025**

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Introduction

This draft tenant and leaseholder (resident) engagement strategy covers the period 2022 to 2025. It has been developed in partnership with residents and staff and sets out a new approach to resident engagement in the Borough. It ensures that there is a 'golden thread' of engagement and involvement running through the services we deliver to our residents and communities, from our Councillors to our frontline staff.

This strategy underpins our commitment to use resident engagement to improve our services by placing the 'resident voice' at the heart of what we do and enabling staff to 'hear' those voices by working in partnership with residents to share power and influence change.

The results we want to achieve

Housing is important to people and their quality of life.

It's essential that we understand residents' views to help to shape and improve housing conditions and services. We want to make sure that residents really:

- know the different ways they can become involved
- can take part and influence decisions
- have the support and resources they need to take part
- can help to improve and deliver quality services

Performance monitoring and evaluation

Progress will be measured by monitoring and evaluating:

- residents' understanding of the ways they can take part and influence decisions
- the support and resources provided for residents to take part, and
- resident satisfaction with services provided by analysing survey results

The Environment, Housing and Regeneration Select Committee will receive an annual report for this three-year strategy for engagement, which will provide an update on the implementation of these recommendations, further actions, and continued direction of travel, supported by the latest data on resident engagement and feedback.

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 and 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.

The new Charter for Social Housing covers seven outcomes that social housing tenants should expect from their landlords:

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.

In addition, the Housing Ombudsman plays a vital role in providing support to residents when things don't go quite to plan. It resolves disputes involving the tenants and leaseholders of social landlords (housing associations and local authorities) and their landlords. It is mandatory for all local authorities and registered social housing providers to be members of the Ombudsman Scheme. Residents and landlords can contact the Ombudsman at any time for support in helping to resolve a dispute. Its service is funded through annual landlord subscription fees. Hillingdon Council is a Member of the Ombudsman Scheme.

Local Context

LB Hillingdon Council currently has circa 10,100 homes classified as social housing, with a further 3,200 long leaseholders making a total of 13,300 properties in management. These numbers have remained steady in recent years as the Council has acquired or developed new accommodation to offset 'Right to Buy' sales.

Hillingdon is situated in west London and borders Harrow, Ealing and Hounslow.



Inclusive Involvement

The equality Act 2020 provides Britain with a discrimination law which protects individuals from unfair treatment and promotes a fair and more equal society. This means that the Council will aim to engage with all of our residents, in an inclusive manner promoting fairness, respect and equality for everyone. We will aim to break down barriers which have prevented people from engaging in the past. Specifically, we will

- Consider the needs of equalities groups, proactively involving under-represented groups
- Ensure any barriers to participation are taken into consideration
- Treat people respectfully, fairly and equally across all areas of our business, and tackle discrimination and harassment in all of our activities
- Inclusive involvement underpins the objectives within the strategy, and engaging with hard-to-reach groups continues to be a priority within the service

Some groups of tenants and other residents are often under-represented in community involvement, including:

- Young people
- Refugees and ethnic minority groups
- Gypsy and travellers
- People with accessibility needs
- Lesbian, gay, bisexual and transgender people
- Homeless service users
- The digitally excluded

We will build on our approach to involving under-represented groups in the next three years and we are committed to removing barriers to participation. We will do this by:

- Providing transport for residents to attend events where requested
- Holding meetings in venues that are accessible, convenient and secure for everyone, including people with mobility issues
- Establishing meeting times to take account of the needs and preferences of local communities
- Providing training to give tenants, residents and service users the appropriate knowledge, and provide specialist assistance as required. This training includes awareness of equality issues
- Providing Council contact numbers charged at local rates
- Providing opportunities for all residents and age groups to get involved
- Ensuring all information is provided in accordance with our accessibility policy to ensure that complex statistical information doesn't lead to non-participation
- We can also provide documents in different formats. Interpreting facilities are available, and hearing loops are available in Civic Centre meeting rooms
- Ensuring adequate funds are provided to develop the key issues agreed with tenants, residents and all service users, and considering appropriate ways of enhancing resources, including the provision of a Freepost address to eliminate postal expenditure.

Resources

The Council will provide direct and indirect funding to support resident engagement, ensuring a value for money approach. This will include direct support from council officers as well as financial support for local residents groups and other engagement activities.

The 'Better Neighbourhood Fund' will be reviewed and developed to meet the needs of communities. In addition, a learning and development budget will be developed to provide training and personal development opportunities for residents so that they can engage and influence effectively.

Via the approval and adoption of the Hillingdon Engagement Charter (HEC) we will aim to ensure financial certainty for the funding of resident engagement over three year timeframes

We have the following resources dedicated to involving our residents:

Financial resources

In partnership with residents, the Service will aim to ensure that the level of resources available meets the needs, aspirations and priorities of residents across all areas of engagement and support the delivery of the Hillingdon Engagement Charter.

The Resident Engagement budget will be ring-fenced to fund activities such as:

- Consultation exercises, such as our STAR survey
- Information for residents, such as our annual report, Hillingdon People
- Independent advice and assistance from specialists
- Training and attendance at events, for both staff and tenants
- Administration
- Tenant expenses, such as transport to events

All eligible Tenants and Residents Associations (TRAs) can apply to the Resident Engagement Team for an annual grant to support the development and running of their group.

They must provide information with the application, including current audited accounts, a constitution, contact details and minutes of their most recent Annual General Meeting and meetings.

The grant can be used to pay for day-to-day expenses such as postage, stationery, advertising, and travel. Additional funding can be requested and will be considered by the Resident Engagement Team.

Staffing resources

The Resident Engagement Team are dedicated to supporting and developing resident engagement across the Council's housing portfolio. Their functions include:

- Co-ordinating resident engagement
- Working with other services to enhance involvement
- Providing specialist advice within the service and to residents
- Training and developing staff and residents
- Facilitating tenant and residents meetings
- Encouraging participation with under-represented groups

Aside from this dedicated resource, various parts of the service engage with our tenants and leaseholders on a regular basis and consult on a number of topics in their specialist service areas.

Priorities

Key priorities over the term of this new Engagement Strategy will be:

- the reformation of regular meetings,
- making it easier for all residents to become involved and ensuring that they are updated on actions taken because of their feedback
- an increased focus on ways for residents to become involved locally, such as Community Engagement Days' held on estates or public spaces, alongside partners and other Council services (such as the Community Safety Team, Green Spaces and Anti-Social Behaviour and Environment Team), to ensure a coordinated approach to engagement, resolution of neighbourhood issues, and collation of resident feedback
- bringing the benefits of the internet to all residents while continuing to provide traditional methods of contact for those who are not online
- developing and delivering the 'Better Neighbourhood Fund' programme
- clarifying and developing the role of special interest groups
- developing and strengthening resident scrutiny of services through new service improvement groups which could include, for example,
 - Business Plan Implementation Group
 - Repairs and maintenance Service
 - Communication and Information

- Value for Money – Scrutiny Group
- Housing Support
- Income Collection
- Empty Property Management
- Estate Management

Representation on these groups allows tenants and leaseholders to impact on service delivery in real time and gain an understanding of our policies and procedures.

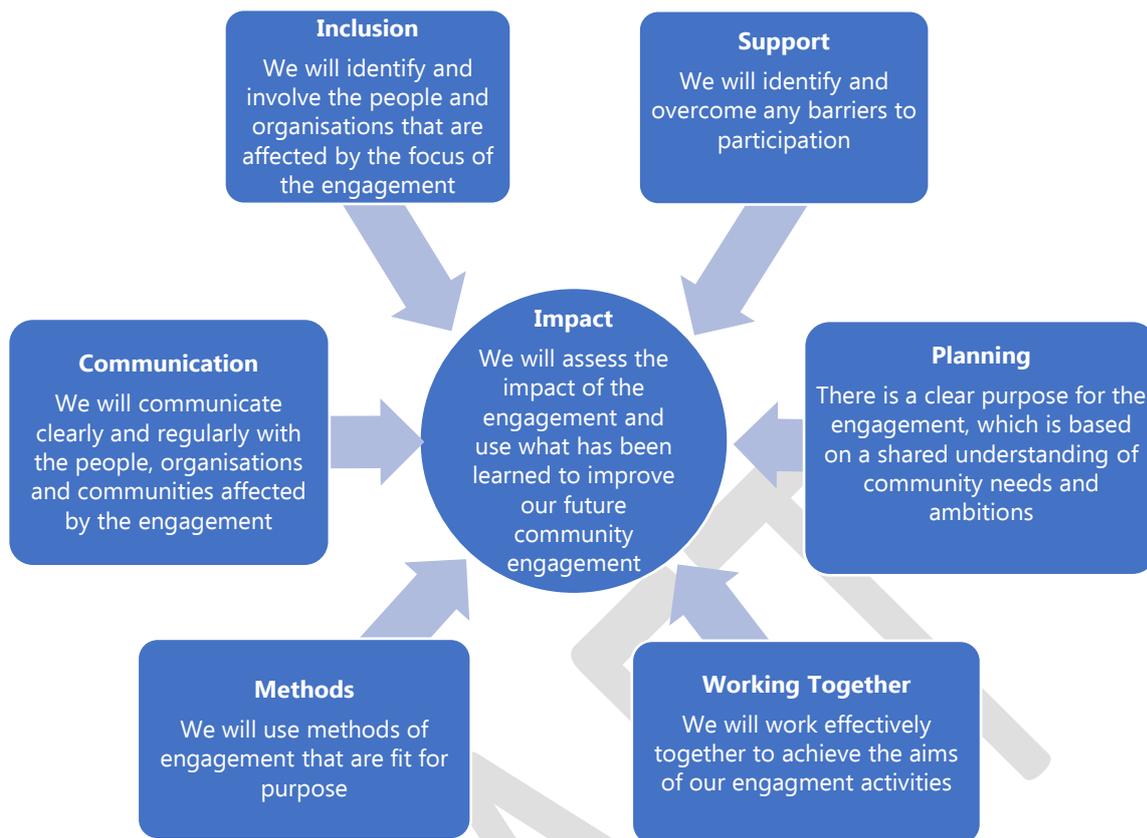
Our new approach to resident engagement: Developing the Hillingdon Engagement Charter (HEC)

Our new approach to engagement will put the 'resident voice' at the heart of our service planning, improvement and delivery. We will share decision-making power with residents by creating the Hillingdon Engagement Charter (HEC) which sets out residents' expectations for service standards and our commitment to deliver these.

Our commitment in 2022 to 2025 includes a review of staff professional development and training to ensure that a refreshed culture of hearing the customer voice is rolled out across the Council. This will link to the outputs produced from the current government review of staff training and qualifications within the housing sector and the professional standards launched in 2021 by the Chartered Institute of Housing (CIH).

Using the model below, the Charter will focus our engagement activities on making an impact for our residents and in our communities.

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The six standards that we will use to underpin our Charter are:

1. Planning: there is a clear purpose for the engagement, which is based on a shared understanding of community needs and ambitions

- Planned engagement activities will be devised and agreed fully with active residents; we will listen and act, not impose our views about what should happen
- Our engagement activities will be underpinned by our annual action plans which will set out our annual priorities for the three years of this strategy. They will be founded on the priorities of our residents in local communities, with a reference point to current national regulatory priorities
- Planning timeframes will enable genuine participation and influence by residents to occur at a pace that suits them
- Where meetings are planned, lead residents or council staff will ensure venue accessibility and arrangements are in place in advance and that all attendees are informed beforehand

2. Working Together: we will work effectively together to achieve the aims of our engagement activities

- The Charter will establish ground rules for staff and residents about our agreed expectations of behaviour and attitudes when working together. These will be based on fairness, respect and equality
- Staff professional development and training will ensure we have skilled, committed and knowledgeable staff committed to working in partnership with tenants to achieve successful outcomes from our engagement activities
- Training will be provided for residents and could cover methods of engagement, influencing and negotiating skills, housing policies and regulatory requirements
- At the start of any engagement activities e.g. scrutiny of services, we will ensure that clear objectives, outcomes and outputs are agreed with residents
- Staff will always commit to providing feedback to residents about what happened to the views and opinions they expressed and how these have been incorporated into Council documents or ways of working

3. Methods: we will use methods of engagement that are fit for purpose

- Methods will be resident-led with their preferences laying the foundations for our approaches, but we will aim to be modern, agile and responsive to meet their needs
- We will incorporate methods such as:
 - in person meetings with key staff
 - residents' associations
 - estate walkabouts where they will have greatest impact
 - digital participation e.g. social media, resident feedback
 - estate or block surgeries
 - estate or block champions
 - environmental projects
- We will gather residents views using social media platforms such as Facebook and Twitter
- We will provide translation and other accessibility services on request

4. Communication: we will communicate clearly and regularly with the people, organisations and communities affected by the engagement

- Our written and verbal communication will be jargon-free
- Staff will take time to explain technical information so that residents have the time to consider it and ask questions
- Our action plan will set out our intentions for periodic communication with residents either across the Borough or by community or estate
- We will always provide contact details for lead officers involved in projects as well as the resident engagement team
- Housing staff will work with staff in other Council services to ensure their commitment to the standards of communication agreed with residents are adhered to, no matter which Council service the resident is engaging with

5. Inclusion: we will identify and involve the people and organisations that are affected by the focus of the engagement

- With specific projects such as estate improvements or regeneration we will establish early communication with those residents affected. This will be prior to any definitive plans being discussed amongst Council staff
- We commit to involving residents in estate and community issues from the project initiation stage

6. Support: we will identify and overcome any barriers to participation

- As referenced on page 2, we will ensure our engagement activities adhere to the principles of inclusive involvement, enabling all tenants and leaseholders to engage with us in the method of their choice and according to their preferences

7. Impact Assessment

Using these six standards we will assess our **Impact**.

- We will assess the impact of the engagement and use what has been learned to improve our future community engagement

On an annual basis we will complete an impact assessment of our resident engagement activities, which will include:

- Survey results and their analysis
- Transactional survey feedback from residents
- Reviewing our Hillingdon Engagement Charter and its impact
- Reporting to the Environment, Housing and Regeneration Select Committee about how we have implemented residents recommendations

This impact assessment will be included in the annual report to the Environment, Housing and Regeneration Select Committee.

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**Higher Risk and Complex Buildings
Engagement Strategy
2022 to 2025**

Note

This strategy document should be read in conjunction with our **Tenant and Leaseholder Engagement Strategy** which details how we will engage with residents in the Borough using the six standards of our Hillingdon Engagement Charter (HEC). These standards underpin our borough wide approach to engagement and provide the foundation from which to build engagement with residents in our tower blocks, also known as 'higher risk and complex buildings'.

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Preface

The Building Safety Act 2022 introduces a new regulatory system for the management of building safety in "higher risk buildings", meaning buildings of 18 metres or more in height, or seven or more storeys, containing at least two flats. The most significant of the new requirements on landlords is the creation of the new [accountable person](#) role, with the following specific responsibilities:

- They will implement a single Residents' Engagement Strategy for the whole building (this will be agreed in cooperation with the other Accountable Persons)
- They will establish and operate a system for the investigation of residents' complaints
- They will be responsible for applying for Registration and Certification for the whole building, including bringing together a single safety case report
- They will be responsible for displaying information about the most recent building assessment certificate, compliance notices and details of those responsible for managing building safety for the building
- Where a special measures order has been made, they must ensure that no building assessment certificate relating to the building is displayed in the building
- They will take the lead responsibility for coordinating the golden thread of safety information for the building, keeping the golden thread updated and ensuring it is accurate and accessible; and
- They will establish and operate a system for mandatory occurrence reporting.

Residents' engagement strategy

For the first time, it will be a statutory requirement for a resident engagement strategy to be produced for each higher risk building. The key purpose of this strategy will be for residents aged 16 and over (and non-resident owners) to be encouraged to participate in the making of building safety decisions. The strategy will need to set out:

- what information will be provided to residents
- what decisions they will be consulted on
- how residents' views will be taken into account; and
- how the appropriateness of consultation undertaken will be measured

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Our Strategy

As required by the Building Safety Act, in Hillingdon we have nominated The Head of Repairs, Engineering, Planned Works & Facilities Management as the Principal Accountable Person who will be supported by a second Accountable Person, the Head of Housing Management. They are our lead officers for producing this engagement strategy, in partnership with residents, to promote their participation in the decision-making process about the building safety risks in their buildings. Every resident living in high risk and complex buildings will be provided with an accessible copy of this strategy document.

As required by the Building Safety Act, this strategy details

- what information will be provided to residents
- what decisions they will be consulted on
- how residents' views will be taken into account; and
- how the appropriateness of consultation undertaken will be measured

Our strategy for engagement will ensure that residents understand the safety of their building that is required from the golden thread of information set out in the building safety Act. The golden thread is both:

- the information about a building that allows someone to understand a building and keep it safe, and
- the information management to ensure the information is accurate, easily understandable, can be accessed by those who need it and is up to date

We will also ensure we are meeting all requirements of the 2021 Fire Safety Act and keeping abreast of all new government publications and consultations including the consultation on emergency evacuations and information sharing between building owners and the fire and rescue services.

Understanding our residents

The success of this strategy depends on how well we know our residents living within our high rise and complex buildings. This means that we need to understand the needs of every household living within these buildings in order to prepare appropriate evacuation procedures for them, but in particular our disabled and vulnerable residents. **We will do this as a commitment to good practice, even if guidance from government does not require it.**

Our approach should be founded not on the principle of us telling our residents that they are safe, but rather about asking them if they feel safe. We should not say, "we are doing this, therefore you are safe" we must ask residents the question "*do you feel safe in your home and your building?*"

Our success also relies on us regularly repeating fire safety information and the methods we use to do this. We must also build trust with our residents by co-creating our engagement strategies with them and underpinning these with the standards of the Hillingdon Engagement Charter (HEC).

A key priority of our action and communications plans is to conduct surveys of our residents in our high rise and complex buildings to understand the needs of their household. Residents

will need reassurance that their data is secure and being used only for building safety purposes, although it should also be used to update household tenancy records.

We will also work with other key stakeholders and trusted community partners in the Borough to ensure we hear the voices of the residents in these properties and engage successfully with them.

Our aim is that over time, each high rise or complex building in the borough, is represented either by block champions or by residents' associations. The deployment of digital engagement tools will create new opportunities for engagement, particularly with younger tenants.

Information to be provided to residents

It is our intention that residents will have confidence in the safety of their building and will have a greater say in how their buildings are being managed through the information that we provide to them.

Our information will support our residents to understand how they can be involved in this engagement strategy. It will also tell them how they can request further information about the safety measures in place for their building from the Principal Accountable Person, where information is not already published on a dedicated section of the Council's website. We will also signpost our residents to additional information such as [fire safety](#) information available from the Housing Ombudsman and how we are meeting the requirements of the Fire Safety Act 2021.

[A report](#) by the Social Sector (Building Safety) Engagement Best Practice Group in March 2021 found that

“personalised letters had the most positive impact on residents’ knowledge, understanding and recollection of fire safety measures in the home, regardless of their stated preference of communication method”

Information that we provide to residents of high risk and complex buildings will inform them:

- about the safety of their building and we will comply with mandatory requirements to provide this
- of our complaints procedures so that if we fail to comply, they can access the complaints procedure easily; this demonstrates our commitment to transparency and openness. Residents can hold their Accountable Persons to account as each Principal Accountable Person will be required to operate a complaints system. Where complaints cannot be resolved, they can be heard by the regulator.
- that there are new duties on residents requiring them to play a significant part in the safety of their building. There are three clear obligations on residents:
 - that they must not act in a way that creates a significant risk of a building safety risk materialising
 - they must not interfere with or damage a "relevant safety item" (which is defined as anything forming common parts that is intended to improve building safety)
 - to comply with an accountable person's request for information that is reasonably required to enable them to perform their duties

We will also inform residents that under the Building Safety Act, to ensure the safety of all residents, our Accountable Persons have been given the power to ensure compliance with these obligations.

If a resident does not meet their obligations, the Accountable Person can issue a contravention notice. An accountable person may also require access to a residents' premises, strictly to fulfil their duties relating to building safety or to determine whether a residents' duty has been contravened.

Our Accountable Persons will be proportionate in ensuring residents' compliance with their duties. However, if a resident does not agree with the Accountable Person's use of a contravention notice or request for access they can refuse to comply.

If the Accountable Person applies to the County Court, the resident will be able to set out their position to an independent judge. They are also able to formally raise an issue concerning the Accountable Person's actions through the Accountable Person's complaints process and escalate it to the Building Safety Regulator.

In line with best practice, a personal letter will be sent to all properties within our high rise and complex buildings containing all of the above information.

In addition, we will produce **fire safety cards**, similar to flight safety cards given to passengers in aeroplanes as an integral part of the Building Safety Information Packs issued to residents.

These cards will use simple infographics to highlight key elements of fire safety both in the home and in communal areas. They will be given to **all** new tenants as part of their new tenancy sign-up pack and sent to all residents (tenants and leaseholders) **annually** as part of our commitments in our Hillingdon Engagement Charter (HEC) living in communal and shared buildings in the Borough.

We will co-design these with our residents and produce them in the most commonly used languages.



The [report](#) by the Social Sector (Building Safety) Engagement Best Practice Group used these graphics as part of its project and we will use this as a template to develop a Hillingdon version with our residents.

We will also produce one for communal areas and place these on noticeboards as constant, visual reminders to residents of how to prevent fires and how to react in the event of a fire.

There is also extensive information available from the [London Fire Brigade](#) which we will share with our residents including a [home fire safety guide](#) and an [escape plan for blocks of flats](#)

The website also contains information about [latest incidents](#) and other activities by LFB within the Hillingdon Borough.

We will share links to the LFB website with our residents.



Decisions that we will consult on

We recognise that residents do not want to be consulted on every decision and would rather be consulted on decisions that are relevant to them. We will target our consultation to achieve this and ensure that it is residents living in our high rise and complex buildings that are engaging with us through this strategy.

We are committed to increasing engagement in these properties through our Hillingdon Engagement Charter (HEC) and will not use other engaged residents as substitutes for this authentic customer voice. It is obvious that other residents will not understand the experiences of living in these specific types of [high rise] properties, therefore cannot genuinely represent this segment of our residents.

Residents will be involved at every phase of our decision-making processes on the services that we provide to these properties and to do this we will seek feedback at every stage of the customer journey. This will help us to gain a better understanding of where we need to direct our resources and attention. We will:

- implement more transactional surveys
- conduct more frequent consultations with residents
- use feedback and engagement activities as information gathering opportunities and not just box-ticking exercises

How residents' views will be heard

Following our general tenant and leaseholder engagement strategy, we will take account of the views of our residents in our high rise and complex buildings, as follows:

- Methods will be resident-led with their preferences laying the foundations for our approaches, but we will aim to be modern, agile and responsive to meet their needs
- We will incorporate methods such as:

- in person meetings with key staff
- residents' associations
- estate walkabouts
- digital participation e.g. social media, customer feedback
- estate or block surgeries
- estate or block champions
- environmental projects such as Better Neighbourhoods
- We will gather residents views using social media platforms such as Facebook and Twitter
- We will provide translation and other accessibility services on request

How we will measure the appropriateness of our consultation

Progress will be measured by monitoring and evaluating:

- residents' understanding of the ways they can take part and influence decisions
- the support and resources provided for residents to take part, and
- resident satisfaction with services provided by survey results

The Environment, Housing and Regeneration Select Committee will receive an annual report for this three-year strategy for engagement, which will provide an update on the implementation of these recommendations, further actions, and continued direction of travel, supported by the latest data on resident engagement and feedback.

This annual report will also include an assessment of the impact that the Hillingdon Engagement Charter (HEC) is making in the Borough to improve engagement between residents and the Council.

Our annual report will include detailed information about our engagement with residents living in high rise and complex buildings.

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Appendix 3: Resident Engagement Strategy Action Plan 2022-2025

Year 1 = 2022/2023, Year 2 = 2023/2024, Year 3 = 2024/2025

This Action Plan is inclusive but not exhaustive and will be regularly reviewed and updated in line with the delivery timescales.

Item	Action	Lead	Timescale	RAG Status
1	Develop a Draft Tenant and Leaseholder Engagement Strategy and High Risk and complex Building Strategy to cover 2022-2025	Customer Engagement Team	Year 1	Green
2	Consult on the draft tenant and leaseholder engagement strategies to provide an opportunity to inform and influence the strategy.	Customer Engagement Team	Year 1	Green
3	Seek approval to launch both Strategies	Customer Engagement Team	Year 1	Yellow
4	As part of the digital offer, develop a resident engagement webpage that will provide easy access to information on various engagement activities and how to get involved.	Customer Engagement Team and Corporate Communications Team	Year 1	Yellow
5	Develop menu of engagement options to listen to resident feedback, which will show us the direction of travel and where improvements should be made	Customer Engagement Team	Year 1	Yellow
6	Work alongside partners and other council services to deliver 'Community Engagement Days' to ensure a coordinated approach to wider resident engagement	Customer Engagement Team and partners	Year 2	White

7	Attend TRA meetings as and when required	Customer Engagement Team	Year 1, 2 and 3	
8	Deliver Sheltered Housing Forum meetings -quarterly	Customer Engagement Team	Year 1, 2 and 3	
9	Delivery Older People's Assembly - quarterly	Customer Engagement Team	Year 1, 2 and 3	
10	Deliver Assembly for People with Disability - quarterly	Customer Engagement Team	Year 2, 3	
11	Deliver 2 X Carers Forum meetings in partnership with Hillingdon Carers Trust	Customer Engagement Team and Carers Trust	Year 1, 2	
12	Refresh purpose and objectives of the Housing Forum Meetings (Senate)	Customer Engagement Team and residents	Year 2	
13	Provide annual report on engagement activities to Select Committee	Customer Engagement Team	Year 1, 2 and 3	
14	Ensure engagement and involvement is accessible and inclusive, providing support for underrepresented groups.	Customer Engagement Team	Year 1, 2 and 3	
15	Capacity building for residents who wish to get involved. Various training provided.	Customer Engagement Team and other partner organisations (BUILD, Learn Hillingdon)	Year 2	
16	Use a range of communication methods, including digital participation to communicate with residents	Customer Engagement Team and Corporate Communications Team	Year 1, 2 and 3	
17	Recruit tower block champions for each block to work closely with officers across various housing services to regularly provide feedback that would support estate service delivery.	Customer Engagement Team and Tenancy Management Officers	Year 2	
18	Ensure each tower block has a noticeboard that would be updated with relevant information pertaining to safety	Customer Engagement Team and Tenancy Management Officers	Year 1	

	within and around the tower block environment			
19	Conduct Survey of Tenants and Residents (STAR) survey	Customer Engagement Team	Year 2	
20	Develop and support a resident led scrutiny process to challenge our services and recommend improvement	Customer Engagement Team, Housing Service Teams, Residents and other stakeholders	Year 3	
21	Develop individual action plans for each tower block that would address issues specific to the block. This will be delivered alongside the High Risk and complex Building	Customer Engagement Team and Tenancy Management Officers, Caretaking Team, ASB, London Fire Brigade, Met Police	Year 2	
22	Deliver 'Stay Safe at Home' sessions for residents living in tower blocks	Customer Engagement Team and Tenancy Management Officers, Caretaking Team, ASB, London Fire Brigade, Met Police	Year 1, 2	
23	Carry out tenancy visits focusing on building safety. This activity also informs any changes to the Premises Information Box (PIB) box located in every tower block	Tenancy Management Officers	Year 1,2,3	
24	Increase digital inclusion by working with local services to provide support to residents who may be struggling with accessing the digital space.	Customer Engagement Team, Libraries, Learn Hillingdon and other partners.	Year 2, 3	
25	Co-produce and publish an Annual Report to let residents know how we are performing as a housing landlord.	Customer Engagement Team, Housing Service Managers and residents	Year 2	

26	Undertake an analysis of lessons learnt from complaints including publishing reports.	Complaints Department and Customer Engagement Team	Year 2-3	
27	Staff to keep abreast with legislation and expectation of the Social Housing Regulator. This can be done through self-study, networking, shared learning across residents' groups and other landlord providers.	Customer Engagement Team and Tenancy Management Officers	Year 1, 2 and 3	
28	Both Strategies to be reviewed at the end of the three year period.	Regulation and Engagement Manager	Year 3	



Consultation report

**Draft Tenant and Leaseholder
Engagement Strategy**

and

Draft Higher Risk & Complex Buildings Strategy

2022 to 2025

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1 Background

The draft tenant and leaseholder engagement strategy and draft higher risk and complex buildings engagement strategy were developed in partnership with residents and staff and sets out a new approach to resident engagement in the borough. The draft strategies ensure there is a 'golden thread' of engagement and involvement running through the Landlord services we deliver to our residents and communities.

The draft strategies underpin the Council's commitment to use resident engagement to improve services by placing the 'resident's voice' at the heart of its operations and enables staff listen to tenants and leaseholders by working in partnership to shape services and influence change.

2 Introduction

This report highlights the key findings of the consultation carried out on the draft tenant and leaseholder engagement strategy and the statutory requirement for a standalone engagement strategy for residents living within the Council's tower block portfolio. Both engagement strategies which will cover the period from 2022 to 2025.

The consultation was scheduled to run from July to September 2022, however this was extended till October 2022 due to potential conflicts with the Council's consultation programme linked to its wider engagement strategy.

A total of 344 responses were received. The breakdown of responses is captured in the 'Summary of key findings' in section 5..

The strategy will enhance the approach of the Landlord Service to both formal and informal involvement and engagement.

3. Aims and objectives

It is essential to understand residents' views to help shape and improve housing conditions, estate environments and services.

The council wants to make sure that residents can do the following:

- know the different ways they can become involved
- can take part and influence decisions
- have the support and resources they need to take part
- can help to improve and deliver quality services

In addition, for residents living in tower blocks, the council wants to ensure that they feel empowered by having their voices listen to and by being able to access clear and relevant information in a timely manner which supports them in making safety related decisions regarding the building in which they live. To be compliant with the Building Safety Act 2022, residents living in the Council's tower blocks will contribute to and be part of the golden thread of information which ensures:

- Residents understand the safety related issues in their building and how they can remain 'fire safe' and
- Residents can be 'fire aware' and supported to scrutinise the management of their building and make decisions about safety related matters.

4. Methodology

Consultation was carried out in a variety of ways to ensure a wide range of residents and their views were captured. This included:

- Face to face contact, both on estates and at planned events
- Telephone contact
- Email contact
- Via the Council website
- Advertising via social media, including Facebook and Twitter
- Posters displayed in libraries encouraging feedback
- Briefing colleagues and housing management teams

Tenants and leaseholders were contacted from databases held by the Customer Engagement Team. Approximately 5000 residents were directly contacted via one of the mediums above.

Due to engagement actively which was already underway at the Gouldings [sheltered housing scheme] and Avondale Drive [recreation site] residents were not contacted as part of this consultation. Notwithstanding this, residents living in our high-rise buildings continue to be involved in activities relating to the safety of their homes.

5. Summary of key findings

Alongside the specific questions asked about the strategies, we also asked residents if there were additional comments, they would like to make following their responses.

A total of 344 responses were received. 69% Tenants and 30% Leaseholders.

All results are un-weighted.

Where results do not add up to 100%, this may be due to computer rounding.

Comments have not been edited, however any references to information that could be considered confidential have been removed.

- Over 98% of respondents agreed or partially agreed with the council's approach to the draft engagement strategy.
- 100% of residents who live in tower blocks that responded agreed or partially agreed with the draft higher risk and complex buildings engagement strategy
- Of these residents, 97% were aware of the importance of fire safety in their home.

- 10% of respondents who live in tower blocks were interested in receiving more information on fire safety at home or attending one of our fire safety engagement sessions run in partnership with London Fire Brigade, The Metropolitan Police and the Tenancy Management Team.
- 77% of respondents living in tower blocks are interested in getting involved in activities or focus groups relating to their building.
- The respondents to the survey covered a wide range of age groups as shown in question 13 of the survey results,
- Overall, the respondents were geographically dispersed across the borough as highlighted in question 15 of the survey results.

Below are extracts of what residents said when asked if the Council had missed anything out of the draft strategy that they would like included.

- More face-to-face contact or visits to estates so the council is more visible.
- Concerns over residents who were unable to engage online and relied upon face to face or telephone contact.
- More detail on what types of engagement would actually take place and when.
- Information on who from the council would be carrying out the engagement and how much it would cost.
- Some residents felt the strategy was good but voiced a lack of faith in the council due to previous poor experience.

Responses to free text questions can be found below in 'Survey results', point 7.

6. Conclusion

The overall response to the draft strategies for both Tenant and Leaseholder Engagement and Higher Risk & Complex Buildings (Tower Block) have been very positive and supports the proposed hierarchy of involvement model shown below. This approach supports the five levels of engagement.



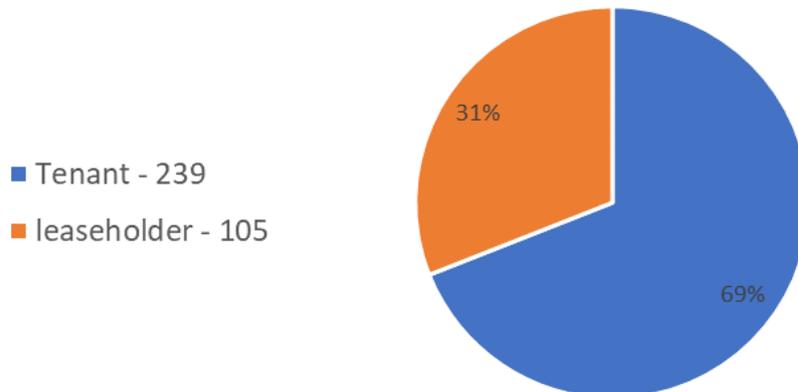
A high percentage of responders think the Council are on the right track in terms of engaging with them. This should help combat some of the challenges usually faced when carrying out various engagement activities. The approach will also be supported by and delivered alongside our options for engagement.

In terms of the age groups of responders and postcode locations, the Council's consultation generated good representation and geographic distribution.

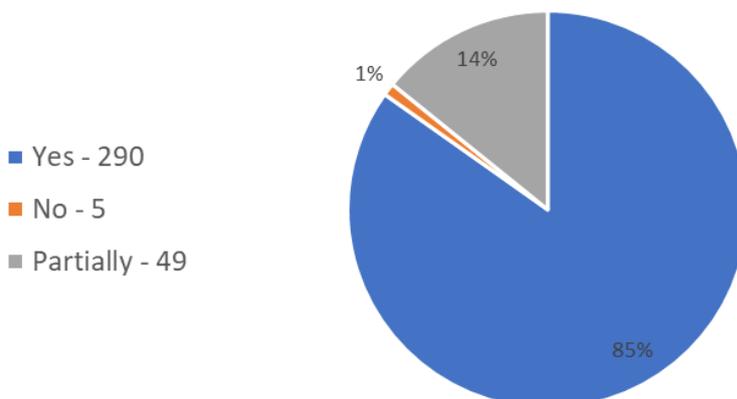
7. Survey results:

Below are the questions asked in the consultation and the responses given.

1. Are you a:



2. Do you agree with the council's approach to the draft strategy?



3. If you answered No or Partially to the above question, please tell us why in the box below.

1. Unsettled council
2. Redevelopment needs
3. I would like more issues resolved on Tower block security
4. Don't really get out a lot and don't know how you can help us
5. Bluffing over key failings is not the way
6. Communication? Difficult to report repairs, estate visits? No one has visited my property in 22 years for an inspection to check everything is ok inside and out.

7. From experience this is just words as to gloss over the blatant wilful mistreatment of some tenants over others in respect's dealing with antisocial neighbours and conditions of property, more often in favour of the transgressors.
8. I feel so consultation on need should come before the draft not after
9. Council continues to say they are listening to their representative groups as outlined in this draft strategy and yet the council also admits that their communication streams need to be improved. this means unless these streams are improved in the near future the needs of the residents will be overlooked once again. There needs to be a fundamental review at the heart of the council to improve their lines of communication so that the voice of the silent majority can be heard and acted upon.
10. Consultation has ot be meaningful and not just a "we thought we'd tell you what we are going to do after you have effectively decided and spent money as it has been previously
11. They need to explain further
12. People may not be able to afford Internet.
13. ee below
14. N/A
15. Lacks detail of what the items tangibly mean. How often are meetings, who would take part, how are concrete actions to be measured. How will this dovetail in with other incentives like getting additional insulation for homes to meet C or above going forward etc.
16. I would be concerned about tenants managing their own blocks and the stigma that could be attached to the volunteer leaders of those management groups
17. Tennessee not confirmed,
18. There is too much u expect people to read for a survey - when most know u don't mean what is said
19. Need more details.
20. Approach is fine but little faith it will be followed through as history has proved
21. I just wish you would stop discussing things are start doing them
22. Clearer lines of communication. Engagement is great but consistency must be provided. Additionally, where tenants have made improvements to the property at their own cost. Transparency, benchmarking and fairness when awarding contracts e.g. servicing boilers on an annual basis.
23. Short term policy, with no long term plan outlined. Please provide additional information relating to personnel from Hillingdon Council involved, costs to operate services and how it will be funded.
24. When getting in touch with the council far to much is internet based
25. A vast amount of the money that would be used in this proposal would be better put to use by initiating a Anti Drug Strategy for the area. The unchecked growth of cannabis farming/cultivation is absolutely rife.
26. Because in my experience over many years, I've found that's isnt just down to a few unhelpful individuals, its more of a industry wide culture.
27. Council tenants are expected to keep up with maintenance and repairs inside the property and if not maintained could be charged.this should also apply to the council on the outside of buildings
28. Help disabled
29. The assessment is good in theory but there are many times when the is a complete lack of communication which is just unacceptable. For example, Colham manir school hosting a firework display and not informing anyone in this area. As a disabled person who's epilepsy could be triggered by such things; and having a service dog to help me.... Yet he is petrified of fireworks. Not knowing that a display is going on at the end of my garden (backs into the school) is very valid and valuable information. This to me demonstrates how the council is unaware of activities in their own area, and how there is a lack of consideration for the surrounding are from the school but also from the council. The council should know which properties have high risk tenants in and establish a closer. Ins with them to ensure their needs

are being met in an approved way. Disabled people need more help than others and the council should know who those people/ those tenants in council properties are.

30. A more localised engagement with residents

31. Because I know some of your tenants are being told they can only submit requests through the Internet

32. I don't actually understand it

33. Not quite sure what it fully entails yet.

34. Not sure

35. The conditions of old properties should be a key focus. Insulation for solid walls to support affordable living.

36. Not all issues are applicable.

37. How will you address residents who are housebound etc.

38. N/A

39. The strategy seems to talk more about the approach (i.e. trying to operate in a competent way) than it does about the specifics of actions that will take place.

40. Disappointed previously as things do not get addressed

41. I would like to know more information

42. All measure and to much analysing...

43. The Council needs to ensure priority band is accessible to all . Someone might be on Housing register for many years with no properties to bid for.

44. This document is nothing like my current experience with LBH's Tenancy Management. It will be good if they undergo a complete change and start to operate as proposed in the document.

45. There should be regular email communications as well

46. Fire safety in my estate has been an issue in the last 3.5 years! It has been only a paper and tick box. No solution yet for the offending tenant!!!

4. If we have missed anything out of our draft strategy that you would like included, please tell us in the box below.

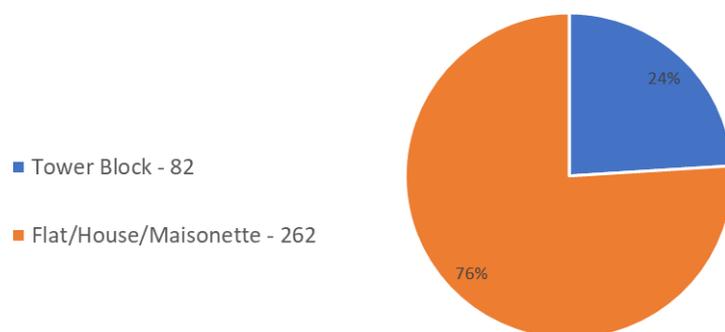
1	anonymous	More information
2	anonymous	Regular meetings especially for specific council properties is critical
3	anonymous	Dealing with ongoing anti social behaviour issues. Issues are not being addressed or resolved.
4	anonymous	The tower blocks need better security regards people being able to enter the blocks with ease putting all tenants residents at risk
5	anonymous	Like to be emailed more information
6	anonymous	Statutory services
7	anonymous	My main concern is about problems coming from other people's flats that are affecting the flat directly below them e.g. leaks. Some tenants are not aware of these problems which is understandable but they must be investigated. If the tenant below has a problem and it has been reported, the tenant above must be able to co operate.

8	anonymous	Parking
9	anonymous	
10	anonymous	Yes ! I believe you forgot to admit this is just to look good on paper but in fact it's business as usual.
11	anonymous	Better communication allowing all residents to contact the council with their needs and requests to ensure better implementation of their strategies.
12	anonymous	I am concerned about council maintenance and repairs.
13	anonymous	Limited Parking Spaces for residents
14	anonymous	Access to properties/ charges for communal areas
15	anonymous	working with leaseholders that have sub-let properties out , building relationships to encourage the leaseholder/landlords to take on Housing Benefit Clients
16	anonymous	nothing was missed
17	anonymous	Easier access to consultation on council provided works/improvements on properties
18	anonymous	An increase in estate security, making sure EVERY Tennant has an Entrance Key Fob . REGULAR Annual estate repairs and Maintenance.
19	anonymous	Energy improvements. There is a push for achieving C or above on landlords, but this needs to be facilitated while the tenants are still in the building and also involves loft spaces that are owned by Hillingdon as freeholder. Facilitation of easy approvals / coordination of incentives so that tenants and landlords mutual benefit would really help reduce carbon. At the moment there is an impasse of lethargy in getting things done as it is tricky.
20	anonymous	Timelines for responding to complaints / queries
21	anonymous	No
22	anonymous	Would like better communication from some departments from the council, would like to be updated etc.
23	anonymous	Misuse of lifts, drugs use
24	anonymous	If any email regarding draft strategy I always follow up so, I never miss use
25	anonymous	Well for one - I was waiting for a delivery that won't now arrive because once again - they couldn't find the address - I have tried to help many Tesco delivery drivers to locate places here. The nrs r all over the place and there is no direction for delivery drivers to find anyone. I'm sure that my note here will not make any difference to anyone there who reads this.
26	anonymous	No link to the actual Ombudsman

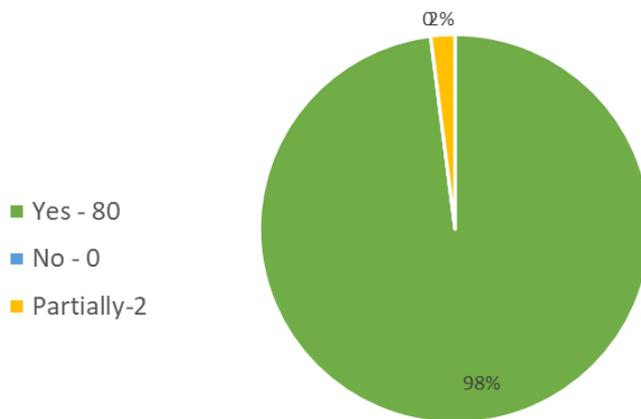
27	anonymous	A pie-chart/dashboard showing where a typical monthly rent goes in terms of overall supporting Hillingdon's housing stock. Pay full rent and been waiting for an updated kitchen for over 7 years. Who has overall ownership for the strategy. A named Director of Housing? Accountability/Responsibility.
28	anonymous	Funding for mentioned services
29	anonymous	security of the tower blocks alongside the ASB. we need to feel safe in our own homes, and at the moment i and many others do not
30	anonymous	Help the youth (with mentors)
31	anonymous	See above.
32	anonymous	No
33	anonymous	Not fully understand enough to make a comment
34	anonymous	Regular checks by qualified inspectors should be put back on the criteria not left to tenants to report issues
35	anonymous	There is a lot written with regards to the residents what about the owners?
36	anonymous	Helping make properties more energy efficient
37	anonymous	No help for disabled
38	anonymous	A whole strategy surrounding disability in the council housing system, knowledge about where those tenants are and are checked on regularly. Being aware of local events that may adversely affect disabled people.
39	anonymous	I think there could be alot more for anti social behaviour as I have been harassed and threatened a number of times in my home and I reported it to the council and nothing was really done so I reported it to the police instead and they have done alot for me and my family
40	anonymous	Prevention of crime and hate crime
41	anonymous	n/a
42	anonymous	Not sure
43	anonymous	Raising standards
44	anonymous	Maintenance on going issues
45	anonymous	Repair or fixing issues.
46	anonymous	No
47	anonymous	More needs to be done about the conditions tenants are living in
48	anonymous	Would like residents to have training/support to become internet users (to become online user)

49	anonymous	Support Minority groups
50	anonymous	Please find a way to engage with home bound residents
51	anonymous	N/A
52	anonymous	Better contact with Housing Officer and Maintenance Department
53	anonymous	Improve security within the Tower Blocks
54	anonymous	A telephone service for those digitally excluded .
55	anonymous	What steps are they going to take to enforce their Tenancy Management document so that tenants have to obey the conditions stated there?
56	anonymous	How to communicate to hard to reach groups in order to overcome language barriers. Most tenants and leaseholders do not access social media such as Facebook and twitter or other social media. Translations of newsletters or posters are needed for some tenant to understand. Interpreters will be helpful during meetings.
57	anonymous	Take more steps to deal with harassment and aggressive behaviour by neighbours
58	anonymous	There should be regular email communications as well

5. What type of property do you live in?



6. Do you agree with the council's approach to the draft Higher Risk & Complex Buildings (Tower Block) Engagement Strategy?



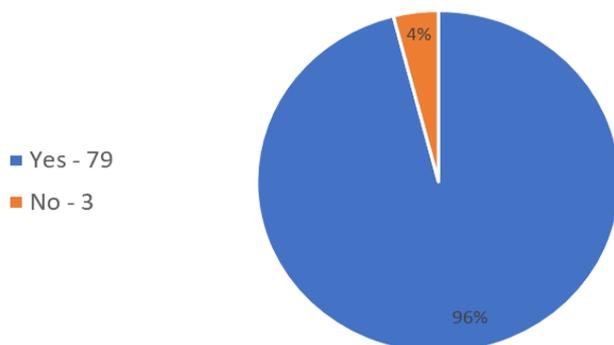
7. If you answered No or Partially to the above question, please tell us why in the box below.

ID	Name	Responses
1	anonymous	Not politically correct and entirely accurate.

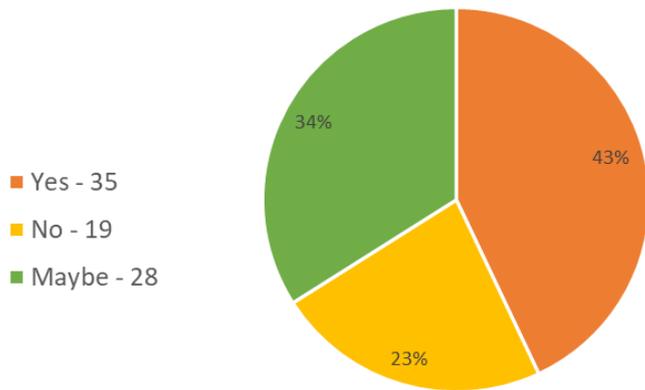
8. If we have missed anything out of our draft strategy that you would like included, please tell us in the box below.

1	anonymous	Please use your common sense and modern logistical affirmations.
2	anonymous	Better communication

9. Are you aware about fire safety in your home?

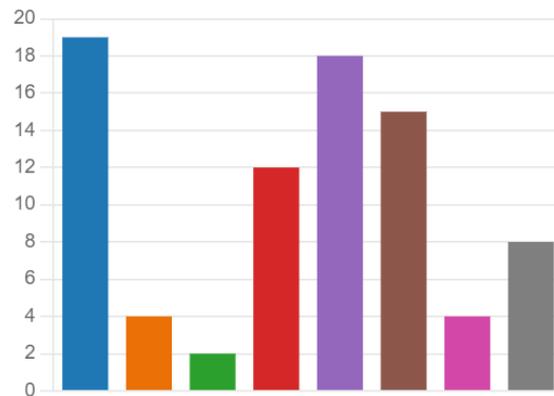


10. Would you like to be involved in activities or focus groups relating to your building?



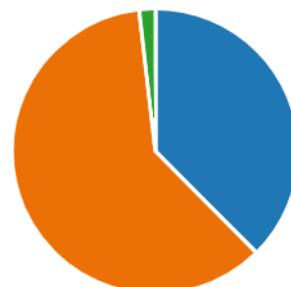
11. Which tower block do you live in?

Fairlie House	19
Fitzgerald House	4
Glenister House	2
Harding House	12
Melbourne House	18
Rabbs Mill House	15
Skeffington Court	4
Sutcliffe House	8



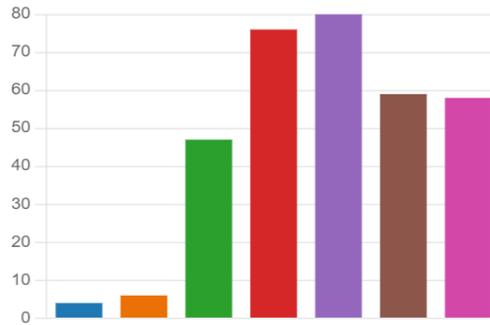
12. Are you:

Male	124
Female	200
Prefer not to say	6
Other	0



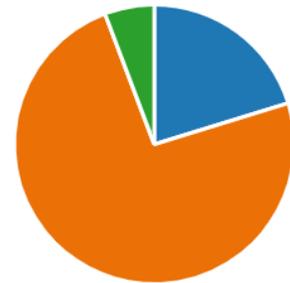
13. Which of the age group applies to you?

● 16-24	4
● 18-25	6
● 26-35	47
● 36-45	76
● 46-55	80
● 56-65	59
● 65+	58



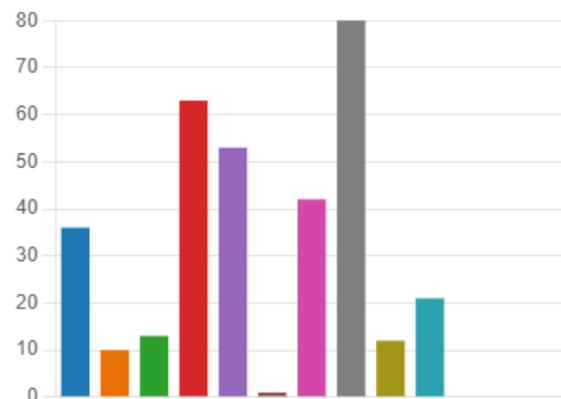
14. Do you consider yourself to be disabled?

● Yes	67
● No	245
● Prefer not to say	19



15. What is your postcode?

● HA4	36
● HA5	10
● HA6	13
● UB3	63
● UB4	53
● UB5	1
● UB7	42
● UB8	80
● UB9	12
● UB10	21
● TW6	0
● TW19	0
● WD3	0



THE END

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Appendix 5: Options for engagement against the Hierarchy of Involvement

These options are inclusive but not exhaustive.

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	As part of working in partnership to provide information to keep abreast with engagement activities	Up to 2 hours	As required
CONSULT:	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	Up to 1 hour	Yearly

Providing information for feedback		Associations, and Arm's Length Management Organisations (ALMOs)		
	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
COLLABORATE	Engagement Mechanism	Purpose	Time commitment	Frequency
	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.	Vary depending on activity.	Flexible
	Senate	High level engagement to help shape overall service delivery. In addition, representatives will attend Housing		Bi-annual

EMPOWER		Board meetings as and when the need arises.		
	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
	Review Panels: Will be made up of engaged residents.	To review 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

RESIDENTS' SERVICES SELECT COMMITTEE - CABINET FORWARD PLAN

Committee name	Residents' Services Select Committee
Officer reporting	Liz Penny, 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 Residents' Services 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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Upcoming Decisions

Further details

Ward(s)

Final decision by Full Council	Cabinet Member(s) Responsible	Relevant Select Committee	Directorate / Lead Officer	Consultation related to the decision	NEW ITEM	Public or Private (with reason)
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Ref

SI = Standard Item each month Council Directorates: AS = Adult Services & Health P = Place CS = Central Services R = Resources CY = Children & Young People ES = Education & SEND

Cabinet meeting - Thursday 16 February 2023 (report deadline 30 January 2023)

081	Provision of Waste Weekends	Cabinet will consider an extension to the current contract for the provision of waste weekends held at the Civic Amenity Site, West Drayton.	All		Cllr Eddie Lavery - Residents' Services	Residents' Services	P - Nicola Herbert			Private (3)
040b	The Council's Budget Medium Term Financial Forecast 2023/24 - 2027/28 (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 2023/24 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 - 23 February 2023	Cllr Ian Edwards - Leader of the Council / Cllr Martin Goddard - Finance	All	R - Andy Evans	Public consultation through the Select Committee process and statutory consultation with businesses & ratepayers		Public
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	CS - Democratic Services			Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		All	TBC	CS - Democratic Services	TBC		Public

Cabinet Member Decisions expected - February 2023

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All	TBC	CS - Democratic Services	Various		Public
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Cabinet meeting - Thursday 23 March 2023 (report deadline 6 March 2023)

060	Rough Sleeper Services Contract Award	Cabinet will consider the award a contract for support services for Rough Sleepers in the Borough.	All		Cllr Eddie Lavery - Residents' Services	Residents' Services	P / R - Mark Billings / Debbie Weller / Sally Offin			Private (3)
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	CS - Democratic Services			Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		All	TBC	CS - Democratic Services	TBC		Public

Cabinet Member Decisions expected - March 2023

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All	TBC	CS - Democratic Services	Various		Public
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Cabinet meeting - Thursday 20 April 2023 (report deadline 3 April 2023)

082	Homeless Prevention for Young People Service	Cabinet will consider the procurement for the Homeless Prevention for Young People Service - including Hillingdon's homeless assessment function for young people (18 to 24 years).	All		Cllr Eddie Lavery - Residents' Services	Residents' Services	R / P - Sally Offin / Debbie Weller & Mark Billings			Public
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087	Playground inspection, maintenance and repair contract	Cabinet will consider a contract following a competitive tender process for the inspection , maintenance and repair of playgrounds within the Borough.	All		Cllr Eddie Lavery - Residents' Services	Residents' Services	P - Jamie Bell			Private (3)
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SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	CS - Democratic Services			Public
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SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	Various		All	TBC	CS - Democratic Services	Various		Public
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Cabinet Member Decisions expected - April 2023

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		All	TBC	CS - Democratic Services	Various		Public
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Cabinet meeting - Thursday 25 May 2023 (report deadline 27 April)

SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	CS - Democratic Services			Public
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SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		All	TBC	CS - Democratic Services	TBC		Public
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Cabinet Member Decisions expected - May 2023

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		All	TBC	CS - Democratic Services	Various		Public
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Cabinet meeting - June 2023 (date TBC)

043	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 - Residents' Services	Residents' Services	P - Ian Thynne	Select Committee and public consultation.		Public
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	CS - Democratic Services			Public
SI	Planning Obligations and Community Infrastructure Levy Annual Monitoring report	Cabinet will receive an annual update report to monitor spending on section 106 (developer contribution) monies along with the Community Infrastructure levy.	All		Cllr Eddie Lavery - Residents' Services	Residents' Services	P - Nicola Wyatt			Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		TBC	TBC	CS - Democratic Services	TBC		Public

Cabinet Member Decisions expected - June 2023

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All		CS - Democratic Services	Various		Public
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Cabinet meeting - July 2023 (date TBC)

SI	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. It will also set out the Council's approach to low carbon procurement. 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 - Residents' Services	Residents' Services	P / R - Ian Thynne	Residents' Services Select Committee		Public
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	CS - Democratic Services			Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		All	All	CS - Democratic Services	TBC		Public

Cabinet Member Decisions expected - July 2023

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All		CS - Democratic Services	Various		Public
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AUGUST 2023 - NO CABINET MEETING

SI	Interim or urgent executive decision-making by the Leader of the Council	As there is no Cabinet meeting in August, the Leader of the Council may take interim or urgent key decisions, and if so required, on behalf of the full Cabinet. These will be reported to Cabinet at a later date for ratification and public record.	Various		Cllr Ian Edwards - Leader of the Council	TBC	CS - Democratic Services	Various		Public / Private - TBD
SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All	TBC	CS - Democratic Services	Various		Public

Cabinet meeting - September 2023 (date TBC)

SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	CS - Democratic Services			Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		All	TBC	CS - Democratic Services	TBC		Public

Cabinet Member Decisions expected - September 2023

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All	TBC	CS - Democratic Services	Various		Public
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Cabinet meeting - October 2023 (date TBC)

SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	CS - Democratic Services			Public
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Cabinet Member Decisions expected - October 2022

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All	TBC	CS - Democratic Services	Various		Public
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Cabinet meeting - November 2023 (date TBC)

SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	CS - Democratic Services			Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		All	TBC	CS - Democratic Services	TBC		Public

Cabinet Member Decisions expected - November 2022

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All	TBC	CS - Democratic Services	Various		Public
CABINET MEMBER DECISIONS: Standard Items (SI) that may be considered each month										
SI	Urgent Cabinet-level decisions & interim decision-making (including emergency decisions)	The Leader of the Council has the necessary authority to make decisions that would otherwise be reserved to the Cabinet, in the absence of a Cabinet meeting or in urgent circumstances. Any such decisions will be published in the usual way and reported to a subsequent Cabinet meeting for ratification. The Leader may also take emergency decisions without notice, in particular in relation to the COVID-19 pandemic, which will be ratified at a later Cabinet meeting.	Various		Cllr Ian Edwards - Leader of the Council	TBC	CS - Democratic Services	TBC		Public / Private
SI	Release of Capital Funds	The release of all capital monies requires formal Member approval, unless otherwise determined either by the Cabinet or the Leader. Batches of monthly reports (as well as occasional individual reports) to determine the release of capital for any schemes already agreed in the capital budget and previously approved by Cabinet or Cabinet Members	TBC		Cllr Martin Goddard - Finance (in conjunction with relevant Cabinet Member)	All - TBC by decision made	various	Corporate Finance		Public but some Private (1,2,3)
SI	Petitions about matters under the control of the Cabinet	Cabinet Members will consider a number of petitions received by local residents and organisations and decide on future action. These will be arranged as Petition Hearings.	TBC		All	TBC	CS - Democratic Services			Public
SI	To approve compensation payments	To approve compensation payments in relation to any complaint to the Council in excess of £1000.	n/a		All	TBC	various			Private (1,2,3)
SI	Acceptance of Tenders	To accept quotations, tenders, contract extensions and contract variations valued between £50k and £500k in their Portfolio Area where funding is previously included in Council budgets.	n/a		Cllr Ian Edwards - Leader of the Council OR Cllr Martin Goddard - Finance / in conjunction with relevant Cabinet Member	TBC	various			Private (3)
SI	All Delegated Decisions by Cabinet to Cabinet Members, including tender and property decisions	Where previously delegated by Cabinet, to make any necessary decisions, accept tenders, bids and authorise property decisions / transactions in accordance with the Procurement and Contract Standing Orders.	TBC		All	TBC	various			Public / Private (1,2,3)

SI	Chrysalis Programme of Environmental Improvements	The Cabinet Member will be asked to consider the approval of projects.	Various		Cllr Eddie Lavery - Residents' Services	Residents' Services	P - Helena Webster			Public
SI	External funding bids	To authorise the making of bids for external funding where there is no requirement for a financial commitment from the Council.	n/a		All	TBC	various			Public
SI	Response to key consultations that	A standard item to capture any emerging consultations from Government, the GLA or other public bodies and institutions	TBC		All	TBC	various			Public

The Cabinet's Forward Plan is an official document by the London Borough of Hillingdon, UK

RESIDENTS' SERVICES SELECT COMMITTEE - WORK PROGRAMME

Committee name	Residents' Services Select Committee
Officer reporting	Liz Penny, Democratic Services Officer
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 Residents' Services Select Committee considers the Work Programme report and agrees any amendments.

SUPPORTING INFORMATION

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

Meeting Date	Room
21 July 2022	CR6
08 September 2022	CR5
19 October 2022	CR5
24 November 2022	CR5
19 January 2023	CR5
15 February 2023	CR5
15 March 2023	CR6
12 April 2023	CR5

Site Visits

Members of the Residents' Services Select Committee have undertaken a number of site visits in recent months to include the CCTV room in the Civic Centre, Harlington Road Depot, Heathrow Imported Food Office, Hillingdon Fire Station and Breakspear Crematorium. These have proved to be extremely interesting and informative and pictures are shown in the Appendix.

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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HILLINGDON
LONDON

Site Visits

Residents' Services Select Committee site visit to the CCTV control Room at the Civic Centre, Uxbridge



Left: Cllrs Sullivan and Smallwood

Below: Cllrs Farley and Punja



September 2022



Residents' Services Select Committee site visit to Harlington Road Depot, Uxbridge - Waste, Recycling and Highways Crews



Left to Right:
Cllrs Farley,
Gardner,
Smallwood and
Sullivan

**September
2022**



Residents' Services Select Committee site visit to the Imported Food Office, Heathrow Airport where inspections of imports safeguard UK consumers

October 2022

Left to Right:
Officers x3 and
Committee
Chairman Cllr
Bridges and
Cllrs Farley and
Sullivan



Residents' Services Select Committee site visit to Hillingdon Fire Station to discuss and view operations

Left (Cllr
Bridges), Top
Right (Cllr Punja),
Bottom Right
(Cllr Sullivan)

December 2022

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HILLINGDON
LONDON



Residents' Services Select Committee site visit to Breakspear Crematorium to view operations behind the scenes



Top right (Cllr Farley and Cllr Bridges), Bottom left (Cllr Sullivan, Cllr Smallwood, and Cllr Farley),

January 2023



MULTI-YEAR WORK PROGRAMME 2022 - 2026

	2022/23							2023/24							November	
	June 15	July 21	August No meeting	Cancelled - Sept 8	October 19	November 24	December No meeting	January 19	February 15	March 15	April 12	May No meeting	June	July		August No meeting
Residents' Services Select Committee																
Minor Review: Empty Homes Council Tax Premium (tbc)																
Topic selection / scoping stage				Selection / Scoping												
Witness / evidence / consultation stage					Witness Session Findings											
Findings, conclusions and recommendations						Final Report	Cabinet									
Final review report agreement																
Target Cabinet reporting																
Major Review: Alleygating																
Topic selection / scoping stage								Scoping								
Witness / evidence / consultation stage									Witness Session	Witness Session	Witness Session					
Findings, conclusions and recommendations												Findings				
Final review report agreement													Final report			
Target Cabinet reporting																
Regular service & performance monitoring																
CIL Expenditure Monitoring - Annual Report & S106				X	X				X							
Mid-year budget / budget planning report				X	X					X						
Strategic Climate Action Plan: Annual Update				X	X	X		X	X	X	X					
Cabinet's Budget Proposals For Next Financial Year	X	X		X	X	X		X	X	X	X					
Cabinet Forward Plan Monthly Monitoring	X	X		X	X	X		X	X	X	X					
One-off information items																
Scrutiny Introduction (Democratic Services)	X															
ASB Service Development				X	X					X						
To Let signs/flyposting/fly-tipping				X	X											X
Local Flood Risk Management Strategy				X	X											
Community Cohesion / Prevent Update				X	X											
Statement of Gambling Policy (POLICY FRAMEWORK)				X	X											
Council Strategy 2022-2026 consultation		X														
Empty Properties (Council Tax Premium & EDMOs)		X														
Allocations Update		X														
Policy Review Discussion & Guidance		X														
Update on housing transformation project								X								
Parking and modern enforcement (delivery drivers)								X								
The impact of HS2 (parking and traffic)												X				
High Street Regeneration post-Covid												X				
Tree Strategy								X				X				
Public Spaces Protection Orders												X				
Housing Living Standards - death of Awaab Ishak												X				
Library Strategy / Future of Harlington Library												X				
Crime & Disorder - Statutory Scrutiny (themed)																
Safer Hillingdon Partnership Development				X	X											
Safer Hillingdon Partnership Performance						X										
Safer Hillingdon Partnership Performance & Theme 2 - TBC										X						
Past review delivery																
Engagement with Tenants and Leaseholders 2021/22									X							
Internal use only																
Date deadline confirmed to report authors																
Report deadline	13 Jun	11 Jul		26 Aug	7 Oct	14 Nov		9 Jan	3 Feb	3 Mar	31 Mar					
Agenda published	15 Jun	13 Jul								7 Mar						

- Committee Site Visits (dates tbc)**
- CCTV Control Room, Civic Centre (25 July 2022)
 - Uxbridge or Botwell Leisure Centre
 - Harlington Road Depot (28 September 2022)
 - Rapid Response Team
 - Weed Killing Contractor - March / April 2023
 - Heathrow Airport (Imported Food Office) (4 October 2022)
 - Noise Team
 - Hillingdon Fire Station (7 December 2022)
 - Graffiti Removal
 - Breakspear Crematorium (25 January 2023)
 - Harefield and Yiewsley Civic Amenity Sites
 - Traffic wardens
 - Trinity Homeless / the Big Sleep Out - Nov / Dec 2023
 - Canal Visit (June - August 2023)
 - Abandoned Vehicles
 - The Battle of Britain Bunker

- Topics for inclusion in 2023/2024 Work Programme**
- Weed Spraying
 - Monitoring of 'Master Plan for Uxbridge' (as referenced in Council Strategy 2022-26)
 - Update on Empty Property Strategy - tbc
 - Climate Change Annual Update
 - Update on review of Engagement with Tenants and Leaseholders
 - Quarterly Performance Monitoring (tbc)
 - Locata - Live Demonstration
 - Update on Housing Transformation Project

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