Public Document Pack

HILLINGDON
LONDON

A

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, 12 APRIL 2023**

Time: **7.00 PM**

Venue: **COMMITTEE ROOM 5 - CIVIC CENTRE**

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

This agenda and associated reports can be made available in other languages, in braille, large print or on audio tape. Please contact us for further information.

Published: Friday, 31 March 2023

Contact: Liz Penny, Democratic Services Officer
Email: epenny@hillingdon.gov.uk

This Agenda is available online at:
http://modgov.hillingdon.gov.uk/ieListMeetings.aspx?CId=118&Year=0

Lloyd White
Head of Democratic Services
London Borough of Hillingdon,
3E/05, Civic Centre, High Street, Uxbridge, UB8 1UW
www.hillingdon.gov.uk

Useful information for residents and visitors

Travel and parking

Bus routes 427, U1, U3, U4 and U7 all stop at the Civic Centre. Uxbridge underground station, with the Piccadilly and Metropolitan lines, is a short walk away. Limited parking is available at the Civic Centre. For details on availability and how to book a parking space, please contact Democratic Services. Please enter from the Council's main reception where you will be directed to the Committee Room.

Accessibility

An Induction Loop System is available for use in the various meeting rooms. Please contact us for further information.

Attending, reporting and filming of meetings

For the public part of this meeting, residents and the media are welcomed to attend, and if they wish, report on it, broadcast, record or film proceedings as long as it does not disrupt proceedings. It is recommended to give advance notice to ensure any particular requirements can be met. The Council will provide a seating area for residents/public, an area for the media and high speed WiFi access to all attending. The officer shown on the front of this agenda should be contacted for further information and will be available at the meeting to assist if required. Kindly ensure all mobile or similar devices on silent mode.

Please note that the Council may also record or film this meeting and publish this online.

Emergency procedures

If there is a FIRE, you will hear a continuous alarm. Please follow the signs to the nearest FIRE EXIT and assemble on the Civic Centre forecourt. Lifts must not be used unless instructed by a Fire Marshal or Security Officer.

In the event of a SECURITY INCIDENT, follow instructions issued via the tannoy, a Fire Marshal or a Security Officer. Those unable to evacuate using the stairs, should make their way to the signed refuge locations.

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	1) Community Safety, Licensing, Standards and Enforcement 2) Planning & Regeneration 3) Housing policy, homelessness & tenancy management 4) Green Spaces, Sport & Culture 5) 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 - 8
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 3	9 - 24
6	Crime and Disorder Scrutiny - Police Performance Data	25 - 42
7	Housing Living Standards	43 - 56
8	Hillingdon's Library Service's Draft Strategy 2023-2027 / The Future of Harlington Library	57 - 98
9	Forward Plan	99 - 110
10	Work Programme	111 - 114

Minutes

RESIDENTS' SERVICES SELECT COMMITTEE

15 March 2023

Meeting held at Committee Room 6 - Civic Centre, High Street, Uxbridge UB8 1UW

	Committee Members Present: Councillors Wayne Bridges (Chairman), Colleen Sullivan (Vice-Chairman), Scott Farley (Opposition Lead), Janet Gardner, Ekta Gohil, Sital Punja and Peter Smallwood **Others Present**: Joanna Allen (Climate Action Manager), Inspector Dan Lipinski (Metropolitan Police Service (MPS)), Neil O'Connor (Community Engagement Project Officer), Perry Scott (Corporate Director of Place), Adam Stitson (Team Leader - ASB and Environmental Protection), Stephanie Waterford (Head of Public Protection and Enforcement), Helena Webster (Community Engagement & Town Improvements Manager) and Nikki O'Halloran (Democratic Services Manager)
61.	**APOLOGIES FOR ABSENCE** *(Agenda Item 1)* There were no apologies for absence.
62.	**DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING** *(Agenda Item 2)* There were no declarations of interest in matters coming before this meeting.
63.	**TO RECEIVE THE MINUTES OF THE PREVIOUS MEETING** *(Agenda Item 3)* **RESOLVED: That the minutes of the meeting held on 15 February 2023 be agreed as a correct record.**
64.	**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** *(Agenda Item 4)* It was confirmed that all items of business were marked as Part I and would be considered in public.
65.	**A REVIEW OF ALLEY GATING IN HILLINGDON: WITNESS SESSION 2** *(Agenda Item 5)* Ms Helena Webster, the Council's Community Engagement and Town Improvement Manager, advised that the Council had made grant funding available to residents in Hillingdon to secure alleys and mitigate levels of fly tipping and burglary in the area. At its meeting on 15 February 2023, Members received evidence from residents about their experiences. Officers had subsequently attended a site visit and identified the need for repairs to just one gate which was being followed up by the team through the new existing gate refurbishment initiative.

Mr Adam Stitson, the Council's Team Leader for Anti-Social Behaviour (ASB) and Environmental Protection, advised that alleygating schemes had reduced levels of certain crimes in the Borough, and complaints about fly tipping and similar issues tended to reduce following the installation of alley gates. However, the effectiveness of the alley gates depended on the compliance of residents in using them appropriately. Residents needed to understand how the alley gates should be used and that they needed to be kept locked when not in use and that keys should be kept safe.

Insofar as hotspots were concerned, Mr Stitson advised that there were no geographical hotspots for alley gates being broken or left unlocked and resulting in ASB. Residents' buy-in addressed this issue so it was imperative that, to maintain the effectiveness of the scheme, new residents moving into the area needed to have a handover. The longer a scheme had been installed, the more likely it was that the system would break down as those residents coordinating things like keys locally may have moved away. The Council's Community Engagement Team was currently looking into this issue to come up with a solution.

Members were advised that localities based action would be taken by the Council to address reports of ASB in an area and that, if this action was successful, there would potentially be no need to install an alley gating scheme. Evidence was needed to be able to tackle instances of fly tipping and other crimes and identify the perpetrators. In these situations, the Council could write to all households in the area but these generic communications tended to have limited effectiveness as they were impersonal and easy to ignore.

Inspector Dan Lipinski, Metropolitan Police Service (MPS), advised that the police interaction with the Council's ASB team was limited as the team appeared to be largely autonomous. However, the MPS worked with the ASB and Community Engagement teams when needed and undertook intelligence led patrols and the MPS' Design Out Crime team had significant expertise in identifying preventative measures that could be taken to address crime. The Democratic Services Manager would circulate the Police Crime Prevention Initiatives Guide to Alley Gating to Members of the Committee.

Inspector Lipinski had contacted Safer Neighbourhood Team (SNT) officers to garner their thoughts on the alley gating schemes and had received a number of testimonials. These SNT officers were wholly supportive of alley gating and noted that the schemes had reduced fly tipping and worked well if the gates were kept locked when not in use.

Mr Neil O'Connor, the Council's Community Engagement Project Officer, advised that the last six alley gating schemes had been installed to address issues of fly tipping, burglary, drugs and loitering. Prior to the installation of an alley gating scheme, the Council always contacted the MPS through the relevant Safer Neighbourhood Team to determine whether or not the police had any concerns.

Members queried whether the OWL network could help to identify residents that would be prepared to act as coordinators for the keys or as a point of contact for particular schemes. Inspector Lipinski chaired the OWL Steering Group for the West Area and noted that there were sometimes issues with things like bank accounts.

Concern was expressed that, even though there was an alley gating scheme in place, there were times when fly tipping in the alleys still occurred which then fell to the residents to resolve as it was effectively on private land. It was important that residents kept the gates locked. Mr Stitson advised that reports to the Council of these instances

would be looked at and officers would engage with residents to help them to resolve these issues themselves. If this was not possible, consideration could be given to the installation of CCTV to gather evidence and identify perpetrators of large-scale fly tipping as they might be linked to other instances in the Borough.

Whilst the footage from the video doorbells of properties in the vicinity of an alley gate could be used to gather evidence in the event of a crime having taken place, it would not be possible for the Council to install a video doorbell on the gate itself as it would need access to Wi-Fi. All action taken needed to be risk and intelligence led and Inspector Lipinski confirmed that the police routinely requested footage from neighbours' video doorbells during the cocooning process.

With regard to fly tipping, Mr Stitson confirmed that officers could take the rubbish back to the depot and examine the content to see if the perpetrator could be identified but that this would not happen in every instance. There would be times when the waste collection service removed and disposed of the rubbish and it would not be examined.

Concern was expressed that fly tipping would often occur in the alley ways behind shops. There were often houses of multiple occupation (HMOs) in the vicinity and sometimes residents did not exhibit neighbourly behaviour resulting in a build-up of fly tipped waste. Mr Stitson advised that there was a balance between expecting residents to deal with issues themselves and the responsibilities of the Council. The Council was reliant on residents involved in an alley gating scheme to cooperate and make the system work. The Council would offer residents information and advice rather than intervening, unless the fly tipping was on a very large scale.

Inspector Lipinski advised that instances of crime depended on a myriad of factors. If an area appeared to be looked after and there were no broken windows, etc, it would be less likely to attract things like graffiti. The installation of alley gates gave the impression that residents in that area were aware of security and potential perpetrators of crime might therefore move onto another area.

At the start of the process to get an alley gate installed, residents received a lot of support and guidance on the process. After the gates had been installed, there could be a churn in residents with people moving out, tenants moving in and changes to the scheme. There was then sometimes very little information available to residents about the existing scheme and support needed to be put in place and residents needed to be advised that they were responsible for the scheme and that a certain behaviour was expected.

Ms Webster advised that each alley gating scheme covered between 5 and 100+ properties. All issues reported to the Council about the alley gating schemes would be responded to and residents might be signposted to another service. A review of the older schemes was being undertaken to establish if any repairs were needed or to identify other issues. A database of alley gate keyholders across the Borough had been set up and they would be contacted annually to check their contact details and establish whether or not they wanted to continue to act as the keyholder.

It was recognised that the Council had a list of the schemes that were currently in situ. Members were advised that, as the work was resident-led, no action had been taken to identify those areas across the Borough that did not currently have a scheme but which would benefit from alley gating. Although more experienced police officers were aware of the alley gating scheme, the more junior officers would not necessarily be familiar

	with it. Where there was an issue, an MPS Design Out Crime Officer (DOCO) could be assigned to make crime prevention recommendations which could include alley gating. It was suggested that the MPS be provided with alley gating information to hand out and that information about the scheme be circulated to OWL subscribers and at police development days. **RESOVLED: That:** **1. the Police Crime Prevention Initiatives Guide to Alley Gating be circulated to Members of the Committee; and** **2. the discussion be noted.**
66.	**ANTISOCIAL BEHAVIOUR AND STREET SCENE SERVICE DEVELOPMENT** *(Agenda Item 6)* Ms Stephanie Waterford, the Council's Head of Public Protection and Enforcement, advised that the restructure of the Anti-Social Behaviour and Environment Team had progressed with a proposal to split into three distinct areas, with clear lines of responsibility to allow for separation of functions and the retention of specialist competencies: 1. Street Scene Enforcement – there had been 2,933 reports of on street issues in 2022, including fly tipping. It was thought that high levels of non-compliance had been driven in part by businesses trying to cut costs and cutting corners. It was recognised that the team would need to demonstrate high levels of diplomacy when dealing with disputes such as high hedges. Each job would have a target response time based on the risk associated with the issue and the service parameters. There had been some improvements over the last twelve months since the introduction of a new post; 2. Environmental Protection Unit (EPU) – this team would be responsible for matters relating to environmental nuisances such as light, dust and emissions, and odour and smoke. It was proposed that regulatory activities be brought back in house. The EPU had a unique set of powers and responsibilities and would be able work across service areas. Although service areas might be governed by certain legislation, it would not be permissible to disregard other legislation that also affected an issue (for example, planning and licensing often crossed over); and 3. ASB Localities – this team would focus on localities-based problem solving (LBPS) to deal with ASB, community tensions and local issues within specific localities. Officers within this team would be able to work across teams, project manage an issue to its conclusion and hold service areas to account. Once this team was in place, it would be important for them to work closely with Ward Councillors. Ms Waterford advised that officers across the whole service area would be provided with refresher training in relation to any relevant legislation. An external training provider would be brought in to provide training on legislation such as the Police and Criminal Evidence Act (PACE) and investigations. Ms Waterford's role (and the service managers' roles) would be required to keep abreast of any new legislation which would be helped by attending London, peer and officer group meetings to share knowledge and information. The staff consultation period had closed at the start of this week so work would now be undertaken to finalise the new structure. The Street Scene Service Plan would be aligned to the new LBPS model and a review would be undertaken of the Public

Spaces Protection Orders (PSPOs would be the subject of a report to the Committee's next meeting on 12 April 2023). Officers were also implementing a new digital triage and case management system across the service area.

It was noted that there was one PSPO document in force in Hillingdon which covered 15-20 restrictions including dog fouling and spitting. PSPOs were in place for three years and the one in Hillingdon was approaching the end of this term. Proposals were currently being worked up for a new PSPO once the current one had expired.

Ms Waterford advised that the Committee would be provided with an update on the restructure of the Community Safety and Vulnerability (CSV) area of the directorate in due course. It was agreed that the CSV Domestic Abuse Service be amended to Domestic Abuse and Vulnerability Service and the relevant job descriptions would be updated.

Mr Perry Scott, the Council's Corporate Director of Place, advised that, as part of the restructure, the new Director of Community Safety and Enforcement had been appointed and would start on 9 May 2023. Ms Waterford advised that, once the restructure had progressed, a communications campaign would be undertaken to ensure that residents were award of the new structure. Training would also be available for Members to ensure that they were able to redirect residents to the right place.

Concern was expressed that there seemed to be a gap in the service provided in that there was no out of hours service available during the day at the weekends. Ms Waterford advised that there were no current plans to alter the out of hours service but that further refinements would be considered once the volume of complaints received during the day at weekends had been reviewed to determine the viability of any changes.

Some residents had experienced challenges with reporting issues using the new digital system that had been put in place at the Council as they were unable or unwilling to use this technology. Members requested that they receive an update on the use of the digital system to report issues at a future meeting.

Concern had been expressed regarding the increase in fees in relation bulky waste collections in Hillingdon as it had been suggested that this was a false economy. Members were aware that this issue was being monitored by officers and requested that an update be provided at a future meeting to establish whether there was any correlation between the increase in fees and an increase in fly tipping.

Members requested that officers work with Democratic Services to arrange a site visit with the Noise Team in the coming months as part of the ongoing front line service visits.

RESOLVED: That:

1. **the Committee receive an update on the use of digital means to report issues to the Council;**
2. **the Committee receive an update on any correlation between the increase in fees and the number of instances of fly tipping in the Borough;**
3. **officers work with Democratic Services to make arrangements for a visit with the Noise Team; and**
4. **the discussion and report be noted.**

67.	**CLIMATE ACTION PLAN ANNUAL UPDATE** *(Agenda Item 7)* Ms Jo Allen, the Council's Climate Action Manager, advised that the report provided an update in relation to the objectives set out in the Strategic Climate Action Plan and the Council's aspiration to achieve carbon neutrality by 2030. The Council had set out six corporate commitments covering nine key themes, along with a series of priorities for 2022/2023. The Committee was advised hat the Council had taken advantage of grant funding via a bid process with numerous successful applications made including: 1. Green Homes Grant Local Authority Delivery Scheme - £3,862,804 2. Social Housing Decarbonisation Fund - £1,582,432 3. Public Sector Decarbonisation Scheme - £13,751,385 Mr Scott advised that the grants were advertised by central Government and officers needed to submit applications within short timeframes and, if successful, had to deliver the agreed scheme in equally short timescales. He noted that the Council had not missed many opportunities to bid for grants and had been successful in 100% of the bids that it had submitted. There were also times when the Council was able to submit joint bids in conjunction with other organisations. Ms Allen advised that an extensive street lighting replacement programme had been undertaken and a trial had been conducted across six sites for a standalone off grid LED street lighting luminaire. The lights in the Grainges car park had also been replaced, resulting in a 38% reduction in energy consumption. Whilst the installation of LED street lights across the whole Borough had helped the environment, it was noted that they were not as bright and therefore could make pedestrians feel unsafe in darker spots. Where issues had been identified, the situation had been assessed and, where appropriate, additional light columns had been installed. It was suggested that officers liaise with the police officers working on the Street Safe project as they would be aware of the areas where pedestrians felt unsafe. The Council's boiler replacement programme continued and the schools screening programme was progressing (39 schools had had screens installed and 12 more were in the validation phase). Progress had also been made on the Trees for Cities tree planting programme but it was noted that saplings could take time to develop and become effective in mitigating the impact of carbon. To maximise the effectiveness of the Council's climate aspirations, it was important that the authority worked with other groups such as the West London Climate Emergency Officers Group and the London Environment Directors Group Network to share challenges and opportunities. A progress report would be considered by Cabinet at its meeting in September 2023. Members queried whether the new West Drayton Leisure Centre would be on track to be carbon neutral by 2030. Mr Perry Scott, the Council's Corporate Director of Place, advised that the design of the leisure centre had had to demonstrate that it met the net zero needs during the planning process so the building had been designed to that standard. He confirmed that all new housing developments, such as the Hayes regeneration schemes, would also need to conform to these standards and would need to demonstrate low energy consumption. It was suggested that initiatives such as green roofing be considered as part of the retrofitting programme for existing Council

	housing stock. It was suggested that consideration be given to the removal of the need for planning permission for things like the installation of solar panels, as the formal process could be a deterrent to some people. Members also asked if, when householders in the Borough extended their houses, it would be possible to require them to include certain green elements to their permitted development. Mr Scott would take these two suggestions back to colleagues in the Planning Team. It was recognised that Heathrow Airport caused air pollution in the Borough. Officers had been working with Heathrow who were keen to engage and an open dialogue had been started to explore what could be done. There were significant benefits with regard to open spaces and Mr Scott noted that around 17k trees had been planted in the Borough's green spaces in the last year. An innovative approach to road construction had been taken, offering enhanced efficiencies and lower carbon production, and had been trialled in a couple of places in the Borough. The road resurfacing had provided the same quality but was already warm when it arrived so did not consume energy to heat from cold. Although the new surfaces were currently performing well, its resistance to developing potholes was yet to be determined. Mr Scott would let Members know where these trials were being held. Members asked if it would be possible to include additional priorities for the future. For example, increased engagement with Transport for London (TfL) and the Greater London Authority to improve public transport options in the Borough such as more electric buses, an increase in bus routes, an extension to the tube lines, etc. Mr Scott advised that the Council's Transport team had been in regular contact with TfL and that this would continue. It was suggested that, rather than electricity, vehicles would more likely be powered by hydrogen in the future. As such, Members queried whether the Council was looking to plan for this development with regard to its fleet. Mr Scott advised that the availability and cost of vehicles were significant factors, with new technology developing quickly and costing a lot when first introduced. Mr Scott advised that the contract for the rapid vehicle charging points in the Borough was currently out to tender and had been included on the Cabinet Forward Plan for June 2023. A cashback scheme had been in place in the past to replace old boilers and Members asked whether there was any chance that this would be reintroduced. Mr Scott would take this back to relevant colleagues to investigate. With regard to the boiler replacement programme, the report stated that further analysis on usage was currently under review and would form part of the Cabinet update in 2023. Members asked that they receive clarification from officers on what this meant. **RESOLVED: That the discussion and report be noted.**
68.	**FORWARD PLAN** *(Agenda Item 8)* **RESOLVED: That the Cabinet Forward Plan be noted.**

69.	**WORK PROGRAMME** *(Agenda Item 9)* **RESOLVED: That the Work Programme be noted.**
	The meeting, which commenced at 7.00 pm, closed at 8.40 pm.

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	Appendix A - Ealing Council Alley Gating Scheme Report Appendix B - Scoping Report

HEADLINES

This item will encompass the third 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 third 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. External witnesses Elleni Yiangu (Gating Officer) and Yasmin Basterfield (Safer Communities Team Leader) from Ealing Council will also be in attendance to present their report (Appendix A) and answer questions regarding Ealing's alley gating scheme.

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.

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.

APPENDIX A

EALING COUNCIL'S ALLEY GATING SCHEME

Committee name	Residents' Services Select Committee
Officer reporting	Elleni Yiangu – Gating officer – Ealing Council
Papers with report	None
Ward	All London Borough of Ealing

HEADLINES

The purpose of the report is to provide Members with an understanding of Ealing's gating scheme process and operational delivery and to inform any decision by Members and officers in relation to Hillingdon's gating process.

RECOMMENDATIONS

That the Committee:

1. **Gains an understanding of Ealing's model of delivery; and**
2. **Considers adopting aspects of Ealing's Alleyway Gating Scheme process as a guide to assist the review and refresh of Hillingdon's Alleyway Gating Scheme.**

SUPPORTING INFORMATION

Ealing's Alleyway Gating Scheme allows residents to apply to have secure steel gates installed in private alleyways as an attempt to deter acts of anti-social behaviour and crime from taking place in or with the assistance of the alleyway. The scheme is resident led and once the gates are installed, they become residents' responsibility to manage, fund and maintain.

All schemes must be on private land and all residents must be both willing to give their consent for the installation to go ahead and be willing to take responsibility of maintenance and administration of the gate following installation.

All applications are evaluated using crime statistics from the police, council records and an assessment of value for money.

Ealing's gating team require only three criteria for an application to be considered:

1. All applications must have a lead resident, who will serve as a single point of contact for the council and residents.

2. 100% consent must be provided by all home and landowners affected.

3. A clear outline must be provided of the behaviours being experienced by residents due to the alleyway being ungated.

Ealing Council do not hold keys to any gates that are gifted to residents. The council are also clear that they will not intervene in any civil disputes related to the gates that may arise in the future. Ownership and accountability by the residents and, in particular the lead resident, are promoted and expected. This feeds into the long-term sustainability for schemes, with the additional benefit of often creating better networked communities of neighbours who may not have communicated with each other prior to the shared ownership of a gating scheme.

A flowchart of our agreed process with Drayton Fencing is attached as APPENDIX 1.

Ealing Council only offer residents one type and style of gate. By doing this we keep the costs to a minimum and keep the gate standard fair. We are also able to look at a photo and make an educated guess as to whether the gates were installed via the scheme or not.

Ealing council have also now started installing signs on completed gating schemes to remind residents that the scheme is resident led and the gates now belong to the residents. Signage is attached as APPENDIX 2.

PERFORMANCE DATA

Since 2018 (when the process for tracking alley-gating applications was moved to a new system), Ealing has received 119 ‘new scheme’ applications; 59 of these have been approved, with 54 delivered and 5 pending as of March 2023.

Measuring the impact of gating schemes is never an exact science; however, Ealing has undertaken reviews of the effectiveness of schemes via the safer communities data analyst utilising police crime reports and ASB data.

As part of a focussed assessment of single gating schemes in the W5 area of Ealing the installation of gates appears to have substantially contributed to a reduction in crime and, in particular, incidents of burglary and anti-social behaviour. The one-year period saw a relatively stable crime, albeit slight reduction, in an aggregate count of crime incidents in the area as a whole; however the total level of crime in the location affected by the gating scheme fell by 41%. Data from other schemes indicates similar levels of crime reduction in areas where gating is installed in response to an identified need.

RESIDENT BENEFIT

The Alleyway Gating Scheme allows residents to be gifted with secure steel gates. There is no cost for residents when they receive the gift of gates from the council; however, the residents are expected to fund the maintenance once installation is complete. Residents are encouraged to form a sort of resident’s association to ensure the gate and alley are maintained. Residents are also encouraged to form better relationships with their neighbours to ensure the community is safer and healthier.

The gate has 12 months warranty so if the gates do fail in the first year, they can call Drayton

Fencing for assistance. Ealing Council's Alleyway Gating Applications undergo an evaluation of the reported crime and anti-social behaviour, as well as value for money. The alleyways that are gifted with gates have been identified as areas that are subject to acts of anti-social behaviour and crime, meaning the gates gifted to residents via the alleyway gating scheme aim to assist in making the area safer and healthier by securing the land and preventing perpetrators from accessing the area.

FINANCIAL IMPLICATIONS

In Ealing the gating scheme is funded out of a limited community safety capital budget. In terms of financial implications for Hillingdon, there are no specific financial implications in this report. Ultimately, the quantum of costs to the council will be clarified once a model for Hillingdon is identified.

LEGAL IMPLICATIONS

Ealing council only consider applications when there is 100% consent obtained from all affected Homeowners and Landowners. We confirm the homeowners and landowners by completing a land registry check. As residents apply to install gates on private land we must obtain consent from the homeowners and landowners with access rights.

At this stage Ealing's scheme focuses only on private land. However, the service is currently exploring how the gating scheme could be developed for use on adopted roads.

BACKGROUND PAPERS

None.

APPENDICES

Appendix 1: Agreed process between LBE and Drayton Fencing
Appendix 2: Signage

Appendix 1:

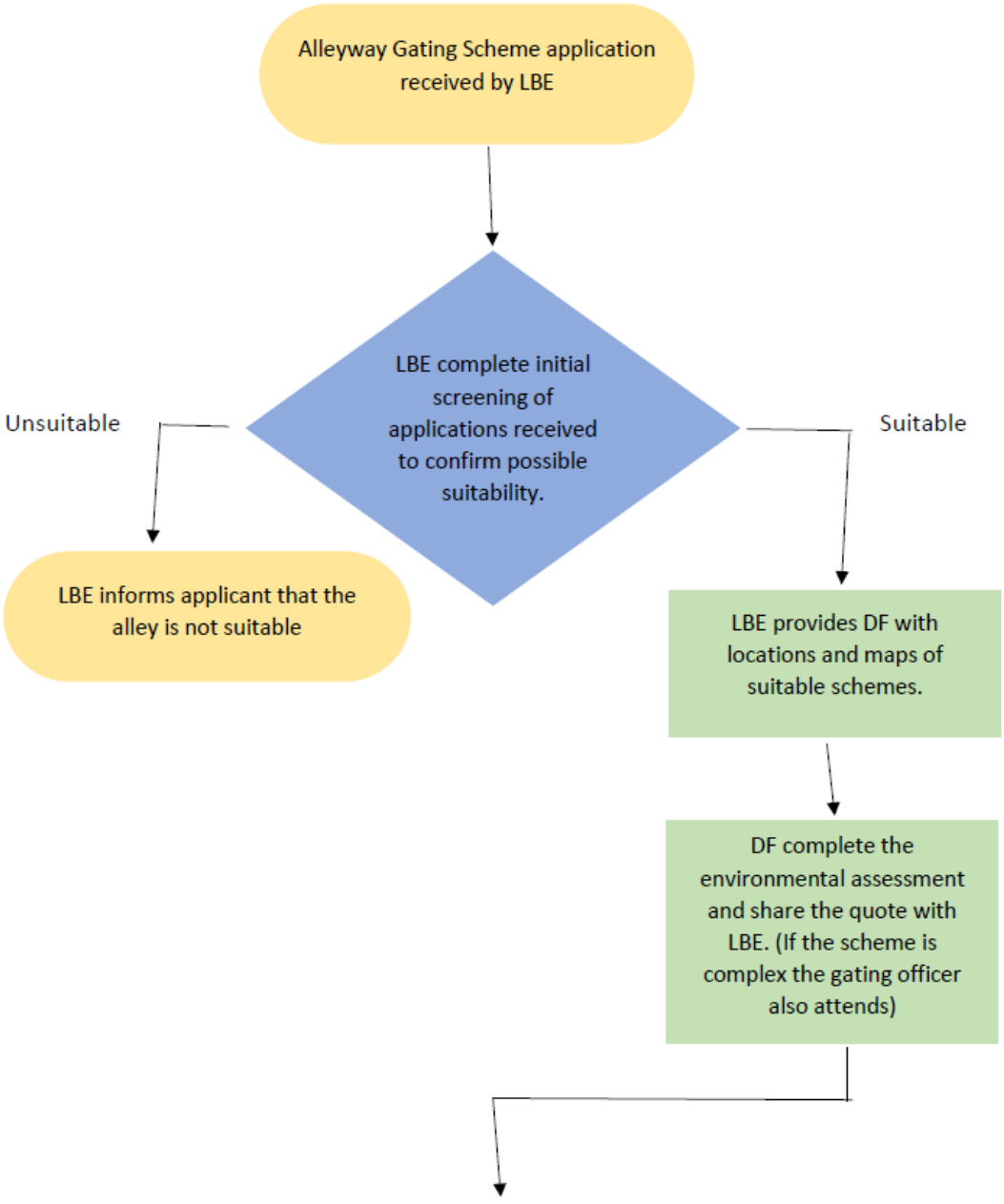
Agreement between LBE Gating team and Drayton Fencing

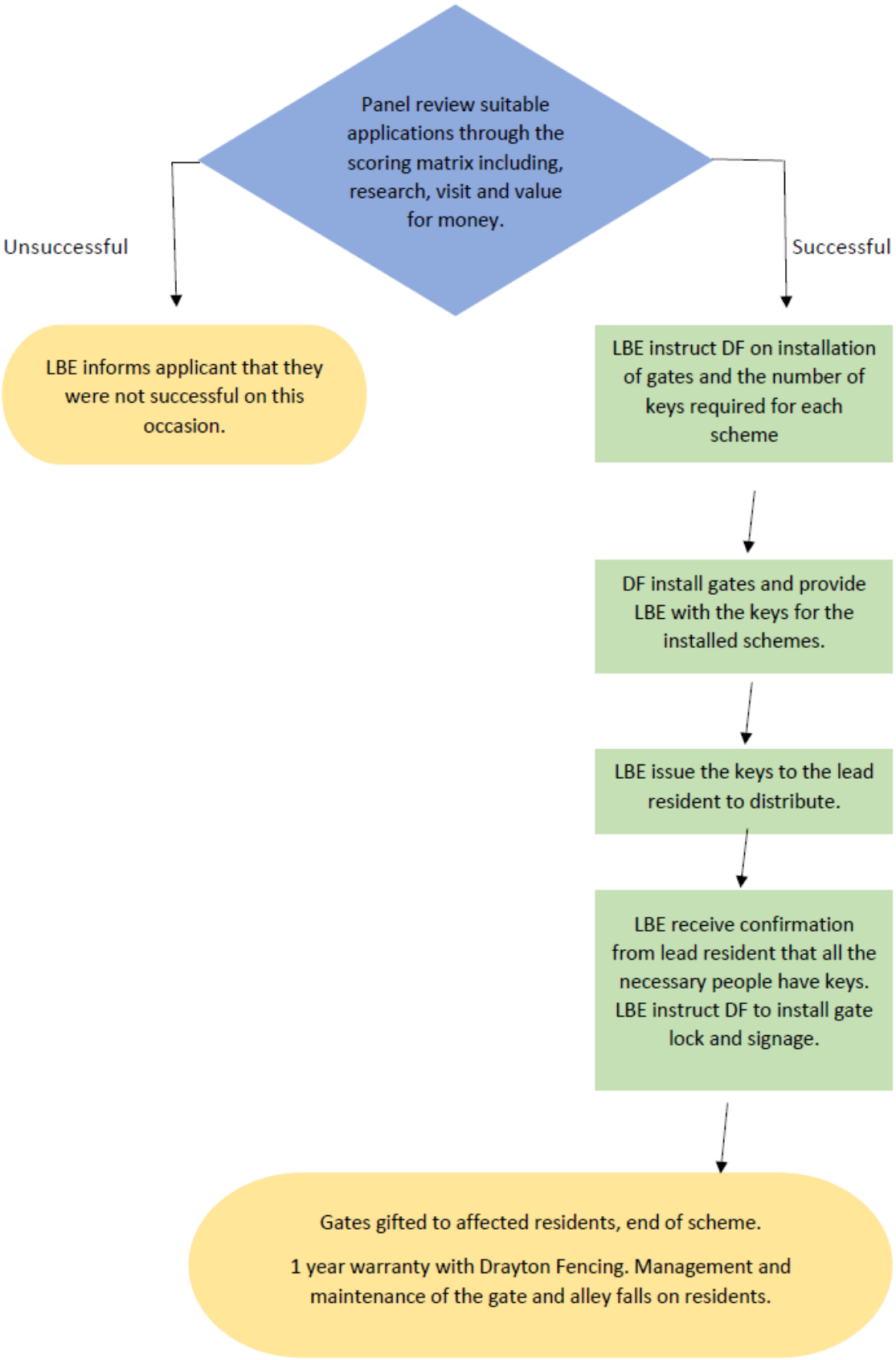
Agreed on 14 November 2022

Ealing council's Gating team delivers the Alleyway Gating Scheme with the assistance of Drayton Fencing.

The Alleyway Gating Scheme allows residents to apply to have secure steel gates installed in private alleyways.

The agreement between the Gating team and Drayton Fencing is as follows.





Agreed by: Elleni Yiangu – LBE Gating Officer & Paul Smith – Drayton Fencing

APPENDIX 2:

This gate was gifted by Ealing Council to local residents following an application to the alleyway gating scheme.

It is the residents' responsibility to maintain and manage this gate, its lock and the alleyway.

For information on how to apply for the private alleyway scheme, visit: **www.ealing.gov.uk/gating**

EALING COUNCIL

Ealing
www.ealing.gov.uk

Safer Ealing Partnership
Building a stronger community

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:

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.

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

RESIDENTS' SERVICES SELECT COMMITTEE - CRIME & DISORDER SCRUTINY

Committee name	Residents' Services Select Committee
Officer reporting	Liz Penny, Democratic Services Officer
Papers with report	Appendix A – Hillingdon Crime Performance Figures
Ward	All

HEADLINES

As part of its statutory responsibility to undertake crime and disorder scrutiny, to provide the Residents' Services Select Committee with an update regarding Crime Performance, Ward Crime, Violence Against Women and Girls, Call Performance and Stop and Search in Hillingdon.

RECOMMENDATION

That the Residents' Services Select Committee notes the contents of the reports and asks questions in order to clarify matters of concern or interest in the Borough.

SUPPORTING INFORMATION

The Residents' Services Select Committee acts as a Crime and Disorder Committee as defined in the Crime and Disorder (Overview and Scrutiny) Regulations 2009 and carries 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.

Witnesses

A representative from the following public organisation has been invited to attend the meeting, which forms part of the Safer Hillingdon Partnership that the Committee may scrutinise:

- Superintendent Antony Bennett – Borough Senior Officer (Metropolitan Police Service)

Supporting information

- **Metropolitan Police Service** - Appendix A presents a summary of the Hillingdon Crime Performance figures from March 2022 to February 2023. A direction of travel (comparing these figures with those for the same period in 2021) has been provided. The Committee will wish to comment on these, the different crimes, and seek clarification as required.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

This page is intentionally left blank

West Area

"The West London Way"

West Area Command Unit

Hillingdon Sector - SNB
March 2023

Contents

Crime Performance

HO Crime Classification | ASB | Additional Crime Measures

TNO Ward Crime

Performance by Ward (12 months & 3 months)

Violence against Women & Girls

NPCC Guidance Notes | 12 Month Borough Performance

Call Performance

I Grade performance | S Grade Performance

Stop & Search

Search Volumes | Outcomes | Demographics | Proportionality | MTIP

Hillingdon Crime Performance

Performance is March 2022 - February 2023 v March 2021 - February 2022,

			Hillingdon				MPS	
Offence Category	Current	Previous	Volume Change	% Change	SDs	SD Rate	% Change	SD Rate
Violence Against the Person	7901	7886	15	0%	549	7%	0.4%	8.2%
Sexual Offences	694	689	5	1%	50	7%	0.3%	9.0%
Robbery	451	423	28	7%	38	8%	20.2%	7.6%
Burglary	1389	1306	83	6%	61	4%	-0.5%	0.5%
Vehicle	3889	3582	307	9%	46	1%	6.1%	0.9%
Theft	4741	4290	451	11%	144	3%	24.3%	1.9%
Arson and Criminal Damage	1773	1714	59	3%	83	5%	-0.5%	5.7%
Drug	1059	1406	-347	-25%	437	41%	-8.8%	38.5%
Possession of Weapons	119	167	-48	-29%	85	71%	-3.1%	66.1%
Public Order	1915	1972	-57	-3%	143	7%	-4.6%	9.2%
Misc Crimes Against Society	348	404	-56	-14%	106	30%	-0.9%	24.4%
TNO	24279	23839	440	2%	1742	7%	6.3%	7.4%
ASB	7000	9166	-2166	-24%			-21.5%	
Hate Crime Excluding DA	741	734	7	1%	98	13%	-8.5%	14.0%
Domestic Abuse	3151	3293	-142	-4%	260	8%	-1.1%	10.2%
Domestic Abuse VWI	701	694	7	1%	64	9%	-0.2%	11.7%
Non Domestic Abuse VWI	1706	1601	105	7%	174	10%	4.8%	10.6%
Gun Crime Offs	30	28	2	7%	4	13%	10.5%	22.8%
Knife Crime	258	248	10	4%	66	26%	14.6%	14.7%
Knife Crime With Injury	84	92	-8	-9%	37	44%	6.7%	22.0%
Knife Crime Injury Victims Not DA 1-24	26	29	-3	-10%			2.8%	
Pedal Cycle Enabled Crime	11	9	2	22%	0	0%	11.9%	1.2%
Moped Enabled Crime	15	9	6	67%	0	0%	25.2%	4.1%
Theft Person Mobile Phone	176	272	-96	-35%	2	1%	36.2%	0.6%

WARD CRIME – Last 12 months

Ward Ward Name	TNO Offs	Volume Change	Percentage Change	SDs	SDs Change	SD Rate	SD Rate Change
Heathrow Villages	3871	+518	15.4%	329	-52	8.5%	-2.9 % ppt
Uxbridge	2249	-630	-21.9%	222	-50	9.9%	+0.4 % ppt
Colham & Cowley	1333	-338	-20.2%	106	-53	8.0%	-1.6 % ppt
Hayes Town	1314	-457	-25.8%	108	-49	8.2%	-0.6 % ppt
Wood End	1249	-416	-25.0%	94	-74	7.5%	-2.6 % ppt
West Drayton	978	-250	-20.4%	69	-43	7.1%	-2.1 % ppt
Yiewsley	935	-298	-24.2%	54	-30	5.8%	-1.0 % ppt
Yeading	933	-229	-19.7%	56	-44	6.0%	-2.6 % ppt
Pinkwell	904	-466	-34.0%	63	-67	7.0%	-2.5 % ppt
Belmore	877	-372	-29.8%	75	-29	8.6%	+0.2 % ppt
South Ruislip	822	-341	-29.3%	44	-45	5.4%	-2.3 % ppt
Ruislip	666	-112	-14.4%	42	-33	6.3%	-3.3 % ppt
Hillingdon East	598	-292	-32.8%	57	-5	9.5%	+2.6 % ppt
Eastcote	580	-115	-16.5%	29	-2	5.0%	+0.5 % ppt
Northwood Hills	500	-209	-29.5%	24	-27	4.8%	-2.4 % ppt
Northwood	462	-57	-11.0%	18	-13	3.9%	-2.1 % ppt
Charville	434	-251	-36.6%	42	-35	9.7%	-1.6 % ppt
Ickenham & South Harefield	413	-269	-39.4%	26	-36	6.3%	-2.8 % ppt
Hillingdon West	368	-131	-26.3%	26	-8	7.1%	+0.3 % ppt
Ruislip Manor	288	-233	-44.7%	29	-16	10.1%	+1.4 % ppt
Harefield Village	242	-65	-21.2%	17	-9	7.0%	-1.4 % ppt

WARD CRIME – Last 3 months

Ward Ward Name	TNO Offs	Vol Change	% Change	TNO SDs	SDs Change	SD Rate	SD Rate Change
Heathrow Villages	1287	+304	30.9%	105	+10	8.2%	-1.5 % ppt
Uxbridge	772	-38	-4.7%	54	-27	7.0%	-3.0 % ppt
Hayes Town	455	+60	15.2%	34	-8	7.5%	-3.2 % ppt
Colham & Cowley	432	+49	12.8%	23	-25	5.3%	-7.2 % ppt
Wood End	428	+25	6.2%	31	-13	7.2%	-3.7 % ppt
Yeading	319	+68	27.1%	14	-6	4.4%	-3.6 % ppt
Yiewsley	314	+5	1.6%	16	-2	5.1%	-0.7 % ppt
Pinkwell	307	-18	-5.5%	18	-3	5.9%	-0.6 % ppt
West Drayton	302	-24	-7.4%	13	-18	4.3%	-5.2 % ppt
Belmore	292	+1	0.3%	22	+3	7.5%	+1.0 % ppt
South Ruislip	275	+33	13.6%	10	-13	3.6%	-5.9 % ppt
Ruislip	228	+36	18.8%	9	-14	3.9%	-8.0 % ppt
Eastcote	184	+28	17.9%	1	-7	0.5%	-4.6 % ppt
Hillingdon East	175	-32	-15.5%	3	-8	1.7%	-3.6 % ppt
Charville	156	-27	-14.8%	9	-4	5.8%	-1.3 % ppt
Northwood	152	+28	22.6%	6	+0	3.9%	-0.9 % ppt
Northwood Hills	146	-22	-13.1%	11	-1	7.5%	+0.4 % ppt
Ickenham & South Harefield	134	-19	-12.4%	10	-17	7.5%	-10.2 % ppt
Hillingdon West	121	+0	0.0%	2	-7	1.7%	-5.8 % ppt
Ruislip Manor	86	-45	-34.4%	3	-6	3.5%	-3.4 % ppt
Harefield Village	77	+27	54.0%	2	-1	2.6%	-3.4 % ppt

Violence Against Women & Girls

NPCC Guidance notes have been produced to support forces with the collection and return of data in relation to the Violence against Women and Girls portfolio

Principles
- At least one victim is female
- Victim (s) can be aged over 10 years with girls classed as under 18 (using UN definition of a child).
- Gender of perpetrator is not a determining factor of whether something is included as VAWG.
- In VAWG offences, perpetrator can be of any gender or age.
- Offences where gender of perpetrator is unknown should be included.

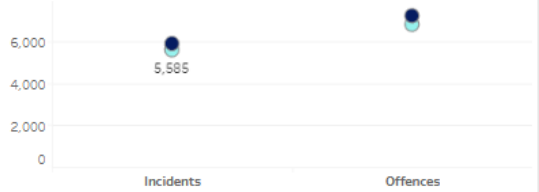
Criminal justice offences
The below list relates to Home Office recorded crimes which have been identified as being ‘in scope’ for VAWG.

- All domestic violence / abuse
- Honour based abuse including Forced marriage and FGM
- Non domestic Homicide; Rape; Other sexual offences; Violence with injury,
- Non domestic Exploitation of prostitution; Stalking and harassment; Public fear, alarm, distress; Modern slavery.

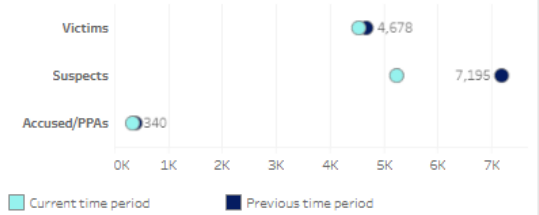
Violence Against Women & Girls

Core Metrics

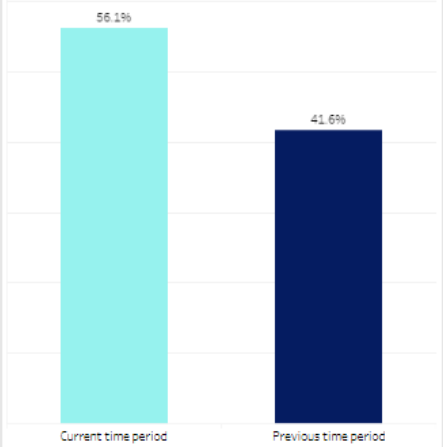
Total number | VAWG Incidents & Offences



Total number | VAWG Victims, Suspects and Accused/PPA

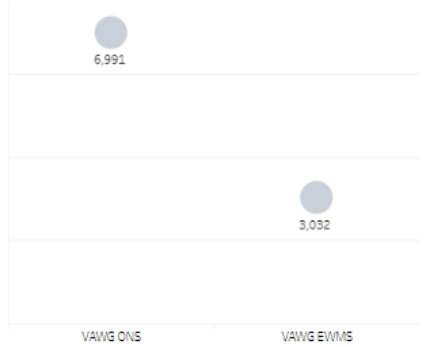


VCOP | VAWG Victims contacted on time

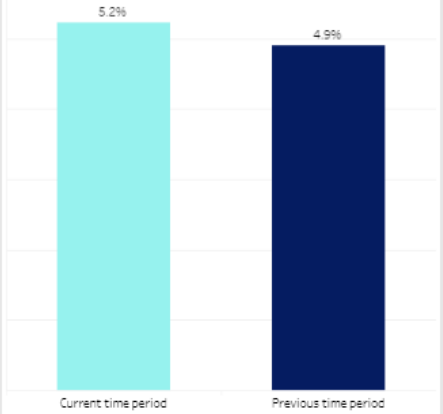


Total Number | VAWG EWMS records and Outstanding Named Suspects

Please note: The time period filter and flag filters selected at the top of the dashboard do not apply to this chart.



Outcomes | % of VAWG Offences with a positive outcome

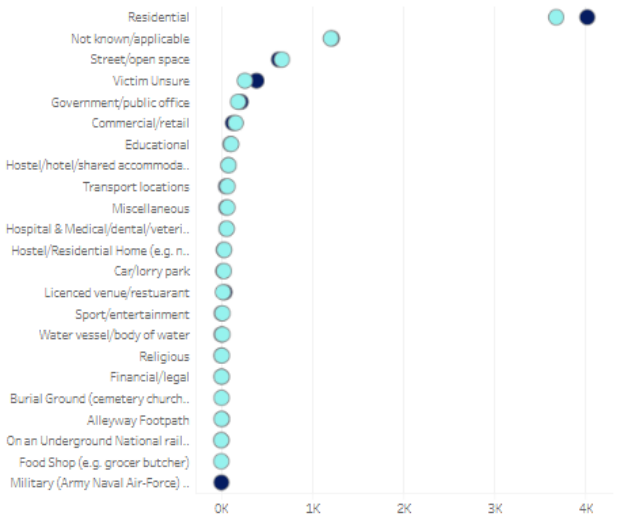


Offences

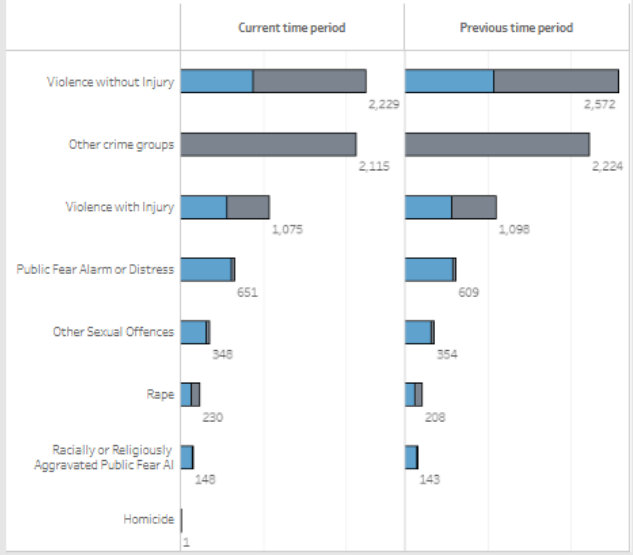
Map | Number of VAWG Offences by Borough

Venue | Of VAWG Offences

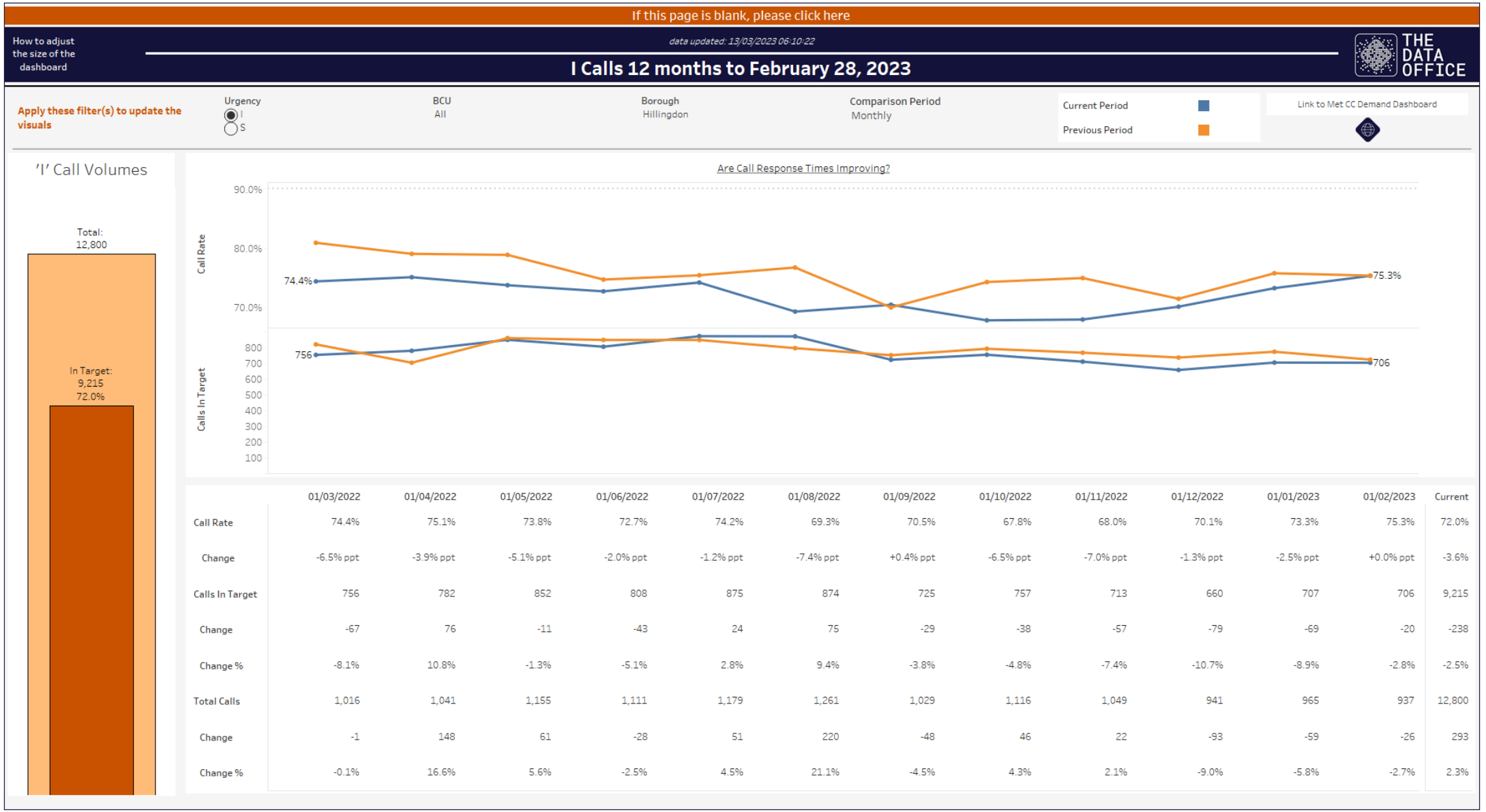
Please note: Up to 4 venues can be applied to each Offence record



Total DA/Non-DA Offences | By Crime group

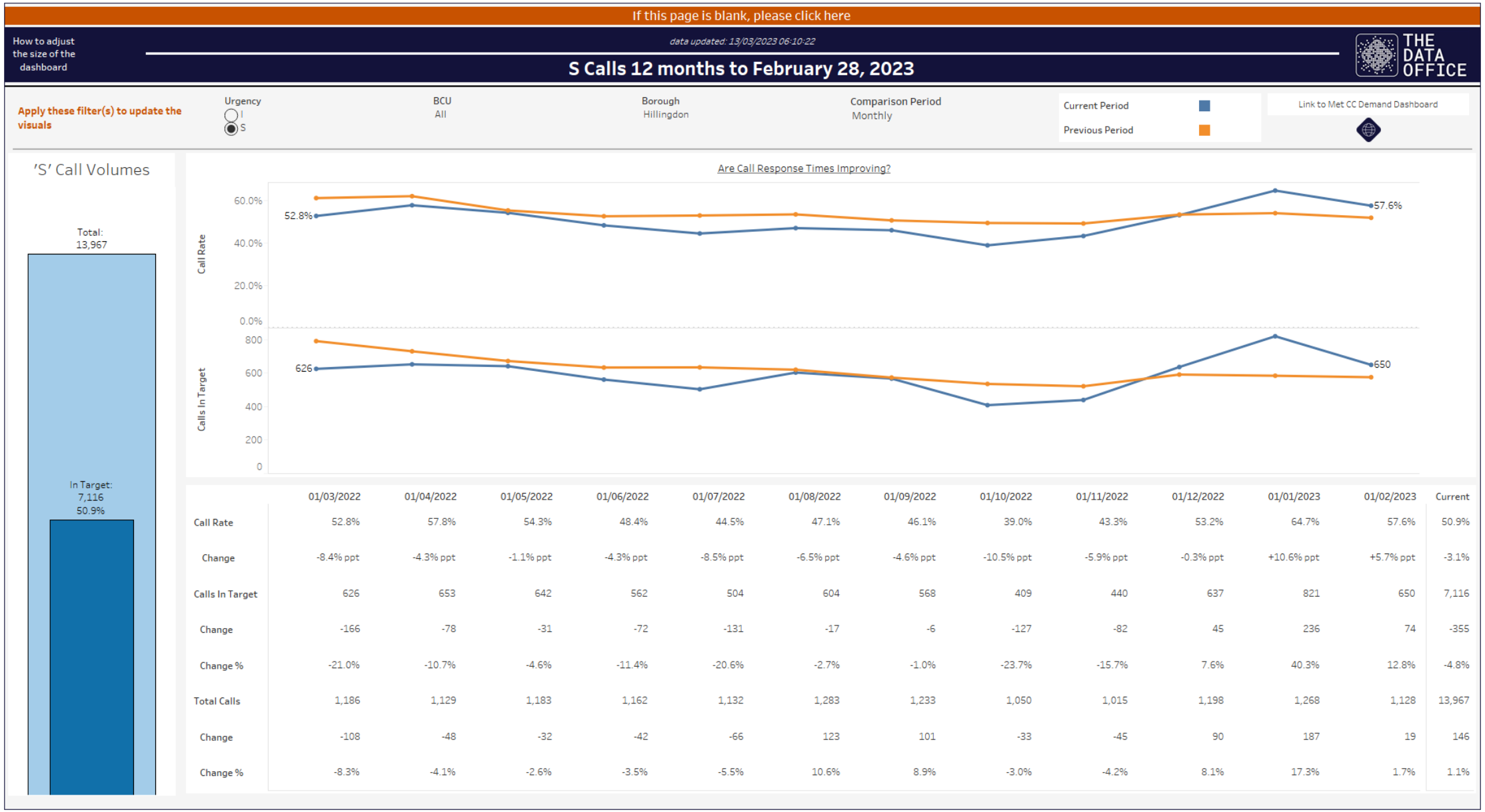


I Call Performance



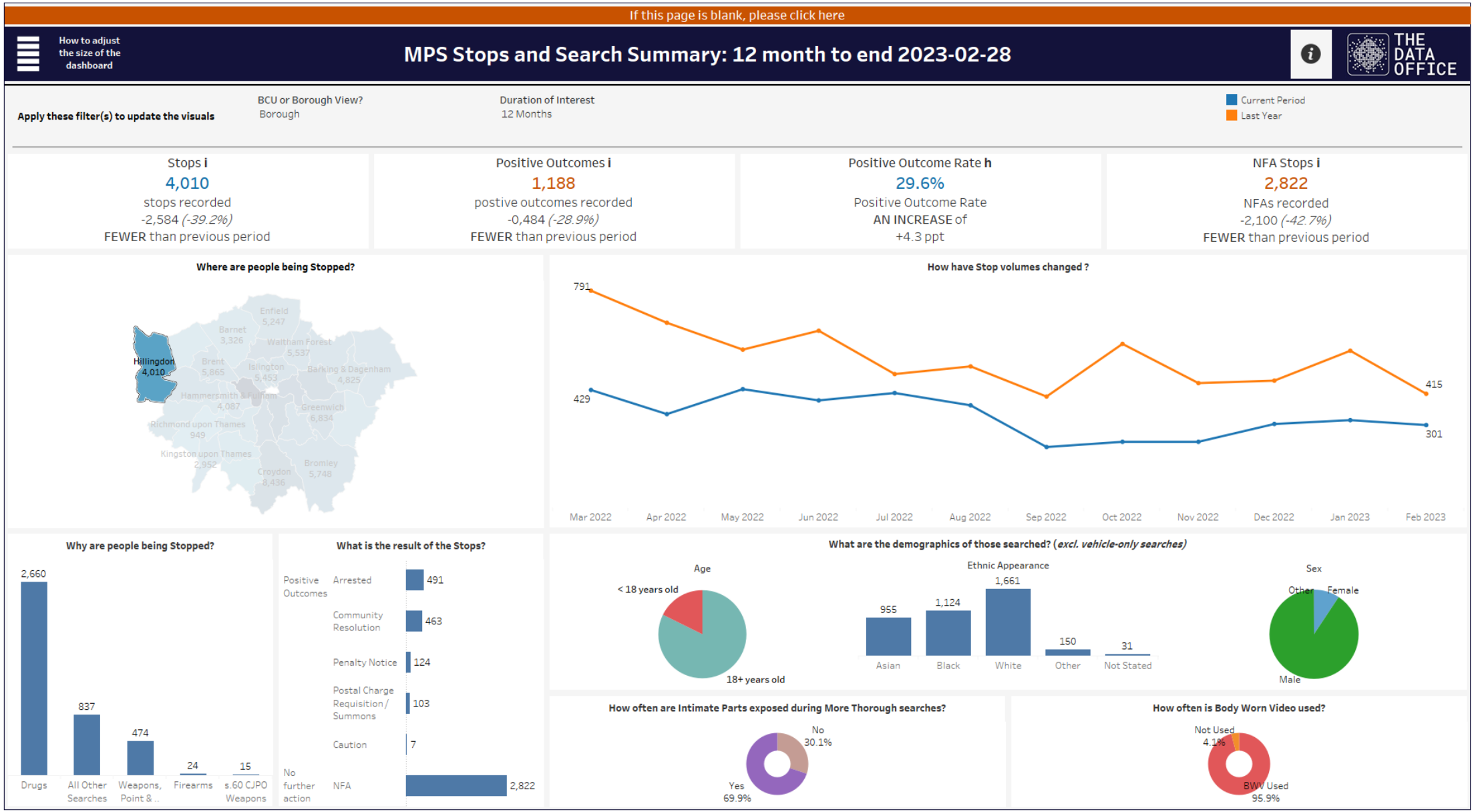
	01/03/2022	01/04/2022	01/05/2022	01/06/2022	01/07/2022	01/08/2022	01/09/2022	01/10/2022	01/11/2022	01/12/2022	01/01/2023	01/02/2023	Current
Call Rate	74.4%	75.1%	73.8%	72.7%	74.2%	69.3%	70.5%	67.8%	68.0%	70.1%	73.3%	75.3%	72.0%
Change	-6.5% ppt	-3.9% ppt	-5.1% ppt	-2.0% ppt	-1.2% ppt	-7.4% ppt	+0.4% ppt	-6.5% ppt	-7.0% ppt	-1.3% ppt	-2.5% ppt	+0.0% ppt	-3.6%
Calls In Target	756	782	852	808	875	874	725	757	713	660	707	706	9,215
Change	-67	76	-11	-43	24	75	-29	-38	-57	-79	-69	-20	-238
Change %	-8.1%	10.8%	-1.3%	-5.1%	2.8%	9.4%	-3.8%	-4.8%	-7.4%	-10.7%	-8.9%	-2.8%	-2.5%
Total Calls	1,016	1,041	1,155	1,111	1,179	1,261	1,029	1,116	1,049	941	965	937	12,800
Change	-1	148	61	-28	51	220	-48	46	22	-93	-59	-26	293
Change %	-0.1%	16.6%	5.6%	-2.5%	4.5%	21.1%	-4.5%	4.3%	2.1%	-9.0%	-5.8%	-2.7%	2.3%

S Call Performance

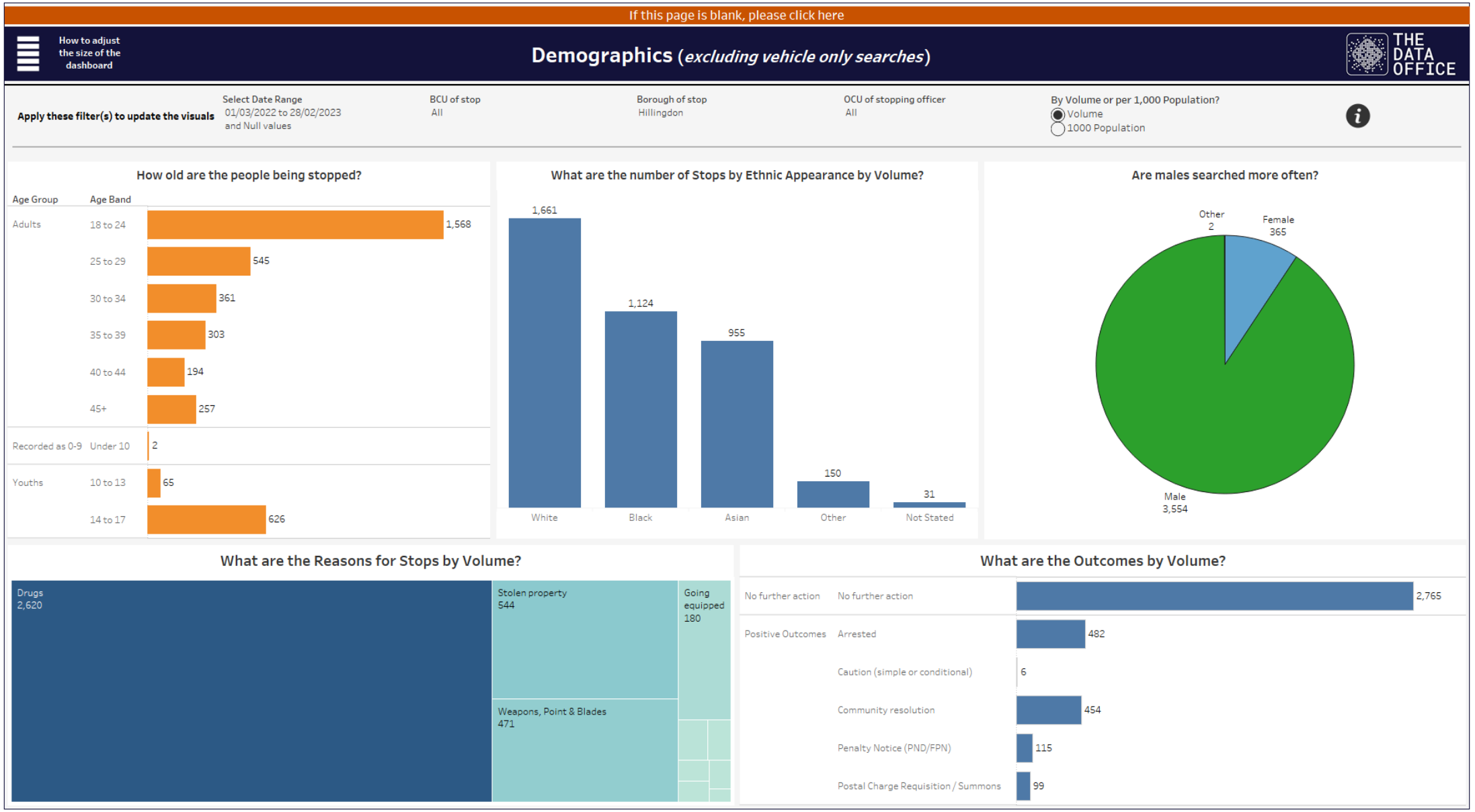


	01/03/2022	01/04/2022	01/05/2022	01/06/2022	01/07/2022	01/08/2022	01/09/2022	01/10/2022	01/11/2022	01/12/2022	01/01/2023	01/02/2023	Current
Call Rate	52.8%	57.8%	54.3%	48.4%	44.5%	47.1%	46.1%	39.0%	43.3%	53.2%	64.7%	57.6%	50.9%
Change	-8.4% ppt	-4.3% ppt	-1.1% ppt	-4.3% ppt	-8.5% ppt	-6.5% ppt	-4.6% ppt	-10.5% ppt	-5.9% ppt	-0.3% ppt	+10.6% ppt	+5.7% ppt	-3.1%
Calls In Target	626	653	642	562	504	604	568	409	440	637	821	650	7,116
Change	-166	-78	-31	-72	-131	-17	-6	-127	-82	45	236	74	-355
Change %	-21.0%	-10.7%	-4.6%	-11.4%	-20.6%	-2.7%	-1.0%	-23.7%	-15.7%	7.6%	40.3%	12.8%	-4.8%
Total Calls	1,186	1,129	1,183	1,162	1,132	1,283	1,233	1,050	1,015	1,198	1,268	1,128	13,967
Change	-108	-48	-32	-42	-66	123	101	-33	-45	90	187	19	146
Change %	-8.3%	-4.1%	-2.6%	-3.5%	-5.5%	10.6%	8.9%	-3.0%	-4.2%	8.1%	17.3%	1.7%	1.1%

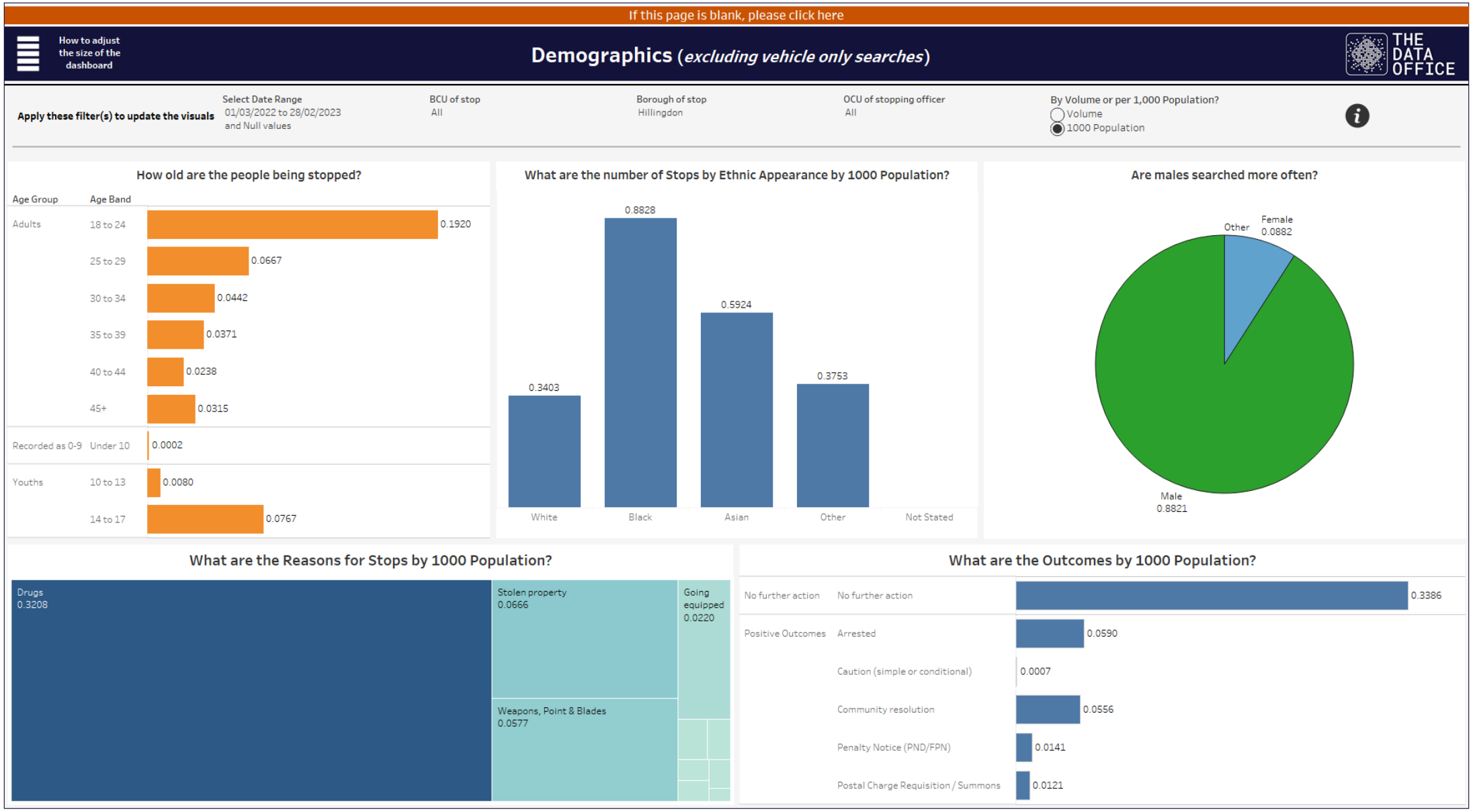
Stop and Search Performance Volumes



Stop and Search Demographics - Volume



Stop and Search Demographics – Per 1000 Population



Stop and Search Proportionality - Volume

If this page is blank, please click here

How to adjust the size of the dashboard

Stop Reason: 12 Month Proportionality *(excluding vehicle only searches)*

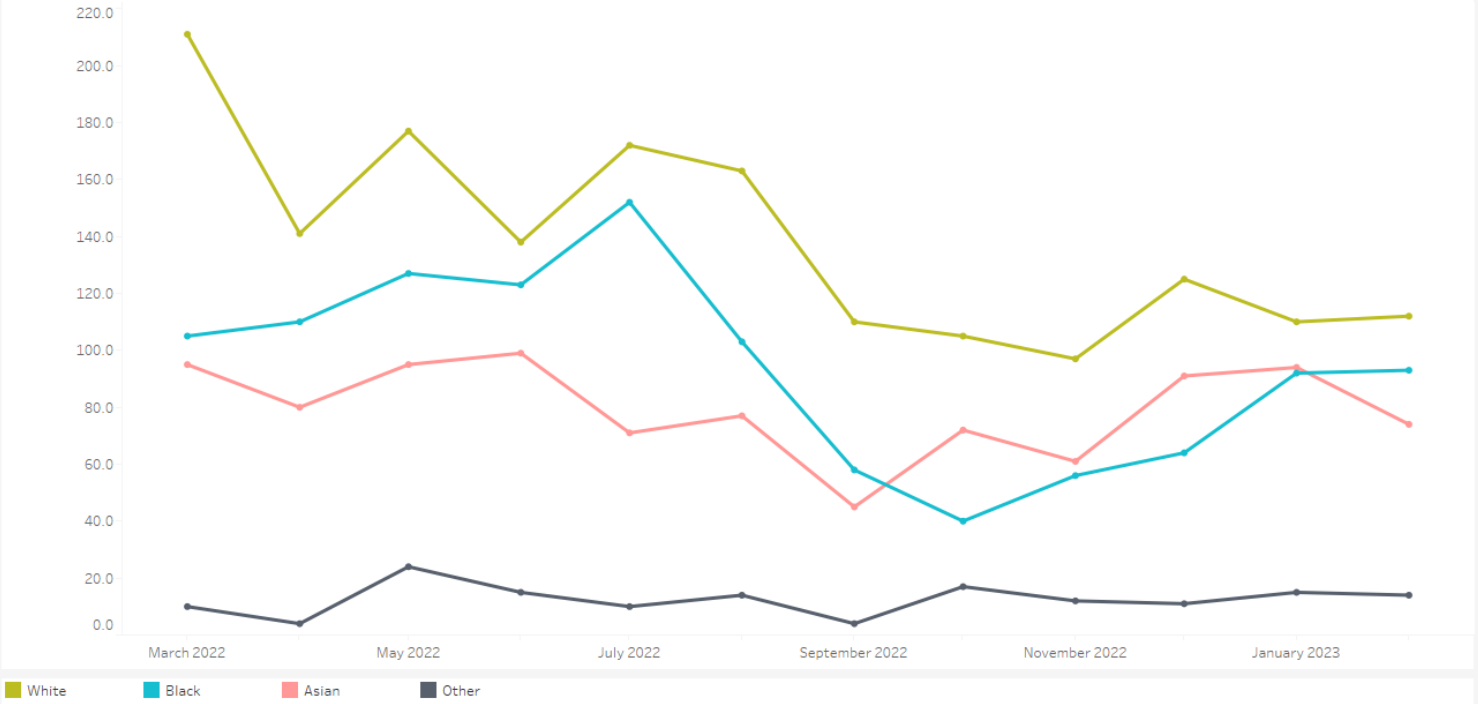
THE DATA OFFICE

Apply these filter(s) to update the visuals

BCU	Borough	OCU of stopping officer	Age Group	Age Band	Gender	Stop Reason
All	Hillingdon	All	All	All	All	All

Show graph by: (•) Volume ( ) 1000 Population

What are the monthly Stop Reason Volumes by Ethnic Appearance by Volume?



Ethnic Appearance	Mar 2022 Per '000 pop.	Mar 2022 v. White pop.	Apr 2022 Per '000 pop.	Apr 2022 v. White pop.	May 2022 Per '000 pop.	May 2022 v. White pop.	Jun 2022 Per '000 pop.	Jun 2022 v. White pop.	Jul 2022 Per '000 pop.	Jul 2022 v. White pop.	Aug 2022 Per '000 pop.	Aug 2022 v. White pop.	Sep 2022 Per '000 pop.	Sep 2022 v. White pop.	Oct 2022 Per '000 pop.	Oct 2022 v. White pop.	Nov 2022 Per '000 pop.	Nov 2022 v. White pop.	Dec 2022 Per '000 pop.	Dec 2022 v. White pop.	Jan 2023 Per '000 pop.	Jan 2023 v. White pop.	Feb 2023 Per '000 pop.	Feb 2023 v. White pop.
White	1.4	1.0 x	1.0	1.0 x	1.1	1.0 x	1.2	1.0 x	1.2	1.0 x	1.1	1.0 x	0.8	1.0 x	0.7	1.0 x	0.7	1.0 x	0.9	1.0 x	0.8	1.0 x	0.8	1.0 x
Black	6.0	4.1 x	6.3	6.5 x	5.9	5.3 x	7.5	6.0 x	8.2	7.1 x	5.9	5.2 x	3.3	4.4 x	2.1	3.0 x	3.0	4.6 x	3.6	4.2 x	5.2	6.9 x	5.3	6.8 x
Asian	1.6	1.1 x	1.3	1.4 x	1.4	1.3 x	1.9	1.5 x	1.2	1.0 x	1.3	1.2 x	0.8	1.0 x	1.2	1.6 x	1.0	1.5 x	1.5	1.8 x	1.6	2.1 x	1.3	1.6 x
Other	1.2	0.9 x	0.5	0.5 x	2.5	2.2 x	2.0	1.6 x	1.2	1.0 x	1.7	1.6 x	0.5	0.7 x	2.0	2.7 x	1.4	2.2 x	1.4	1.6 x	1.9	2.5 x	1.8	2.2 x

What are the outcomes of stops for different ethnic groups in the last 12 months?

Stop Reason	Outcome	White	Black	Asian	Other
Articles to cause Criminal Damage	Arrested	5.3%		11.1%	100.0%
	Community resolution			22.2%	
	Postal Charge Requisition / Summons	5.3%			
	No further action	89.5%		66.7%	
Drugs	Arrested	9.6%	9.2%	6.5%	7.5%
	Caution (simple or conditional)	0.4%	0.1%	0.1%	
	Community resolution	15.8%	10.8%	19.6%	19.4%
	Penalty Notice (PND/FPN)	2.9%	3.0%	4.0%	6.5%
	Postal Charge Requisition / Summons	4.1%	2.0%	3.3%	4.3%
	No further action	67.1%	74.8%	66.5%	62.4%
Firearms	Arrested	10.0%	16.7%	16.7%	
	No further action	90.0%	83.3%	83.3%	100.0%
Fireworks	Arrested	100.0%			
	No further action		100.0%	100.0%	
Going equipped	Arrested	26.5%	7.4%	3.6%	33.3%
	Community resolution	0.9%			
	Penalty Notice (PND/FPN)	0.9%			
	Postal Charge Requisition / Summons		3.7%		
	No further action	71.7%	88.9%	96.4%	66.7%
Other	Arrested	50.0%	100.0%	70.0%	
	Postal Charge Requisition / Summons			10.0%	
	No further action	50.0%		20.0%	100.0%
Psychoactive Substances	Arrested		40.0%	40.0%	
	No further action	100.0%	60.0%	60.0%	100.0%
s.60 CJPO Weapons	No further action		100.0%	100.0%	100.0%
Stolen property	Arrested	22.4%	17.8%	11.7%	15.0%
	Community resolution	5.7%	7.8%	6.5%	5.0%
	Penalty Notice (PND/FPN)	3.1%	5.6%	7.8%	
	Postal Charge Requisition / Summons	2.0%		1.3%	

Rates of Stop Reasons in the last 12 months?

	Stops	% of Stops	Per '000 pop.	v. White pop.
White	1,661	42.7%	0.5	1.0 x
Black	1,123	28.9%	1.8	3.7 x
Asian	954	24.5%	1.1	2.3 x
Other	150	3.9%	1.2	2.5 x

Stop and Search Proportionality – per 1000

If this page is blank, please click here

How to adjust the size of the dashboard

Stop Reason: 12 Month Proportionality *(excluding vehicle only searches)*

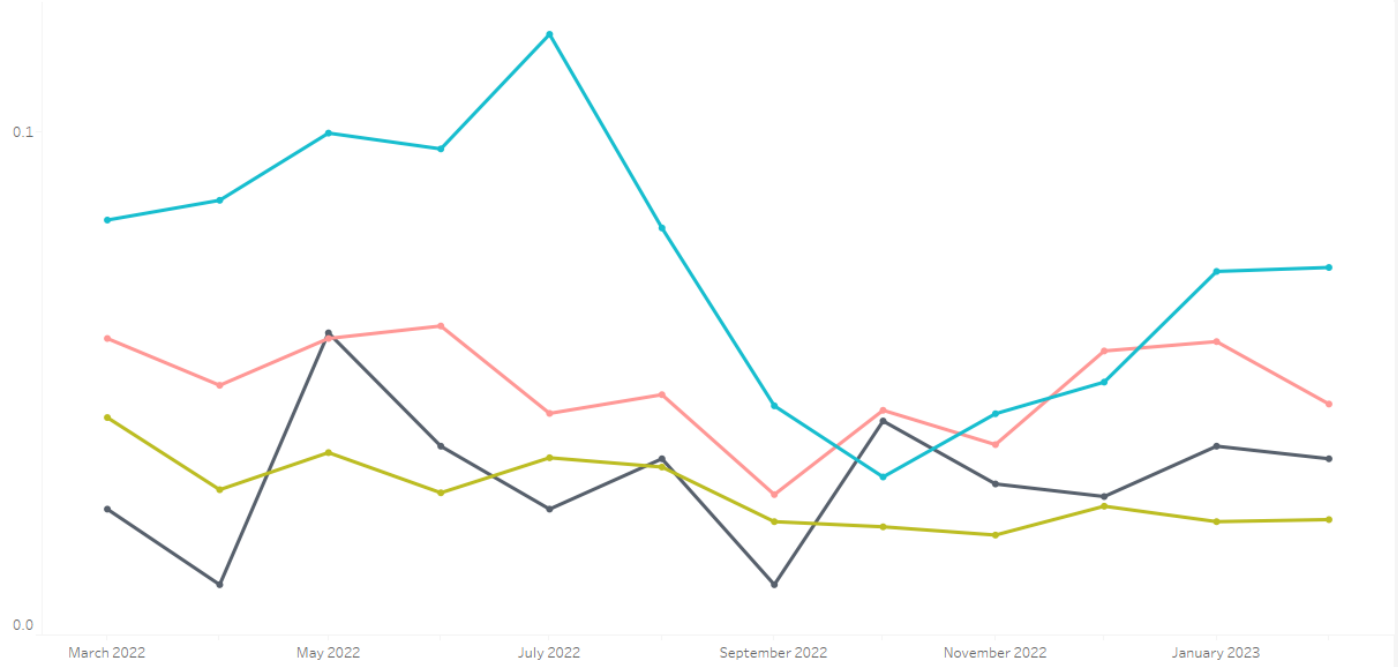
THE DATA OFFICE

Apply these filter(s) to update the visuals

BCU	Borough	OCU of stopping officer	Age Group	Age Band	Gender	Stop Reason
All	Hillingdon	All	All	All	All	All

Show graph by: ◯ Volume ◉ 1000 Population

What are the monthly Stop Reason Volumes by Ethnic Appearance by 1000 Population?



Ethnic Appearance	Mar 2022 Per '000 pop.	Mar 2022 v. White pop.	Apr 2022 Per '000 pop.	Apr 2022 v. White pop.	May 2022 Per '000 pop.	May 2022 v. White pop.	Jun 2022 Per '000 pop.	Jun 2022 v. White pop.	Jul 2022 Per '000 pop.	Jul 2022 v. White pop.	Aug 2022 Per '000 pop.	Aug 2022 v. White pop.	Sep 2022 Per '000 pop.	Sep 2022 v. White pop.	Oct 2022 Per '000 pop.	Oct 2022 v. White pop.	Nov 2022 Per '000 pop.	Nov 2022 v. White pop.	Dec 2022 Per '000 pop.	Dec 2022 v. White pop.	Jan 2023 Per '000 pop.	Jan 2023 v. White pop.	Feb 2023 Per '000 pop.	Feb 2023 v. White pop.
White	1.4	1.0x	1.0	1.0x	1.1	1.0x	1.2	1.0x	1.2	1.0x	1.1	1.0x	0.8	1.0x	0.7	1.0x	0.7	1.0x	0.9	1.0x	0.8	1.0x	0.8	1.0x
Black	6.0	4.1x	6.3	6.5x	5.9	5.3x	7.5	6.0x	8.2	7.1x	5.9	5.2x	3.3	4.4x	2.1	3.0x	3.0	4.6x	3.6	4.2x	5.2	6.9x	5.3	6.8x
Asian	1.6	1.1x	1.3	1.4x	1.4	1.3x	1.9	1.5x	1.2	1.0x	1.3	1.2x	0.8	1.0x	1.2	1.6x	1.0	1.5x	1.5	1.8x	1.6	2.1x	1.3	1.6x
Other	1.2	0.9x	0.5	0.5x	2.5	2.2x	2.0	1.6x	1.2	1.0x	1.7	1.6x	0.5	0.7x	2.0	2.7x	1.4	2.2x	1.4	1.6x	1.9	2.5x	1.8	2.2x

What are the outcomes of stops for different ethnic groups in the last 12 months?

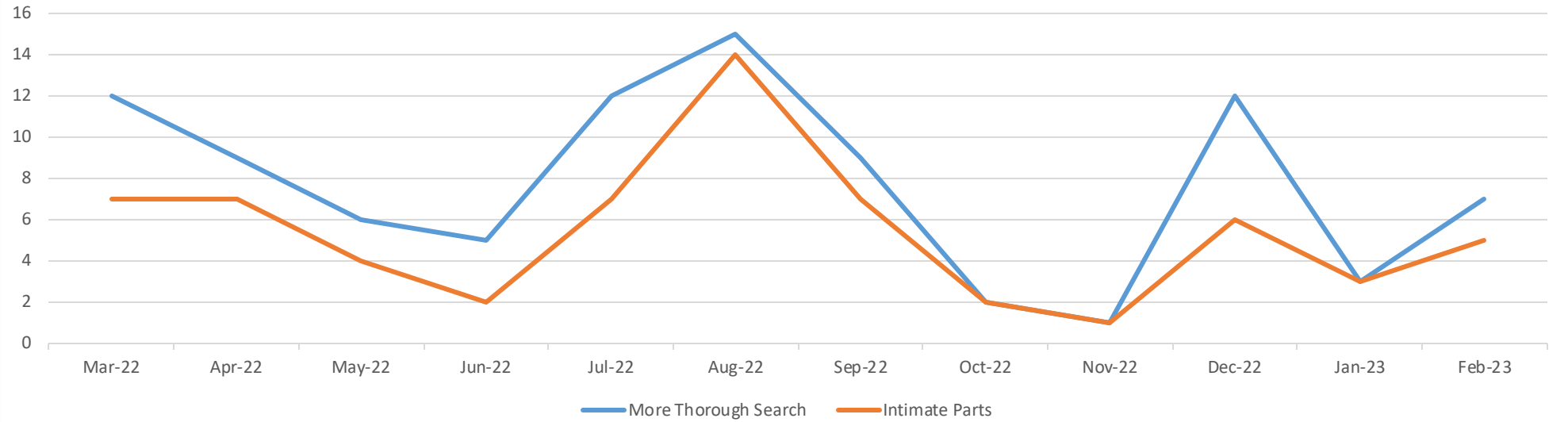
Stop Reason	Outcome	White	Black	Asian	Other
Articles to cause Criminal Damage	Arrested	5.3%		11.1%	100.0%
	Community resolution			22.2%	
	Postal Charge Requisition / Summons	5.3%			
	No further action	89.5%		66.7%	
Drugs	Arrested	9.6%	9.2%	6.5%	7.5%
	Caution (simple or conditional)	0.4%	0.1%	0.1%	
	Community resolution	15.8%	10.8%	19.6%	19.4%
	Penalty Notice (PND/FPN)	2.9%	3.0%	4.0%	6.5%
	Postal Charge Requisition / Summons	4.1%	2.0%	3.3%	4.3%
	No further action	67.1%	74.8%	66.5%	62.4%
Firearms	Arrested	10.0%	16.7%	16.7%	
	No further action	90.0%	83.3%	83.3%	100.0%
Fireworks	Arrested	100.0%			
	No further action		100.0%	100.0%	
Going equipped	Arrested	26.5%	7.4%	3.6%	33.3%
	Community resolution	0.9%			
	Penalty Notice (PND/FPN)	0.9%			
	Postal Charge Requisition / Summons		3.7%		
	No further action	71.7%	88.9%	96.4%	66.7%
Other	Arrested	50.0%	100.0%	70.0%	
	Postal Charge Requisition / Summons			10.0%	
	No further action	50.0%		20.0%	100.0%
Psychoactive Substances	Arrested		40.0%	40.0%	
	No further action	100.0%	60.0%	60.0%	100.0%
s.60 CJPO Weapons	No further action		100.0%	100.0%	100.0%
Stolen property	Arrested	22.4%	17.8%	11.7%	15.0%
	Community resolution	5.7%	7.8%	6.5%	5.0%
	Penalty Notice (PND/FPN)	3.1%	5.6%	7.8%	
	Postal Charge Requisition / Summons	2.0%		1.3%	

Rates of Stop Reasons in the last 12 months?

	Stops	% of Stops	Per '000 pop.	v. White pop.
White	1,661	42.7%	0.5	1.0x
Black	1,123	28.9%	1.8	3.7x
Asian	954	24.5%	1.1	2.3x
Other	150	3.9%	1.2	2.5x

Stop and Search – More thorough and Intimate Parts Search

Hillingdon	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	**Total**
More Thorough Search	12	9	6	5	12	15	9	2	1	12	3	7	**93**
Intimate Parts	7	7	4	2	7	14	7	2	1	6	3	5	**65**



More Thorough Search = More than Jacket, Outer Coat or Gloves Searches were Initimate Parts are exposed are also classed as a More Thorough Search. 65 of the 93 searches were where Initmate parts were exposed

This page is intentionally left blank

Housing Living Standards

Committee name	Residents' Services Select Committee
Officers reporting	Debbie Weller, Head of Housing Strategy & Policy Rod Smith, Head of Housing Management Mark Billings, Director of Housing Gary Penticost, Director of Operational Assets
Papers with report	None
Ward	All

HEADLINES

The Council has responsibilities for housing standards both as the largest residential landlord in the Borough and for enforcing standards within private sector housing. This report provides information regarding the legislative and policy framework for housing standards and upcoming changes and an update on actions being taken in Hillingdon to address poor standards of living in both private housing in the Borough and within the Council's housing stock. Particular attention is given to issues relating to damp, mould and condensation.

RECOMMENDATIONS:

That the Committee:

1. **Notes the contents of the report and the actions being taken by officers.**

SUPPORTING INFORMATION

Legal Framework

1. Local housing authorities have a duty under the Housing Act 2001 to keep housing conditions in their area under review with a view to identifying any action that may need to be taken under the Act (section 3 (1)).

2. There are statutory provisions governing private landlords' repairing and maintenance obligations in addition to other specific requirements, for example, in relation to gas and electrical safety. Enforcement of standards in private rented housing is primarily through the HHSRS, a risk-assessment based regulatory model used by local authority environmental health officers.

3. Under the Housing Act 2004, the Council has a duty to inspect homes if they have a reason to suspect the presence of a Category 1 or 2 hazard. When a local authority inspects and finds a category 1 hazard, it has a duty to take appropriate enforcement action. In the case of category 2 hazards, it has the power but not a duty to take appropriate enforcement action which, among other things could include an improvement notice requiring a landlord to take

remedial action; issuing a prohibition order prohibiting the letting of premises specified in the order; and in, the case of category 1 hazards, taking emergency remedial action to remove an imminent risk of serious harm.

4. If a landlord fails to comply with an improvement notice or prohibition order, they are liable upon conviction to a fine of up to £5,000. As an alternative to prosecution, local authorities can issue civil penalties of up to £30,000 for certain specified housing offences, including failure to comply with an improvement notice, although not for failure to comply with a prohibition order.

5. A local authority can also apply to the First-tier Property Tribunal for a banning order against a private landlord convicted of a banning order offence. Amongst other things, an order can ban a landlord from letting housing in England, and a failure to comply with an improvement notice or a prohibition order are both banning order offences. Anyone who breaches an order is liable to imprisonment, a fine, or both. Alternatively, the local authority can impose a civil penalty of up to £30,000, if it is satisfied beyond reasonable doubt that the person has breached a banning order.

6. If a local authority decides that a particular area is badly affected by poor housing conditions, it may designate that area as subject to a selective licensing regime. Subject to limited exemptions, a licence must be held by the appropriate responsible person (usually the landlord or managing agent) in respect of all privately rented homes in the designated area. Local authorities may inspect licensed properties and enforce compliance with the conditions of the licence. Where a scheme, either by itself or in combination with other designations made by the same local authority, would cover more than 20% of privately rented homes in the local authority area, the approval of the Secretary of State is required.

7. The Housing Act 2004 also provides for licensing to be extended by a local authority to include HMOs not covered by mandatory licensing. Additional licensing can be introduced where the local authority believes that a significant proportion of HMOs are poorly managed and giving rise to problems for residents or the general public. The local authority must consult those who are likely to be affected.

8. The Homes (Fitness for Human Habitation) Act 2018 requires private sector landlords to ensure their properties are fit for human habitation at the beginning of the tenancy and throughout. The Act provides tenants with the means to take legal action against their landlord.

9. The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 established a minimum level of energy efficiency of Energy Performance Certificate (EPC) Band E for private rented homes. Letting of private rented properties which fall below EPC E is prohibited. Landlords are required to improve the property energy efficiency rating to E or register an exemption.

10. Section 33 of the Deregulation Act 2015 prevents landlords from issuing a section 21 eviction notice within 6 months of having been served with an improvement notice by a local authority in relation to Category 1 or Category 2 hazards.

Regulatory Requirements

11. New social housing legislation will make major changes to the way stock owning local authorities are regulated. The Social Housing Regulation Bill will complete its passage through Parliament shortly and the RSH expects to implement the new approach from April 2024. The Regulator of Social Housing (RSH) Consumer Standards apply to local authorities as well as other Registered Providers. Through the Bill's measures, the Government intends to strengthen the regulatory regime to change the behaviour of social housing landlords to focus on tenants' needs. It also aims to ensure landlords are held to account for their performance.

12. A consultation on new Consumer Standards is expected during summer 2023. The RSH has advised that the themes covered will be:

Safety	**Quality**	**Neighbourhood**
Landlord's safety within the home and in communal areas	Quality of the home, communal spaces and services to tenants	Landlords' role, working with other agencies, to contribute to the wellbeing of neighbourhoods in which tenants live
Transparency	**Engagement and accountability**	**Tenancy**
Landlords' role in making information accessible to tenants including roles and responsibilities within landlords, so tenants know who is responsible for matters relating to consumer standards	Engagement between landlords and tenants, including how complaints are handled. Landlords' accountability to tenants and treating tenants with fairness and respect	Requirements on landlords in respect of tenancies, including allocations policies and opportunities for tenants to move

13. The new Tenant Satisfaction Measures (TSM) Standard has already been published and requires that from April 2023 all registered providers of social housing must collect and provide information to support effective scrutiny by tenants of their landlord's performance in managing their homes and neighbourhoods. There is a requirement that the TSMs are published annually and reported to the RSH.

Summary of Tenant Satisfaction Measures	
<u>TSMs collected from tenant perception surveys</u>	
TP01	Overall satisfaction
TP02	Satisfaction with repairs
TP03	Satisfaction with time taken to complete most recent repair
TP04	Satisfaction that the home is well maintained
TP05	Satisfaction that the home is safe

TP06	Satisfaction that the landlord listens to tenant views and acts upon them
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them
TP08	Agreement that the landlord treats tenants fairly and with respect
TP09	Satisfaction with the landlord's approach to handling complaints
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour
TSMs generated from management information	
CH01	Complaints relative to the size of the landlords
CH02	Complaints responded to within Complaint Handling Code timescales
NM01	Anti-social behaviour cases relative to the size of the landlord
RP01	Homes that do not meet the Decent Homes Standard
RP02	Repairs completed within target timescale
BS01	Gas safety checks
BS02	Fire safety checks
BS03	Asbestos safety checks
BS04	Water safety checks
BS05	Lift safety checks

Recent and forthcoming government and regulator activity concerning housing standards

14. The Government's white paper, A fairer private rented sector, was published in June 2022. It included commitments to:

- Halve the number of non-decent rented homes by 2030 and require privately rented homes to meet the Decent Homes Standard for the first time
- Introduce a new single Ombudsman that all private landlords must join
- Introduce a new digital Property Portal to make sure that tenants, landlords and local authorities have the information they need
- Strengthen local authorities' enforcement powers
- Abolish section 21 of the Housing Act 1988 and end 'no-fault' evictions

15. The purpose of the proposed property portal is to:

- Provide councils with a trusted and consistent intelligence source;
- Enable landlords to understand and demonstrate compliance with the legal requirements; and
- Better inform tenants before they agree a tenancy.

16. Tenants will have access to necessary information about their landlord's identity and compliance with key legislative requirements. Landlords will be legally required to register all their properties on the portal and local authorities will be empowered to take enforcement action against those who do not.

17. The private rented sector reforms require legislation. Government Ministers have said the Bill will be introduced "in this Parliament".

18. The Government has committed to upgrade as many PRS homes as possible to EPC Band C by 2030 where practical, cost effective and affordable and in 2020 consulted on a suite of policy proposals towards achieving this, including a £10,000 cap on how much landlords would need to spend before being considered compliant. The Government is analysing responses.

19. In September 2022, the government launched a public consultation on its proposed Decent Homes Standard (DHS) for the sector. It said it would need to: (a) meet the current statutory minimum standards for housing (this includes being free of category 1 hazards); (b) be in a reasonable state of repair; (c) have reasonable facilities and services; and (d) provide a reasonable degree of thermal comfort. The Government says the standard is very similar to the standard for the social rented sector but includes small adjustments to reflect the "more diverse" property types in the PRS. In particular, it does not include the requirement for kitchens and bathrooms to be of a certain age and reflects the existing requirement that every home in the PRS meet the minimum energy efficiency standard (MEES).

20. In its consultation on the DHS, the Government proposed that landlords use the property portal to self-declare whether their property was decent and said it would deter unscrupulous landlords from "knowingly or recklessly providing false or misleading information" by making it an offence liable to prosecution and a civil penalty of up to £30,000. Local authorities would be responsible for investigating complaints relating to the DHS and for reporting on improvement and enforcement activity. The Government says it will provide a suitable timetable for implementation to give landlords time to make the necessary improvements. It is also considering a cap on costs arising from criteria B, C and D (it does not think a cap appropriate for criteria A), similar to that which applies to landlords' compliance with the MEES.

Damp, Condensation and Mould

21. Damp and mould in housing have received considerable recent interest following the inquest into the death of two year old toddler Awaab Ishak who died from a respiratory condition caused by mould in a Rochdale Boroughwide Housing (RBH) flat. Despite complaints, action to treat and prevent the mould had not been undertaken.

22. Damp and mould are a cross tenure housing issue with implications for both the councils' responsibilities as a landlord and for enforcing standards within private sector housing.

23. There had already been concern regarding damp and mould before to the Coroner's report which was published in November 2022. The Housing Ombudsman had issued a Spotlight report 'Damp and Mould; It's not lifestyle' in October 2021. The report recognises challenges for landlords in tackling this problem including overcrowding, poverty, and the age and design of homes and identifies best practice and innovation in the sector. It also recognises other

deep-rooted reasons why landlords are sometimes falling short that require changes in culture, behaviour and approach by them; from being reactive to proactive, and from inferring blame to taking responsibility.

24. Prior to the Spotlight report, Hillingdon had already instituted some changes to become more proactive in relation to damp and mould. Prompted by the introduction of the Homes (Fitness for Human Habitation) Act 2018, new processes for damp, condensation and mould management in the Council's own housing stock were introduced, including empowering operatives to report issues outside of their trades.

25. Following the Spotlight report an internal officer working group was established to carry out a further review of the Council's approach. The current position in Hillingdon was documented against each recommendation made in the report along with agreed actions and progress made. There is considerable good practice shown including:

- Use by operatives of "I have a concern" surveys on PDAs to record issues associated with the property.
- Back-office staff empowered to recommend decants temporarily or permanently when considered necessary.
- A draft Hillingdon Damp and Mould Policy and Operational Practice Note.
- A risk-based approach is in place and improvements to the evidence base included as an agreed action.
- There are no restrictions in place preventing the reporting and completion of repairs during regeneration programmes.
- Staff have been reminded to treat the repair and look at the root cause of the problem rather than focus on any individuals that may have been involved.
- Operatives have been tasked to identify areas where fans/ventilation need to be installed to assist with condensation management.
- Work has taken place to identify reporting categories within a new GOSS complaints system.
- When property inspections take place, full photographic evidence is taken, along with notes detailing what is required to resolve the issue.
- Clear actions and outcomes are identified to resolve issues utilising in-house DLO or by obtaining quotations for works. If works are large, options are considered for recommending decants.
- Voids teams review the property repair history prior to refurbishment to apply preventative measures before new tenants arrive.
- Continued reporting of damp will not affect attendance.

26. Since November last year, the Council has received and responded to requests for information from both the Government and the Regulator of Social Housing sent to all local authorities and other social housing providers concerning damp, condensation and mould. In February 2023 the Housing Ombudsman has also published a One year on follow up report: Spotlight on damp and mould – it's not lifestyle.

27. Additionally, a cross-service group of officers has been established to take forward actions regarding damp and mould across social and private rented housing sectors. Regular

progress meetings are held and updates provided to Strategic Housing Board and the Cabinet Member for Residents' Services and the Deputy Leader of the Council and Cabinet Member for Property Highways & Transport. An action plan incorporating and building on the work following the Spotlight report has been developed.

28. Works to the Council's own housing stock has, in recent years, had a strong focus on health and safety with works prioritising fire safety both prior to and since the Grenfell fire tragedy. The focus on health and safety is being extended to other areas of work, including in relation to damp and mould. An evidence-based approach is taken to understanding the extent of damp and mould. This includes identifying those properties most likely to be affected and those households that may be particularly impacted by exposure to damp.

29. Hillingdon Council currently has 9,961 tenanted council owned rented properties. Based on a 4.8% prevalence rate for London as a whole for council properties, there would be an estimated 478 households that could be expected to be affected by damp and mould.

30. Overcrowding increases how susceptible a home is and is one of the most significant risk factors for condensation. The oldest and youngest and people living with disabilities and respiratory conditions are most vulnerable to the impacts of damp and mould. Officers are also very aware of the impact that fuel poverty and poverty in general can have for people living in cold, damp homes. Living in fuel poverty increases the likelihood of living in a damp home because if a home is not properly heated, it is more likely to develop condensation. The cross-service group includes staff involved with tenancy management and welfare support so that attention to these wider issues forms part of the response.

31. Officers have identified some specific issues that are particularly associated with damp and mould in Council homes and are using the information they have available to identify where there is a higher risk of damp and mould occurring and inform future works to stock. This includes homes that have solid wall construction or are of a non-traditional build and homes that have metal framed windows. Officers have mapped this information across the Borough to inform priorities. This information is also being viewed alongside information regarding occupants to identify risk factors.

32. Whenever inspections are carried out in a Council property, any issues that come to light, including damp and mould related, that require immediate attention, are reported to the repairs team so that a relevant job can be raised. The relevant information is also added to officers' evidence base in relation to stock condition.

33. There is increasing investment being made in planned works programmes, many of which will bring benefits in terms of reducing susceptibility to damp and mould. These include roofing programmes, window replacement, planned domestic boiler replacements and heat recovery units, cavity wall and loft insulation. Measures are accompanied by sufficient ventilation, which is critical to prevent damp, especially for those properties which are overcrowded. The Council has successfully bid for funding under the Social Housing Decarbonisation Fund to invest further in insulation, new windows and ventilation and is working with "Warmfront" to identify suitable properties for cavity and solid wall insulation.

34. All these programmes of work will assist in ensuring that properties are well insulated and

ventilated and consequently less likely to be affected by damp and mould. The Council is also in the first phase of delivering regeneration programmes on the two regeneration sites in the Hayes area of the Borough.

35. To ensure that individual damp and mould cases are identified and dealt with promptly officers have also been reviewing the start to finish process for addressing damp and making improvements. The process ensures that all relevant information about damp and mould in a property is kept in one place and that the case remains open and reviews are undertaken until resolution has been achieved. An active tracker is in place for all damp and mould cases reported to ensure that progress is closely managed.

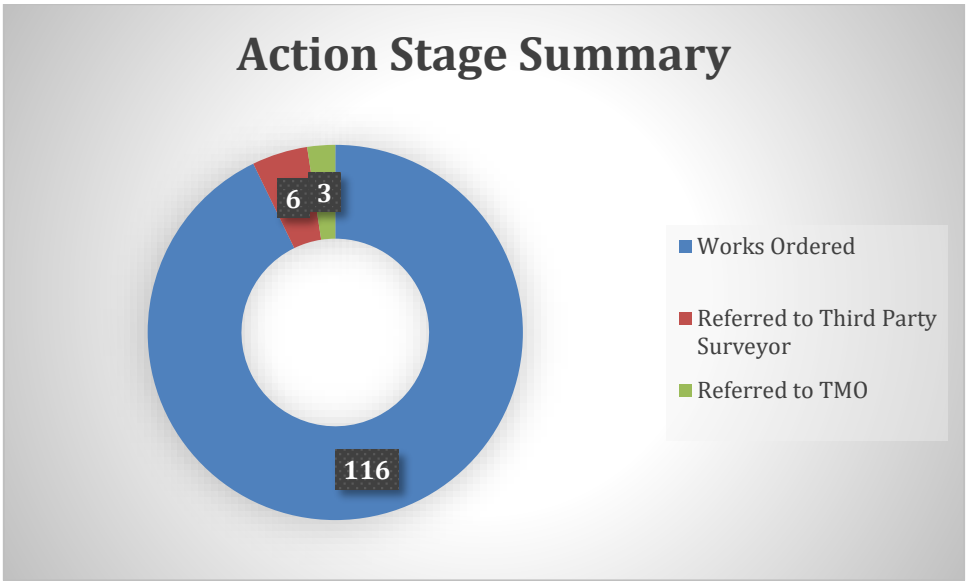
36. Improvements are also underway in how officers communicate with residents regarding damp and mould. This includes reviewing the information on the Council's website; revising the leaflet made available for dealing with damp and mould; looking again at how officers can raise awareness at tenancy sign up and investigating new communication materials e.g. videos.

37. A new tracking system has been put in place for damp, condensation and mould cases in the Council's own stock. Within February, 115 new damp, mould, and condensation (DMC) issues were raised. A decrease from the previous months, this trend is expected to continue to lower as the weather improves with the lighter and warmer days approaching reducing overall condensation issues presenting to residents.

- The total received by the service via the new tracking system is 294 DMC reports.
- At first point of contact the service provides a damp leaflet for residents to follow. If there was a previous report, dependent on the severity and the household circumstance, an inspection may be raised at this point. 114 properties are currently at this stage. In all circumstances, if the problem remains unresolved a subsequent inspection will be arranged.
- 49 properties are awaiting an inspection with the majority scheduled to occur within 10 working days of being reported.

	Feb-23	Totals
Total New reports of damp, mould and condensation related issues	115	**294**
All Time reports of damp, mould and condensation related issues	294	
Total with damp Leaflets - **Pre Action Stage**	114	**174**
Total properties awaiting inspection	49	**96**
Total inspections completed - **Action stage**	125	**195**
Issued raised with all actions completed awaiting follow up - **Post action**	2	**4**
All actions completed - **Resolution confirmed**	4	**4**

- 125 properties have already been inspected and works scheduled to go ahead (this is broken down into several sub-categories, for instance 116x properties have follow up works scheduled which includes but is not limited to upgrades of ventilation units, mould washes, replacement of first generation aluminium windows and drainage clearance or replacement works etc, 3x properties have been referred to Housing Management for assistance with engagement and 6x have been referred to specialist surveyors.



- 2 properties have had all works completed and the repairs planning team will make follow up calls to see if the issue has been resolved. If the residents confirm the issue still exists, the service will raise a return inspection for the resident.
- 4 properties have confirmed the issue has been resolved with no further issues presenting. In order to provide reassurance, the Service has purposely made it difficult to reach this stage. With DMC cases the issue can reoccur and by keeping the report live within the system officers ensure a constant recheck of live cases.

Damp and mould in the private sector

38. The predominant housing tenure in Hillingdon is owner-occupation. Private rented sector (PRS) housing accounts for around 28,000 homes in Hillingdon. Some areas of the Borough have a greater prevalence of private rented sector housing than others and these areas also correspond with those that are more likely to exhibit poor housing conditions. They are generally areas of greater population density. It is estimated that there is a prevalence rate of around 8% of the private rented sector properties that are affected by damp. Across Hillingdon, this amounts to around 2,200 private rented sector properties in total.

39. Hillingdon Council complies with the statutory requirement to take action where category 1 hazards under the Housing health and safety rating system (HHSRS) are found. In addition, officers have particular regard to high scoring (bands D and E) category 2 damp and mould hazards.

40. When a complaint about damp and mould is received, officers will initially gather information regarding the complaint from the person complaining and will then contact the landlord. If the issue appears to be serious, officers will notify the landlord and interested parties of their intention to carry out an inspection under section 239 of the Housing Act 2004. For less serious complaints officers provide advice to both landlords and tenants regarding how to deal with damp and mould. The Council's Private Sector Housing Enforcement Policy makes it clear

that the Council will take enforcement action in relation to both category 1 and serious category 2 hazards. The Council is able to take enforcement action against Housing Associations as well as private landlords in relation to HHSRS hazards, but officers would expect tenants to make use of the Housing Association's own complaints process before involving the Council.

41. The advisory information that the Council makes available, such as information on the website and a damp and mould leaflet, have recently been reviewed and updated. The Private Sector Housing Team has a comprehensive procedure for new requests coming into the team. This includes information regarding the appropriate questions to ask to respond suitably to damp and mould cases.

42. With regards to temporary accommodation, officers have introduced a procurement framework that aims to ensure that all landlords contracted provide accommodation of a good standard. This includes accommodation provided for out of borough placements. If a complaint is made, an inspection can be arranged quickly to ensure that the property reaches required standards.

43. Temporary accommodation also receives specific attention via the Setting the Standard pan London inspection service for shared and 1 bedroom accommodation.

Other Programmes of Work in Council Owned Homes

Planned works programme

44. The Council agreed to significantly increase planned investment in Council housing stock as part of the 2022/23 to 2027/28 MTFF. Key priorities of the planned works programme are:

- Kitchens and bathrooms. During the Decent Homes programme in the early 2000s a significant proportion had kitchen and bathroom replacements. These properties will require replacement works over the next five years.
- Windows. Many of the early replacements of single glazed windows to double glazed windows used aluminium instead of UPVC frames. These are no longer considered to be adequate due their low thermal performance, in some instances their contribution to the accumulation of damp and the difficulty in repairing them. Many of these aluminium framed windows will become due for replacement in the next 15 years; however, as many of these as possible will be brought forward for replacement within the next 5 years.
- Due to the age profile of the Council's housing stock, there is currently a large number of properties which will require the roof structure and covering to be replaced over the next few years. The replacements will be targeted based on age and reports of issues recorded by the Council's repairs department.
- Automatic Opening Vents (AOVs): These are a window with a specialist mechanism typically found within medium and high-rise blocks which automatically open when a fire is detected to vent smoke along fire escape routes. All AOV within blocks will be targeted for early replacement as part of the Building Safety Strategy which has been adopted by the Council.

45. To make efficient use of the available budgets on blocks and reduce interruption to

leaseholders and tenants, where possible component replacement works will be grouped. For example, this may include roof replacement, windows replacement and cyclical decorations being carried out under single construction works contractor. This will in some instances involve bringing elements of the works forward.

Compliance and Maintenance

46. Over the last five years, following the tragedy at Grenfell, a programme of fire safety works has been undertaken initially on all high-rise blocks with applicable and suitable works also being carried out on medium and low-rise blocks.

47. Inspections of the electrical wiring are carried out of all tenanted properties every five years alongside a programme of the replacement of any outdated consumer control units (fuse boards). Where recommended by the electrical inspection the electrical wiring is being replaced in properties alongside the CCU upgrades.

48. Yearly gas safety checks are undertaken on all tenanted properties with a gas supply in conjunction with the boiler inspection. For efficiency, any boilers that are found to no longer be serviceable during these checks are replaced.

49. All blocks with communal areas have been resurveyed for the presence of asbestos and all works are carried out in accordance with the management plan and the Control of Asbestos Regulations 2012.

50. All passenger lifts are thoroughly examined by a competent person at monthly intervals. Compliance entails having an in-date Insurer's Compliance Certificate (carried out bi-annually by a Contractor issued by the Insurer) in place for each passenger lift.

51. Legionella Risk assessments and Water quality assessments are undertaken on all HRA tenanted stock in accordance with statutory requirements.

52. Fire Safety Risk Assessments (FRA) are undertaken annually on all High rise and sheltered Housing blocks. All works identified as a requirement in the FRA are actioned via planned or reactive works budgets. Works include new communal and front entrance fire door sets, new communal and emergency lighting, smoke, heat & CO detectors installed along with fire rated fuse boards. Sprinklers systems have also been installed in 6 No of the Council's High-rise blocks; the remainder are to be demolished.

Building Safety

53. A newly resourced Building Safety Team is being established to work alongside existing staff to supplement the existing maintenance and compliance staff. While the Building Safety Regulator is implementing a more stringent regulatory regime for higher risk residential buildings of 18 metres or more than six storeys initially, the likelihood is that safety measures will extend to medium and low-rise buildings.

54. As a building owner of 11 high-rise buildings, the Council will compile and maintain safety case files for these dwellings.

Sustainability and Decarbonisation

55. The Government's Clean Growth Strategy 2017 sets out a target of making all fuel poor homes to be upgraded to Energy Performance Certificate (EPC) Band C by 2030 and for as many homes as possible to be EPC Band C by 2035 where practical, cost-effective, and affordable. All London Councils have committed to an additional more challenging target of upgrading their housing stock to average EPC B by 2030.

56. The Retrofit London Housing Action Plan sets out a path to bring forward a cross-tenure home retrofitting programme in London that can achieve an average EPC B rating by 2030. Retrofit London is a cross tenure initiative, and the programme acknowledges that funding retrofit is arguably the biggest barrier to delivering at scale, if at all. The estimated investment in the London economy to deliver an average of EPC B by 2030 is nearly £50bn. HRA funding is constrained but covers a range of activities which can support the decarbonisation of homes. A retrofit "fabric first" whole home assessment approach is being taken whereby an assessment of the energy efficiency of the whole home is assessed alongside how the home is used by the occupants to prepare property specific retrofit works. The retrofit works will then focus on improving the insulation and ventilation of the property and look at suitable low carbon space heating technologies.

57. Good progress has been made on working towards improving energy efficiency. Through the Green Homes Grant funding received in 2020, 206 properties received cavity wall insulation, 424 properties loft insulation and 175 properties had single glazed windows replaced with highly thermally efficient UPVC double glazed windows. Grant funding of £1.58m has been received through the Social Housing Decarbonisation Fund Wave 1 which will be used to retrofit up to 158 using a fabric first whole home approach.

Private rented sector Licensing and Enforcement

58. The Council's Private Sector Housing Team is responsible for delivering the Council's statutory functions in the private housing sector; this covers raising housing standards in the private rented sector including properties owned and managed by Registered Providers (Housing Associations). The team focuses its efforts on properties where the worst housing conditions are found, which is usually in houses in multiple occupation (HMO's). HMOs are the properties at the lower end of the private rented housing market, where the poorest and most vulnerable tenants are housed and typically where standards of management are lowest. Poor housing conditions include damp and mould growth, lack of heating, inadequate fire precautions and falls within the property.

59. At the end of February 2023 there were 751 licensed HMOs in Hillingdon and investigations are underway regarding a further 310 suspected HMOs. Any that have not sought licensing and subsequently found to be an HMO will face enforcement action which may include a Civil Penalty for failure to license and possible breaches of Management Regulations. Between 1 April 2022 and 21 March 2023 there have been 116 HMO licensing applications.

60. The Council is currently exploring options to use stock modelling to update its evidence base concerning the private rented sector. This will enable further consideration to be given towards

taking forward potential discretionary licensing proposals.

61. Between 1 April 2022 and 21 March 2023 the team have carried out 751 inspections of 498 individual properties. Of these, 300 were to check the suitability of properties under the Homes for Ukraine scheme, 340 were in response to disrepair complaints, and 111 were HMO inspections. There have been 30 Improvement Notices issued for private rented properties in the Borough. There have been 7 Prohibition Orders served. One Civil Penalty has been issued, a potential further 15 current cases may result in Civil Penalties.

62. Dedicated ongoing consultancy support is in place to support the team in relation to cladding and other fire safety issues in mid to high rise dwellings in the private sector. This includes carrying out inspections, surveys and assessments, liaising with the Joint Inspection Team and London Fire Brigade and taking forward enforcement action as appropriate.

Barriers to Private Rented Sector Enforcement

63. DLUHC commissioned research to explore local authority enforcement in the PRS. The headline report[1], published in June 2022, concluded that whilst the power and enforcement measures available to local authorities are valuable tools, authorities face significant barriers to tackling poor conditions in the PRS, including:

- Lack of knowledge of the private rented stock – preventing informed, strategic decision making;
- Limited enforcement capacity – restricting some local authorities to just 'fire-fighting';
- Lack of political or corporate commitment to improving housing conditions – making it difficult to robustly enforce standards; and
- Issues relating to the legal framework, such as the range and complexity of laws relevant to enforcement work.

64. The Public Accounts Committee's 2022 inquiry[2] into the regulation of private renting also highlighted that a lack of capacity was constraining local authorities' use of enforcement powers:

'Many local authorities take a light touch or "fire-fighting" approach, as they do not have the capacity to protect tenants and ensure landlords comply with regulations. For example, tenancy relations officers provide valuable support to tenants experiencing illegal eviction or harassment, but very few local authorities can afford to have them. Only 10 landlords and letting agents have been banned by local authorities since new powers were introduced in 2016. Shelter reports that 80% of local authority officials said they did not have sufficient numbers of staff working on licensing and enforcement to ensure that the landlords in that area were compliant with their legal responsibilities. The Department does not know what basic level of resource is needed for local authorities to regulate their rental markets against legal standards.'

[1] Local authority enforcement in the private rented sector: headline report - GOV.UK (www.gov.uk)

[2] Regulation of private renting - Committees - UK Parliament

65. The Committee recommended DLUHC should conduct a realistic assessment of the resources needed for local authorities to regulate effectively.

66. There are severe staffing difficulties in local authority private sector housing teams, with most struggling to recruit experienced environmental health officers. In 2018 the Chartered Institute of Environmental Health Officers estimated that across the country there were 2.2 environmental health officers for every 10,000 properties, and said the figure was probably even worse today.

67. Most local authorities are making very little use of their power to issue civil penalties. This has been linked to difficulties collecting the money. Collection is said to be complex and uncertain and, in some cases, the guilty company just gets dissolved. There are similar concerns about the ability of local authorities to recover costs from prosecutions.

68. The majority of local authorities do not have any selective licensing regimes in place. Most West London boroughs do have selective licensing in place. Many have called on the Government to scrap the need for the Secretary of State's approval. Establishing selective licensing is a resource hungry process.

How this report benefits Hillingdon residents

The quality of housing has significant impacts on the lives of residents.

Financial Implications

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

Legal Implications

Legal Services confirm there are no legal impediments with authorising the recommendation to note the contents of the report and the action being taken by officers.

BACKGROUND PAPERS

None.

HILLINGDON'S LIBRARY SERVICE'S DRAFT STRATEGY 2023-2027 / THE FUTURE OF HARLINGTON LIBRARY

Committee name	Residents' Services Select Committee
Officer reporting	Darren Deeks – Libraries, Museums and Theatres
Papers with report	Cabinet reports – 16 February 2023
Ward	All

HEADLINES

For the Select Committee to consider and comment on Hillingdon Library Service's draft Strategy 2023-27 and the proposed decommissioning of Harlington Library which have been approved by Cabinet for consultation.

RECOMMENDATION

That the Committee submit any comments to Cabinet on the Library Service's Draft Strategy 2023-27 and the proposed decommissioning of Harlington Library.

SUPPORTING INFORMATION

On 16 February 2023, Cabinet agreed to consult on Hillingdon Library Service's draft Strategy 2023-27 and the proposed decommissioning of Harlington Library. The draft Library Service Strategy sets out a clear vision for the service for the next five years, whilst the plan to decommission Harlington Library is based on its low usage among the wider population that a public library is intended to serve.

Select Committee comments

Councillors on this Select Committee may wish to comment on the draft Library Strategy and future plans for Harlington Library.

Should the Committee wish to send formal comments to the Cabinet, this can either be agreed at the meeting, or delegated to the Democratic Services Officer, in conjunction with the Chairman (and in consultation with the Opposition Lead).

Darren Deeks, Libraries Service Manager, will introduce this item and will answer any questions Councillors may have.

RESIDENT BENEFIT

As set out in the Cabinet reports.

FINANCIAL IMPLICATIONS

As set out in the Cabinet reports.

LEGAL IMPLICATIONS

As set out in the Cabinet reports.

BACKGROUND PAPERS

NIL.

CONSULTATION ON HILLINGDON'S LIBRARY STRATEGY

Cabinet Member(s)	Councillor Eddie Lavery
Cabinet Portfolio(s)	Cabinet Member for Residents' Services
Officer Contact(s)	Perry Scott - Place Darren Deeks – Libraries, Museums and Theatres
Papers with report	Appendix 1 – Draft Library Service Strategy 2023-2027 Appendix 2 - Tiered opening hours table

HEADLINES

Summary	Hillingdon Council is committed to putting its residents first. Through strong leadership, sound financial management and transforming how it works, the Council will ensure it provides high-quality services residents expect in the most efficient way. The Council recognises the library service as a key service to residents which enables the aims of the wider Council strategy to reach residents across its network of static branches, and via the Home and Mobile library services The five-year library service strategy presented in this report provides a clear vision and a comprehensive framework of commitments to residents which continue to deliver on the Universal Libraries Offer, the duty to provide a comprehensive and efficient library service. The strategy identifies ways of modernising and improving services, while using resources in responsible and cost-effective ways. Cabinet is asked to consider and approve the draft five-year library strategy for consultation and to agree to receive the findings of the consultation and any recommended changes.
Putting our Residents First **Delivering on the Council Strategy 2022-2026**	This report supports our ambition for residents / the Council of: Enjoy access to green spaces, leisure activities, culture and arts This report supports our commitments to residents of: Thriving, Healthy Households
Financial Cost	There are no direct financial implications arising from the recommendations set out in this report.

Relevant Select Committee	Residents' Services
Wards	All

RECOMMENDATIONS

That the Cabinet:

1. **Approves Hillingdon Library Service's draft Strategy 2023-27 in Appendix 1 for consultation;**
2. **Agrees as part of this, to consult on new tiered library opening hours as set out in the report and;**
3. **Agrees to receive the final Library Strategy 2023-2027 at a later meeting, informed by the findings from the proposed consultation process.**

Reasons for recommendation

The draft library service strategy sets out a clear vision for the service for the next five years, providing a direction of travel and improvement for all stakeholders. Approval is sought from Cabinet to approve the strategy for consultation, to ensure that residents and partners have the opportunity to consider and comment on the commitments.

Library opening hours have not returned to the permanent pre-COVID patterns and since coming out of lockdown libraries have operated on a set of temporary hours, reviewed throughout. The library service now wishes to adopt a new set of opening hours, based on the usage, busyness and location of each library. Libraries would be tiered into four bands (Flagship/Tier 1, and Tiers 2-4) with flagships offering the longest opening hours and Tier 4 branches offering the shortest opening hours, across the Borough, however, the libraries would offer comprehensive opening hours that also recognise the need to provide services efficiently.

The draft strategy is attached as Appendix 1 to this report.

Alternative options considered / risk management

Alternative is to have no strategy in place for the library service; however, it is important to set out the priorities and ambitions of the library service due to its role in the community and its ability to help deliver on Council Strategy objectives.

Democratic compliance

Cabinet is the relevant body in the Council's Constitution to propose consultation and make any decision in relation to such proposed changes to Council library services.

Select Committee comments

None at this stage, however, the Residents' Services Select Committee, as part of its important overview and scrutiny role, will consider the consultation on this strategy at a future meeting and may wish to comment on the matter, reporting back to Cabinet before any final decision.

SUPPORTING INFORMATION

1. Hillingdon Council continues to put residents first in everything it does. As a key, statutory universal service, libraries help the Council to achieve many of its goals including helping residents to live healthy, active and independent lives with access to culture and the arts; to achieve well in education with opportunities for learning at all ages; to feel safe and to thrive.

2. The Council's approach of strong leadership, sound financial management and transforming how it works will continue to ensure high-quality services and facilities residents expect are provided in the most efficient way.

3. The draft Library Service Strategy 2023-2027 builds on the successes of the library service to date and sets out 5 areas of ambition that meet all the objectives of a core service while extending this with a rich and varied programme of activities, outreach, promotions and community engagement that meets the needs of residents of all ages and extends to hard-to-reach residents.

4. The ambition statement and key areas of ambitions for libraries are:

   Hillingdon libraries commit to building on and increasing the services they provide, so that as many people as possible can take advantage of the transformative power of libraries.

   We will achieve this by pursuing ambitions in the following areas:
   - *Reading, literacy and culture*
   - *Health and Wellbeing*
   - *Improving digital services and inclusion*
   - *Information and Learning*
   - *Sustainable Service Delivery*

5. The draft strategy (appendix 1) provides a comprehensive set of goals within each ambition with simultaneously acknowledging the success of the service to date and identifying steps needed to expand the offer to all residents.

6. As part of Sustainable Service Delivery, a new permanent schedule of library opening hours is proposed on a Tiered Model which uses the data regarding location and busyness of each branch and provides a range of opening hours for 4 different levels of library, from flagship branches providing the greatest number of opening hours to level 4 branches offering the least. These hours recognise usage trends and provide excellent access to library service, while providing scope for rolling review as trends change and usage develops.

Consultation on proposed tiered opening hours are as follows: (also set out in Appendix 2)

Tier 1 / Flagship libraries (Botwell Green, Ruislip Manor, Uxbridge):
Mon, Tues, Thurs: 9am-7pm;
Weds, Fri, Sat – 9am-5pm;
Sun 10am-1pm (Ruislip Manor closed on Sun)

Tier 2 libraries (Manor Farm, Northwood, Oak Farm, Yeading, Yiewsley):
Mon, Thurs: 10am-7pm
Tues, Weds, Fri; 10am-5pm
Sat: 10am-4pm

Tier 3 libraries (Eastcote, Harlington*, Ickenham, Northwood Hills**, South Ruislip):
Mon or Weds: closed
Three weekdays: 10am-1pm and 2pm-5pm
One weekday: 10am-1pm and 2pm-7pm
Sat: 10am-4pm

Tier 4 libraries (Charville, Harefield, Hayes End, West Drayton):
Mon or Weds: closed
Four weekdays: 10am-1pm and 2pm-5pm
Sat: 10am-2pm

- **Harlington library subject to separate Cabinet report on the same agenda regarding decommissioning/public consultation*
- ***Northwood Hills library may open through lunchtime following rebuild, also set out on separate Cabinet report on the same agenda*

Financial Implications

There are no direct financial implications arising from the recommendations within this report. Should a decision following the consultation be to adopt a tiered operating model, this would be evaluated on a Library by Library basis with identified efficiencies contributing to the Council's Medium Term Financial Forecast.

RESIDENT BENEFIT & CONSULTATION

The benefit or impact upon Hillingdon residents, service users and communities?

The five-year library service strategy presented in this report provides the aims and ambitions for Hillingdon library service, which act as a set of commitments to residents. The commitment to deliver on the Universal Offers, and to develop work supporting those most vulnerable in our communities, is drawn from our track record, the needs of residents and the best practice described by Libraries Connected. Residents can continue to expect excellent access to book stock that appeals to a broad range of interests, reliable information, enriching activities and opportunities for independent lifelong learning

The draft Library Strategy has been developed in line with the Council Strategy 2022-2026 and enables the library service to support the wider Council to achieve the goals set out in its strategy of putting residents first and meeting its commitment to residents:

- Safe and Strong Communities
- Thriving, Healthy Households
- A Green and Sustainable Borough
- A Thriving Economy
- A Digital-enabled, Modern, Well-Run Council

The proposed consultation stage for the strategy will seek views from residents, partner organisations and businesses to ensure comments are considered prior to finalising the strategy.

Consultation carried out or required

The report recommends Cabinet approves a consultation stage with residents, partner organisations and businesses to seek views on the proposed five-year strategy to inform the final strategy to be presented to Cabinet. The consultation will involve a structured survey available to all residents, promotion through a variety of channels, and pro-active contact with partners. The consultation stage will invite comments from the relevant Select Committee.

CORPORATE CONSIDERATIONS

Corporate Finance

Corporate Finance has reviewed this report and concurs with the financial implications set out above, noting that there are no direct financial implications associated with this report, however, following consultation, a decision to approve the strategy will support the Council's delivery of efficiency savings identified in the Council's budget strategy.

Legal

The Council is required by section 7 of the Public Libraries and Museums Act 1964 to provide a" comprehensive and efficient" library service that is available to everyone who resides, works or studies in the borough. Statutory Guidance issued by the Secretary of State requires the Council to consult with its residents and service users before deciding the extent of library provision in the Borough, whilst taking into account the available resources. By undertaking this consultation, the Council will comply with this Statutory Guidance. Further, more detailed legal advice will be given as necessary (including any equalities issues) when Cabinet considers the consultation outcome at a future meeting.

Infrastructure / Asset Management

Asset Management has been consulted.

BACKGROUND PAPERS

NIL

This page is intentionally left blank

Library Service Strategy 2023-2027

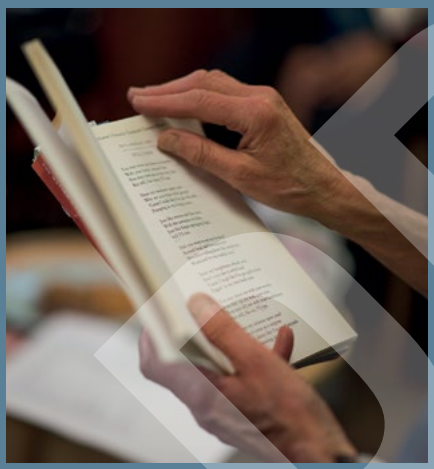
Aims and ambitions

DRAFT

HILLINGDON
LONDON

Contents

Executive summary	3
National policy drivers	5
Local policy drivers	5
Key challenges and framework for change	5
Ambition statement	5
Aims/ambitions: Reading, literacy and culture	6
Aims/ambitions: Health and wellbeing	8
Aims/ambitions: Improving digital services and inclusion	10
Aims/ambitions: Information and learning	12
Aims/ambitions: Sustainable service delivery	14



DRAFT

Executive summary

Welcome to Hillingdon library service's five-year strategy, a set of five key aims and ambitions that will build on existing successes and introduce new initiatives, while continuing to meet demand and be sustainable for the future.

Hillingdon's library service is a key council service that serves everyone in the community throughout its network of branches. They are uniquely placed to foster safe and strong communities, thriving healthy households and to seek opportunities to learn, work and live independently. As a free, universal service working with local partners and organisations, libraries provide a safe and welcoming space that links residents to their communities and to the wider world of literature and learning.

We are proud of our library service and want to go further and be more ambitious. The legacy of the COVID-19 pandemic, as well as other recent global events, has left us with challenging circumstances as well as exciting opportunities. Resources need to be deployed creatively at a time when free, accessible library services have never been more needed. For that reason, libraries will continue to be reviewed to ensure budgets stretch as far as possible, with hours that take usage and location into account. Three libraries – one in the north, south and centre of the borough – will act as flagship branches, offering the longest opening hours and largest stock collections. Through the life of this strategy, consideration will also be given to whether communities would benefit from libraries sharing buildings with other council and community services, by relocating or inviting others into their space.

Libraries are also looking for new ways to promote the service and attract new visitors. The service wants to reach beyond traditional library users so that everyone in the borough can benefit from what libraries provide, and new initiatives set up to respond to what residents need. That means retaining the elements of the service that are most valued and cherished, while keeping an eye on the future and making sure libraries can adapt to meet demands.

The cornerstones of a traditional library service remain: namely, books, computers and information. Over the years, libraries have extended their offer to include a diverse programme of events and activities, mostly free or low cost, to support residents in living fulfilling, healthy and informed lives. The activities include children's storytimes, dementia support sessions, older people's exercise classes, reading and writing groups, STEM (Science, Technology, Engineering and Mathematics) projects, author talks, coffee mornings and peer-led groups. The Home Library Service will continue to deliver books and information to those who are housebound, and the mobile library will make regular roadside stops to improve access for those with limited mobility and visit schools.

WiFi and computer access remains free, and the service will explore ways that public IT can improve as well as finding digital solutions to improve the customer experience and reduce transactional work for staff so they can devote more time to helping library users. We will also continue to invest in and develop our 24/7 online library.

This Library Service Strategy is aligned to the overall priorities of Hillingdon Council and provides a framework for library staff, the council and its partners. It is also a guide for residents on how we intend to deliver library services across the next five years. We recognise the significant economic and environmental challenges facing public services, but through flexible management of resources and budgets, and providing services in different ways we will ensure every single person who lives, works or studies in the borough finds a library service fit for the future and that they are proud to use.

Cllr Eddie Lavery,
Cabinet Member for
Residents' Services

DRAFT

CHILDRENS
REVENGE OF THE ZEDS
A WRINKLE IN TIME
DRAFT

National supporting policies

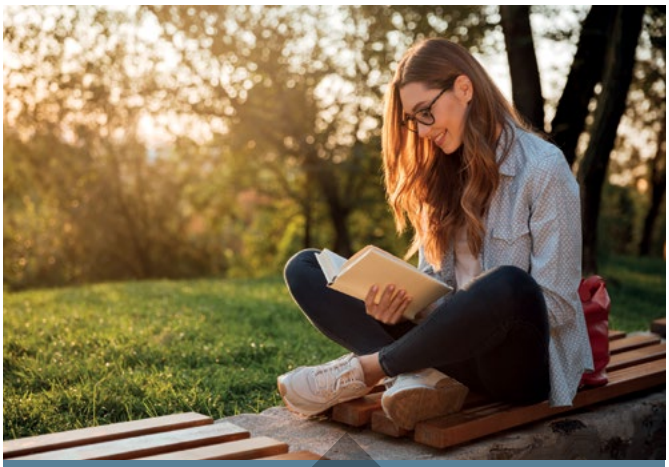
- Universal Library Offer framework
- Libraries Deliver: Ambition for Public Libraries in England
- Legal framework and Public Libraries and Museums Act 1964

Local supporting policies

- Council Strategy 2022-2026
- Equalities and diversity
- Climate Action
- Digital Connectivity Strategy (digital council and digital inclusion)

Key challenges and framework for change

- Stakeholders and partners
- Funding challenges and asset review
- Pace of technological change
- The climate emergency – how libraries can support



Ambition statement

Hillingdon libraries commit to building on and increasing the services they provide, so that as many people as possible can take advantage of the transformative power of libraries.

We will achieve this by pursuing ambitions in the following areas:

- reading, literacy and culture
- health and wellbeing
- improving digital services and inclusion
- information and learning
- sustainable service delivery.

DRAFT

Aims/ambitions:
Reading, literacy and culture

However much libraries change and diversify, the cornerstone of the service is to provide reading material to those who live, work or study in the borough. You can rely on stock in a variety of formats for all levels and ages of interest and ability. Library books are drawn from a wide range of tastes and interests so that you can be challenged, excited, educated and comforted by the books you encounter.

Libraries are with readers and information seekers for life. The educational and wellbeing benefits of reading for pleasure are well known, and it's more vital than ever that children are given the best possible start in life. We offer weekly early years sessions in each of our libraries, delivered by trained staff, that help children and their grown-ups to bond over books.

We also host events and activities that celebrate culture and the arts, from writing workshops to author talks, live music and art exhibitions, for all ages and backgrounds to enjoy.

We will:

- support early language and literacy development to give every child the best start, through a rolling programme of activities in each library
- encourage children, young people and adults to enjoy reading for pleasure by providing a wide range of reading materials and an imaginative programme of activities and events
- provide an inclusive library service, meeting the diverse needs of all residents and library users
- remove barriers to borrowing items and using libraries
- facilitate access to cultural experiences
- provide access to an engaging and diverse range of reading materials.

DRAFT

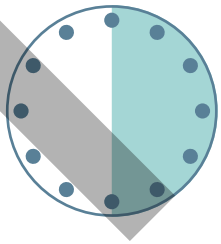
"My son really enjoys coming to Tiny Tales. He loves learning many new songs. He is learning to sit and listen to stories and songs. It is helping to support his speech and language."

Parent, Tiny Tales at Hayes End Library, November 2022

Sharing stories with young children helps to develop their speech, language and early literacy skills, encourages word association and helps them to learn about the world in which they live.

Association of Senior Children's and Education Librarians (ASCEL)

In 2022, more than **5,500** children joined the Summer Reading Challenge in Hillingdon libraries.



Adults who read for just 30 minutes a week are 20% more likely to report greater life satisfaction.

The Reading Agency

In 2022, **31** early years sessions a week ran in Hillingdon libraries, with attendance of more than **11,000** children and their grown-ups.

"Since losing my sight I have been unable to read print, so talking books are incredibly important to me. Reading takes you away from the humdrum of normal life, visiting situations and places you will never face or visit. We have a reading group at our local library and we read a different book every month, which introduces me to different authors. It's also a very sociable time and lets me meet other people and chat about books."

Gill, VIP Reading Group, Uxbridge Library

Reading matters because it can have a lifelong positive impact on a child, affecting their health and wellbeing, creativity and educational outcomes.

BookTrust

DRAFT

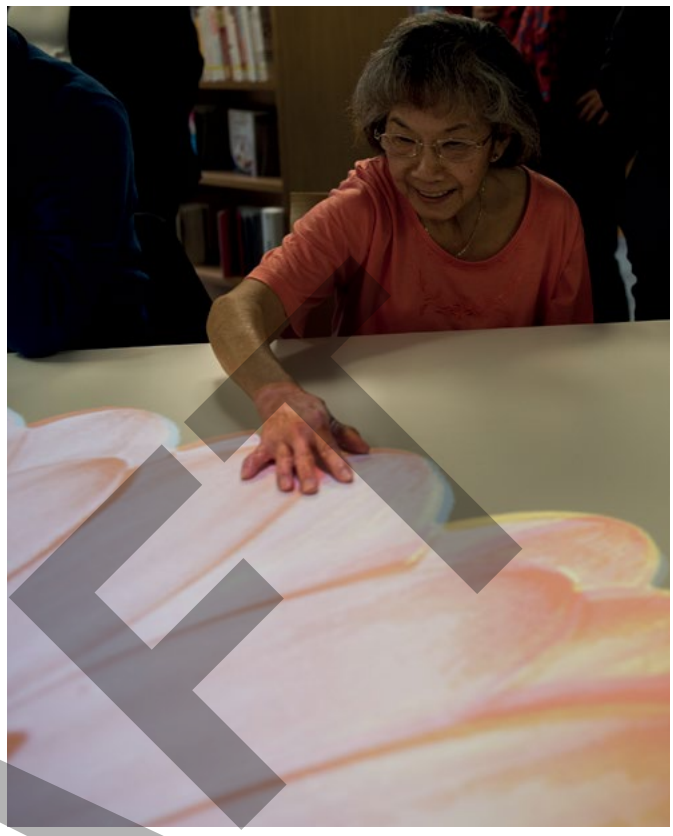
Aims/ambitions:
Health and wellbeing

Hillingdon libraries work closely with partners to bring health information and activities into the community. Our successful Heart Month initiative every February focuses on healthy eating, exercise and mindfulness, and has provided residents with the opportunity to learn ways they can improve their own mental and physical health. Many of our branches also host regular chairobics sessions for older people, and we've partnered with Sport England and others on Alive and Kicking, lending footballs and delivering coaching sessions to young people.

All our libraries are accredited as dementia friendly venues, with several branches offering regular sessions and activities for those living with dementia and their carers. Our book collections include the nationally recognised Reading Well range for children, teens and adults. And all of our libraries are free, welcoming spaces, meaning that while they are open, people are invited to interact with groups and events that reduce social isolation and foster friendships.

We will:

- reduce loneliness and social isolation by providing the space for people in the community to interact with each other and try new things
- improve health and wellbeing, and support prevention agendas through socially inclusive activities and targeted promotions
- hold stock and information in all libraries that provides access to high quality and reliable advice/guidance to support mental health/social/emotional and physical health and wellbeing
- continue to develop resources that support people living with dementia, and their carers
- work with external and internal partners to deliver a robust programme of healthy initiatives across our libraries.



DRAFT

Reading for pleasure has many non-literacy benefits and can increase empathy, improve relationships with others, reduce the symptoms of depression and improve wellbeing throughout life.

The Reading Agency

Participation in shared reading groups is linked to enhanced relaxation, calmness, concentration, quality of life, confidence and self-esteem, as well as feelings of shared community and common purpose.

The Reading Agency

"I have been with the group for over six years, and made so many friends, I look forward to attending the sessions. I have fun, laugh, chat and party."

Dementia group attendee,
Yeading Library

"Not only do you get the joy of reading, you also enjoy a spirited discussion that enables wide ranging thinking which would be impossible alone. Added to this are the mental health benefits of social interaction with members of our diverse community in Hayes."

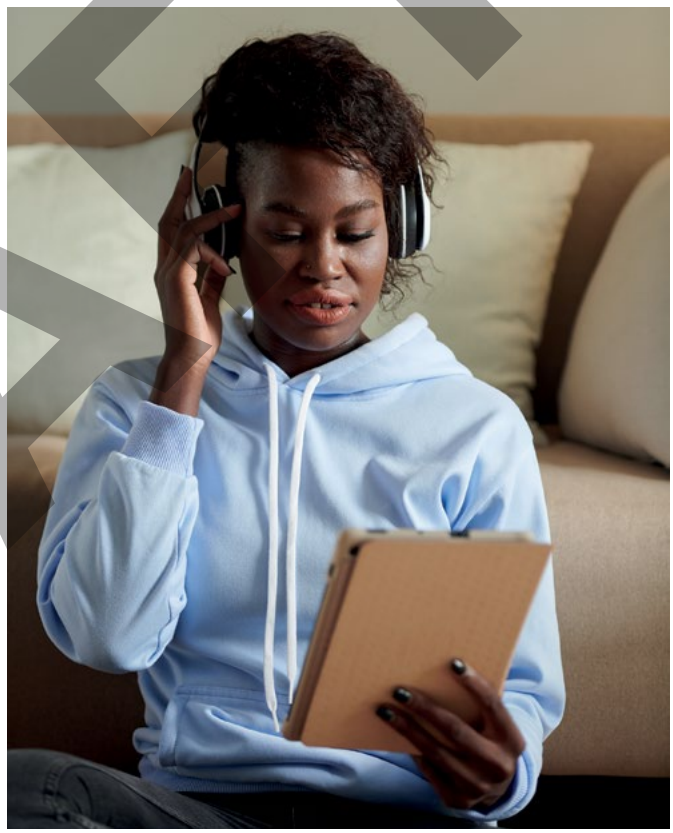
Reading Friends Reading Group member,
Botwell Green Library, November 2022

DRAFT

Aims/ambitions:
Improving digital services and inclusion

COVID-19 lockdowns showed us how natural it was for library services to continue delivering online, providing access to trusted information, ebooks and digital newspapers and magazines. But it also highlighted how cut off people can feel without the IT skills that were needed to stay in touch in lockdown. All our libraries offer free WiFi and public PCs, as well as help on how to get online. As more and more organisations encourage people to engage with them digitally, libraries play a key role in providing the up-to-date technology and the support you need.

We also recognise that STEM subjects (Science, Technology, Engineering and Mathematics) are key to the future of the country, and will build on our existing offer of code clubs, Lego clubs, and STEM kits young people can borrow free from the library to use at home.



We will:

- invest in public IT to improve the customer experience
- support people developing their digital skills and confidence so they can make the most of the opportunities afforded by digital
- provide access to quality online resources for reading, information and learning for adults, young people and children
- explore digital solutions that enhance the customer experience both remotely and in libraries, including self service options and investment in online resources
- develop STEM and STREAM (STEM plus Reading and the Arts) provision, open to all through the development of the offer.

DRAFT

Socially excluded groups tend to be the heaviest users of many government services, yet they are also less likely to be able to use online channels; 40% of benefit claimants have 'very low digital engagement'.

As measured by the Lloyds Bank UK Consumer Digital Index

1 in 20 UK households have no home internet access.

2 million UK households struggle to afford internet access

36% of workers lack essential digital skills for work

Good Things Foundation, Digital Nation 2022

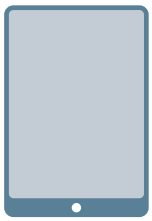
> I learned how to make a game today! I would recommend Code Club to my friends because it is very interesting.
>
> 9-year-old, Code Club, Uxbridge Library

Since 2019, the council has invested more than **£250,000** enhancing its digital library collection so that residents can access a wealth of online resources for free and from the comfort of their own homes.

"Everyone left with a working circuit and they were really happy.

"Children who finished quickly helped others that were struggling and all adults helped too."

Library staff – STEM activity



To date, the Hillingdon libraries app has been downloaded to **3,664** devices since its introduction in March 2020.

It was launched **35,323** times in the period from July 2021 to June 2022.

April 2021 to March 2022:

1,867 online memberships

204,802 digital newspapers and magazine issues read

58,850 digital book loans

"My child did not know she liked science until we came to this event!

"Absolutely fabulous and lovely to see the young volunteers."

Parent, Botwell Green Library

DRAFT

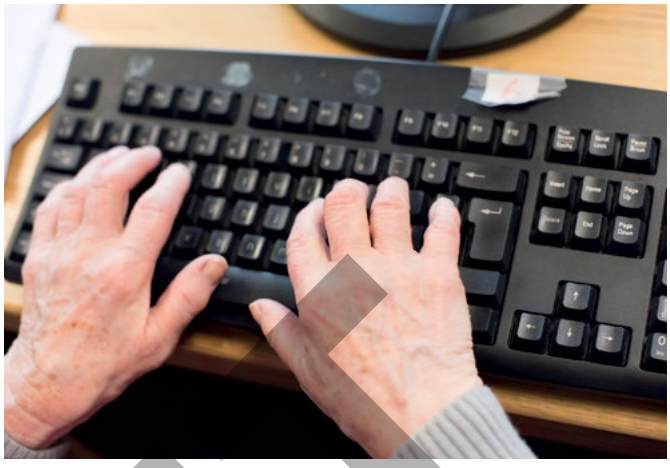
Aims/ambitions:
Information and learning

The importance of providing trusted information from reliable sources cannot be overstated, and our libraries commit to ensuring the resources and signposting we offer are accurate and up to date. We also see our branches as spaces where everyone can come to improve their skills in a multitude of ways, from informal groups and IT support to providing an environment that encourages study and learning.

We will develop our support to those who live, work or study in the borough to learn workplace skills, offering work experience and Duke of Edinburgh's Award placements as well as bespoke placements for people with special educational needs and disabilities (SEND) and volunteer profiles that enhance the work done by library staff.

We will:

- provide welcoming and accessible services for people with physical, learning and developmental disabilities
- create opportunities for people with SEND to develop workplace skills
- support and provide work experience and volunteering opportunities to enrich the lives of young people and support them to move successfully into adulthood and be ready for work.
- create adult volunteer profiles and opportunities for peer-led groups that enhance the services delivered by staff
- provide access to reliable/curated information
- facilitate and deliver opportunities for learning.



DRAFT

"I would like to thank you for this great opportunity; I have really enjoyed organising the events throughout the year and have gained lots of skills from it. I hope the following year is just as productive and exciting for the next group of volunteers, as I think the events really improve the library service and are great for the children."

Laila, aged 16, Reading Sparks volunteer

As a Project Search intern, I had the opportunity to do a 10-week work experience placement. If I had any questions, staff I worked with were all very helpful and supportive.

I improved my attention to detail, my verbal communication skills and my IT skills when assisting and observing colleagues. I found my overall experience very rewarding.

Gursagar, Project Search/ HACS placement

"Volunteering has helped me to improve my confidence when talking to different people. It has also gave me some kind of responsibility."

Lucy, aged 15

"Working in various Hillingdon libraries has improved my communication with customers, my confidence in my working environment and my problem-solving ability when supporting customers. I feel very happy with my improvement over the last 12 weeks and I know I would like to work in a library environment."

Daniel, Project Search/HACS placement

DRAFT

Aims/ambitions:
Sustainable service delivery

National and world events have impacted public service budgets while increasing operational costs. Nevertheless, Hillingdon recognises the essential role libraries provide in communities and how valued the service is by residents. We are ambitious in our strategy because we are committed to its aims and confident in our track record of delivering.

We will manage our budgets and buildings carefully but imaginatively, ensuring each library offers a core service while also delivering enhancements based on the communities they serve, and being flexible in how the service is delivered. Opening hours will be set based on the busyness, size and location of branches and kept under rolling review – as trends and resourcing changes we will be flexible in our approach. Our buildings are open to partners whose aims and values match ours, increasing people's access to services. We will also contribute to the Climate Action plan, finding ways to make our libraries more energy efficient and offering opportunities to residents to learn more about the environment.

We will:

- deliver a core offer in all libraries comprising access to books, information, IT, and an early years activity. Enhanced offers will be built on community need and the tiers of libraries
- group libraries into four tiers to deliver the right level of offer based on demographics, busyness, size and location
- review use of all buildings to fully utilise assets – make the most of commercial opportunities, co-locating services within an existing library building, relocating a library to a new building, or remodelling alibrary to maximise its potential
- use budget and resources flexibly to set opening hours based on usage and demand
- retain home and mobile library services to reach isolated and housebound people in all parts of the borough
- have a responsive, trained and adaptive workforce across all libraries
- explore digital solutions to service delivery, increasing ways for residents to engage with the library service
- have closer partnerships with council services to improve access for residents
- review our processes and assets to reduce carbon emissions, and enable communities to respond to the challenge of the climate emergency.

DRAFT

Between April and October 2022, Hillingdon libraries recorded more than:

500,000 visits

500,000 physical book loans

125,000 digital book loans

60,000 PC bookings

8,500 new library members

The Home Library Service visits more than 100 people a month who are housebound and unable to visit a static library.

The busiest libraries in the borough are **Uxbridge**, **Ruislip Manor** and **Botwell Green** libraries, issuing the most books and welcoming the most visitors.

They account for around a third of all Hillingdon library visits, while the seven busiest branches account for nearly 60% of all library visits.

On average, the mobile library makes 28 roadside stops a week.

DRAFT

DRAFT

Appendix 2 - Tiered library opening hours

Background

Part of the Library Service Strategy is the aim for Sustainable Service Delivery, ensuring libraries in Hillingdon can continue to deliver services in a way that is effective and cost efficient.

Pre-Covid, Hillingdon libraries were open 937.5 hours per week and usage figures showed these hours were too high when compared to actual usage. Examples included libraries open until 8pm or 9pm but recording low footfall and book borrowing. When libraries began to reopen following the easing of restrictions, a decision was made in April 2022 to operate on reduced temporary hours rather than return to pre-Covid hours which were expensive to operate and not a good use of available resources. Since April 2022, Hillingdon libraries are open 731 hours per week.

The 3 busiest libraries provide the longest opening hours, with 9am openings, lunchtime opening and two 7pm closures per week. Two of these three libraries are also open 3 hours on Sunday.

Four other libraries are open through the lunch period and with one late night per week, based on their usage and busyness; Harlington library opens through lunchtime due to the school's requirements.

The remaining 9 libraries close at lunchtime Mon-Sat and are not open beyond 5pm Mon-Fri (4pm Sat).

Proposed Tiered Opening Hours

It is proposed that alongside the library service strategy, the Council consults on adopting a tiered set of library opening hours. These hours would total 678 hours per week across 17 libraries* and 4 Tiers, ensuring that the north, south and centre of the Borough have libraries available to visit on a range of hours that are mapped to location, size and busyness. This enables libraries to operate on a set of hours based on supporting data. While the Council intends to be flexible and keep usage under review to ensure library opening hours can continue to respond to demand, if it is agreed the Tiered hours would be initially implemented broadly as follows:

- **Tier 1 / Flagship Libraries** (3 libraries – Botwell Green, Ruislip Manor, Uxbridge): Mon 9-7, Tues 9-7, Weds 9-5, Thurs 9-7, Fri 9-5, Sat 9-5, Sun 10-1 (Ruislip Manor closed on Sun)
- **Tier 2** (5 libraries – Manor Farm, Northwood, Oak Farm, Yeading, Yiewsley): Mon 10-7, Tues 10-5, Weds 10-5, Thurs 10-7, Fri 10-5, Sat 10-4
- **Tier 3*** (5 libraries – Eastcote, Harlington, Ickenham, Northwood Hills, South Ruislip): Closed either Mon or Weds; open 3 weekdays 10-1 and 2-5pm; 1 weekday 10am-1pm and 2pm-7pm; Sat 10-4
- **Tier 4** (4 libraries – Charville, Harefield, Hayes End, West Drayton): Closed either Mon or Weds; open 4 weekdays 10am-1pm and 2-5pm, Sat 10am-2pm

**Tier 3 includes Harlington library, subject to consultation about its future/decommissioning of service. Also includes Northwood Hills library, proposed to open throughout lunchtime pending rebuild.*

This page is intentionally left blank

CONSULTATION ON THE FUTURE OF HARLINGTON LIBRARY

Cabinet Member(s)	Councillor Eddie Lavery
Cabinet Portfolio(s)	Cabinet Member for Residents' Services
Officer Contact(s)	Perry Scott - Place Darren Deeks – Libraries, Museums and Theatres
Papers with report	Equalities Impact Assessment

HEADLINES

Summary	Hillingdon Council is committed to putting its residents first. Through strong leadership, sound financial management and transforming how it works, the Council will ensure it provides high-quality services residents expect in the most efficient way. The Council currently provides 17 static public library buildings. Harlington library is unique in that it sits within the grounds of Harlington School and while it is open as a public library, it predominantly serves as a school library. The Council does not own the building and pays lease costs for the library to be based within school grounds. A new facility is being built which would see the library move further into the school grounds. The library building will not be visible from the road to the general public. The Council wishes to consult of the decommissioning of Harlington library. Cabinet is asked to consider and approve the future of Harlington library going out to public consultation, and to agree to receive the findings of the consultation at a later meeting to consider prior to any decision.
Putting our Residents First **Delivering on the Council Strategy 2022-2026**	This report supports our ambition for residents / the Council of: Enjoy access to green spaces, leisure activities, culture and arts This report supports our commitments to residents of: Thriving, Healthy Households
Financial Cost	There are no direct financial implications arising from the recommendations set out in this report. 2022-23 operating costs of Harlington Library are circa. £250k.

Relevant Select Committee	Residents' Services
Wards	Pinkwell

RECOMMENDATIONS

That Cabinet:

1. **Approves for public consultation the proposal to decommission Harlington library;**
2. **Notes the equalities impact assessment and the measures proposed to mitigate the adverse effects of any decision to close the library;**
3. **Agrees to consider the findings of the consultation at a future Cabinet meeting in order to decide on the future of Harlington library and notes that a further equalities impact assessment will be commissioned ahead of any final decision.**

Reasons for recommendation

Hillingdon Council offers 17 libraries, the largest number of static branches in London (joint with Enfield). It does this in recognition of the value of libraries to communities and the geographical size and shape of the Borough.

Of the 17 branches, only Harlington is based in the grounds of a school and data suggests this dissuades the general population from visiting. As a public library service, we are not attracting the general public to the branch, and data shows the single largest visitor type is students at Harlington school, while children 4-7, adults 18-59 and 60+ are significantly underrepresented. Book borrowing rates are also the lowest of any static library in the Borough. It is therefore appropriate to consider the decommissioning of the library so that the Council and taxpayer resources can be deployed better at the 16 static branches who are successfully delivering as a public library service.

As a statutory service, the Council has a duty to put this out to public consultation.

Alternative options considered / risk management

- Reduce library opening hours – this would still provide primarily for school students and not the wider public, which is the remit of a public library service.
- Volunteer-run library – Harlington would still need rental and caretaking costs as the space is leased by the school; a school-run facility for its students only could be operated either by paid school staff or volunteers but this would be a decision for the school faculty.
- Provide a library at an alternative location in the ward – at present, no suitable alternative assets owned by the Council have been highlighted or identified. Hillingdon will still offer more libraries than the majority of other London boroughs if the decision is to close Harlington, and there are alternative static branches and a Mobile Library that will continue to serve the needs of residents in Pinkwell.

Democratic compliance

Cabinet is the relevant body in the Council's Constitution to propose consultation and make any decision in relation to such proposed changes to Council library services.

Select Committee comments

None at this stage, however, the Residents' Services Select Committee, as part of its important overview and scrutiny role, will consider the consultation on the library at a future meeting and may wish to comment on the matter, reporting back to Cabinet before any final decision.

SUPPORTING INFORMATION

1. Hillingdon Council continues to put residents first in everything it does, and recognises libraries as a key service that benefits all who live, work or study in the Borough.

2. Data analysis of Harlington library performance was carried out as part of the Equalities Impact Assessment and appears in the EIA appendix to this report with fuller statistical information. Harlington library is well visited by students who attend the school, but has low usage among the wider population that a public library is intended to serve. Book borrowing from Harlington library is the lowest of any static library in Hillingdon, despite not being among the smallest branches in the borough. The majority of visits to the library are among students using it as a school library for computers and revision, during times set out for them to visit during school hours Mon-Fri. Visits on Saturdays are very low compared to weekdays due to the predominant use of the library being among the students at the school.

3. Between Oct 2021 and September 2022 the library service was in a period of COVID-19 recovery, with reduced opening hours and restrictions dissuading some residents from visiting. In this period, the stats appear to show Harlington library performing well (3rd out of 17 static libraries) but in a similar period (mid Oct 2021 to mid Oct 2022), book borrowing data shows Harlington 17th out of 17. This evidence clearly shows that most recorded visits at the library are from school students who are largely not borrowing books.

4. Between October 2021 and October 2022, only 3 libraries had lower active membership than Harlington library. However, those 3 libraries had better reach across the general population, with active membership more evenly distributed among the main user types (e.g. children aged 0-4, 5-7, 8-11; adults 18-59 and 60+) compared to Harlington, whose main active members are students aged 12-14.

5. More recent data collection shows that the above information is a good indication of visits, membership and borrowing at Harlington library. For example, December visit count checks for one week across all libraries show Harlington visits are highest at certain times between 10am-4pm Mon-Fri. Circa 400 visits per day were recorded Mon-Fri, but under 70 recorded for the Saturday when Harlington school students were not timetabled to use the library. The sample week in December 2022 shows that across the service there is a 22% drop in average visits on a Saturday, compared to weekdays. For Harlington, the drop is more than 84%. This demonstrates that without school students counting towards the footfall, Harlington performs below the service average.

6. An Equalities Impact Assessment has been conducted, attached to this report, that identifies a negative impact on the following equalities groups: Asian people (higher than average in the ward), Young people aged 12-17 (predominant users of the library), People with disabilities and Pregnancy/Maternity (who may have to travel further for a public library). Mitigation has been identified on the Equalities Impact Assessment, through the availability of alternative libraries accessible via public transport and the provision of the Mobile library service.

7. If the Council vacates the building on the Harlington school grounds, the school would have exclusive use of the building with new, state-of-the-art facilities. The Council intends to gift book stock and PCs purchased for the public library, for school students to use.

8. The library service is setting out an ambitious strategy which includes a review to put resources where they are most likely to be accessed by residents. The strategy, which will go out for public consultation, acknowledges the need to deliver services where they are needed in cost effective ways to resident that improve outcomes flexibly and responsively. Considering the long-term future of Harlington library does not detract from these aspirations. While it is acknowledged that the decommissioning of Harlington library may be inconvenient, the comprehensive offer of other static locations and a Mobile library will remain.

9. The Council wants to hear from residents, community groups, partners and businesses for their feedback on the future of Harlington library. Cabinet is, therefore, asked to agree that this question is subject to a consultation process to engage meaningfully with residents, the community and businesses to inform the final decision.

Financial Implications

There are no direct financial implications arising from the recommendations within this report. Should a decision following the consultation be to close Harlington Library, the subsequent restructure and removal of operating costs would contribute circa £250k to the Council's Medium Term Financial Forecast.

RESIDENT BENEFIT & CONSULTATION

The benefit or impact upon Hillingdon residents, service users and communities?

Considering the long-term future of Harlington library and putting this question out via public consultation is part of the wider work of Hillingdon Council to responsibly manage services so that they represent value for money and make the most of the resources available to residents.

Hillingdon has one of the largest networks of public libraries in London, and residents in Pinkwell Ward have two other branches within two miles of Harlington library – Botwell Green library is 1.06 miles away and West Drayton library is 1.54 miles away. Statistics from these two libraries show better general population memberships while also being well used by those who have a student membership profile. Botwell Green library can be reached by the 278, 90 and U4 bus routes from Pinkwell Ward with a bus journey of under 10 minutes; West Drayton library requires two buses, the H98 and 222, and a predicted bus journey of under 20 minutes. Both libraries have

capacity for new visitors, should Harlington library be decommissioned. A Mobile library service will continue to visit locations across the Borough, including Pinkwell Ward, to reach those less able to travel to a static branch.

The proposed consultation stage for the future of Harlington library will seek views from residents, partner organisations and businesses to ensure comments are considered prior to finalising the strategy.

Consultation carried out or required

The report recommends Cabinet approves a consultation stage with residents, partner organisations, the school and businesses to seek views on the future of Harlington library to inform the final decision. The consultation will involve a structured survey available to all residents, promotion through a variety of channels, pro-active contact with partners and engagement with residents' associations. Additionally, Ward Councillors and the relevant Select Committee will be invited to participate in this.

CORPORATE CONSIDERATIONS

Corporate Finance

Corporate Finance has reviewed this report and concurs with the financial implications set out above, noting that there are no direct financial implications associated with this report, however, should a decision following consideration of the consultation be to close Harlington Library, it will support the Council's delivery of efficiency savings identified in the Council's budget strategy.

Legal

The provision of a library service is governed by the Public Libraries and Museums Act 1964. Under section 7, the Council is required to provide "a comprehensive and efficient library service" to anyone residing, working or studying in Hillingdon. Under section 1 the Secretary of State for Culture Media & Sport is responsible for "superintending" national library provision and has powers to intervene in the event that an authority fails to meet its statutory obligations.

In accordance with statutory guidance issued by the Secretary of State, any changes to library provision are required to be subject to public consultation and clear rationale needs to be demonstrated before changes are made. This guidance makes clear that local authorities are bound to consider their resources in deciding the level of service to be provided.

This report seeks Cabinet's approval to consult with service users and the public on the proposal to close Harlington Library. In addition, a separate consultation will be carried out with Harlington School because of the impact the closure will have on their pupils. This is particularly important given that the statutory guidance places emphasis on the role of the library service in promoting educational achievement. The outcome of both consultations will be reported back to Cabinet for consideration and further legal advice will be provided to Cabinet at this time.

Infrastructure / Asset Management

Asset Management has been consulted as part of this report.

BACKGROUND PAPERS

NIL

Equality and Human Rights Impact Assessment

STEP A) Description of what is to be assessed and its relevance to equality

What is being assessed? Please tick ✓

Review of a service ☐ Staff restructure ☐ Decommissioning a service ✓

Changing a policy ☐ Tendering for a new service ☐ A strategy or plan ☐

Proposed closure of Harlington Library

Who is accountable? E.g. Head of Service or Corporate Director

Perry Scott, Corporate Director of Place

Date assessment completed and approved by accountable person

3 February 2023

Names and job titles of people carrying out the assessment

Darren Deeks – Senior Service Manager: Libraries, Museums and Theatres Vicky Trott – Equality Diversity and Inclusion Manager

A.1) What are the main aims and intended benefits of what you are assessing?

The intended benefits of closing the library are to make efficiency savings.

A.2) Who are the service users or staff affected by what you are assessing? What is their equality profile?

This link provides the equality profile of the borough within which the library is situated; Pinkwell Ward https://www.hillingdon.gov.uk/media/8542/Pinkwell-ward-profile/pdf/Pinkwell_Ward_Profile.pdf?m=1646207979503

The table below shows the equality profile of new and active library users. Please note that the Equality data only includes age, disability and sex, where available.

Harlington Library User Profiles	New Members	New Members as % of total	Active Users	Active Users as % of total
Residents aged 18-59	110	24.7%	264	19.8%
Residents aged 60+	8	1.8%	56	4.2%
Non Residents aged 18-59	3	0.7%	7	0.5%
Non Residents aged 60+		0.0%	2	0.2%
Preschool aged children		0.0%	34	2.6%
Childminder / Playgroups	37	8.3%		0.0%
Children aged 4-7 (Primary)		0.0%	166	12.5%
Children aged 8-11 (Primary)	55	12.3%	276	20.7%
Children aged 12-14 (Secondary)	55	12.3%	346	26.0%
Young Adults 15-17 (Secondary)	102	22.9%	117	8.8%
Refugees and Homeless	18	4.0%	36	2.7%
Day Centre card	56	12.6%		0.0%
Hillingdon Leisure Card		0.0%	2	0.2%
Library Staff		0.0%	9	0.7%
Users declaring disability (PWD)		0.0%	6	0.5%
Reading Groups		0.0%	4	0.3%
Other	2	0.4%	7	0.5%
TOTAL	**446**	**100.0%**	**1332**	**100.0%**

Data consulted in the compiling of this assessment set out as below:

- New members by user profile (whole service)
- Active members by user profile (whole service)
- Issues by user profile (whole service)
- Monthly library visits (whole service)
- Harlington hourly visitor counts
- Postcode/user map
- Active members by gender and postcode

A.3) Who are the stakeholders in this assessment and what is their interest in it?

Stakeholders	Interest
Pinkwell and Hillingdon Residents	• To ensure there is continued access to library services in a way that is convenient to them. • To ensure that no groups who share equality characteristics are disproportionately negatively affected by the proposals.
Harlington School Students	• To ensure there is continued access to library services in a way that is convenient to them. • To ensure that no groups who share equality characteristics are disproportionately negatively affected by the proposals.
Harlington School administration	• To ensure there is continued access to library services in a way that is convenient to students. • To ensure that no groups who share equality characteristics are disproportionately negatively affected by the proposals.
Harlington Library Branch staff	• That staff are supported in any redeployment and relocation requirements. • To ensure that no groups who share equality characteristics are disproportionately negatively affected by the proposals.
Head of Library Service	• To ensure the sufficiency of library services in line with Public Libraries and Museums Act 1964. • To ensure the library service is cost effective and efficiently run. • To ensure that users of this library are supported to find alternative provision. • To ensure that no groups who share equality characteristics are disproportionately negatively affected by the proposals.
Corporate Director of Place	• To ensure the sufficiency of library services in line with Public Libraries and Museums Act 1964.

	• To ensure the library service is cost effective and efficiently run. • To ensure that users of this library are supported to find alternative provision. • To ensure that no groups who share equality characteristics are disproportionately negatively affected by the proposals.
Leader of the Council and Council Cabinet	• To ensure the sufficiency of library services in line with Public Libraries and Museums Act 1964. • To ensure the library service is cost effective and efficiently run. • To ensure that users of this library are supported to find alternative provision. • To ensure that no groups who share equality characteristics are disproportionately negatively affected by the proposals.

A.4) Which protected characteristics or community issues are relevant to the assessment? ✓ in the box.

Age	✓	Sex	✓
Disability	✓	Sexual Orientation	
Gender reassignment			
Marriage or civil partnership		Carers	
Pregnancy or maternity	✓	Community Cohesion	
Race/Ethnicity	✓	Community Safety	
Religion or belief		Human Rights	

STEP B) Consideration of information; data, research, consultation, engagement

B.1) Consideration of information and data - what have you got and what is it telling you?

Harlington library operates within the school grounds of Harlington school and is predominantly used by secondary school students during termtime, Mon-Fri.

35.8% of active user profiles are for young people aged 12-17.

This shows that the main library use is among school students rather than the general residential population. Footfall figures also show the busiest periods aligning to the school day, with spikes in usage around the lunch period, sometimes more than doubling use compared to the previous hour. (It is worth noting that Harlington opens during the lunch period Mon-Fri, giving it longer opening hours than the majority of libraries in the borough).

If the school continues to deliver facilities to its students in the absence of a public library there would be minimal impact on most library users.

The majority of other active user profiles for age are significantly underrepresented at Harlington, including aged 60+, pre-school, residents aged 18-59, and primary aged children 4-7 profiles.

This also shows that the library is predominantly used by school students rather than the general residential population. Over the past year (Oct 21-Sept 22), visits

remained static in Harlington library while other libraries showed the effects of Covid recovery. This was due to students, a captive audience, utilising facilities, rather than the general public.

Postcode mapping shows that 54.3% of active members of Harlington library live in Pinkwell ward. Over a third of the total active membership in the Pinkwell ward is in the 12-14 and 15-17 age profiles, again suggesting the largest group of members attend Harlington school. (It is worth noting that active membership denotes the branch someone registered at, and not necessarily the branch they use.) The majority of active members not in Pinkwell ward live in neighbouring wards.

Usage of the library by non-school students is among the lowest in the borough, while book borrowing is the lowest of any static library (sample in data from Oct 21-Oct 22). This suggests that the closure of this site would not have as large an impact on residents compared to other locations in the borough.

Available data tells us 56.6% of active members of Harlington library are female, 39.2% are male and we do not have data for the remaining 4.2%. The gender split among school students 12-14 is more even, but other age profiles show more female than male library members. This shows the gender split among active members who are students is not representative of the general membership or population, and is perhaps more representative of school intake.

Whilst we do not collect the data for ethnicity on our library management system, we know from ward profiles and anecdotally that active users are broadly representative of the ward community in that the majority of users come from the ethnic groups Asian and Asian British. This group is potentially overrepresented when compared to the borough profile and therefore the proposals may have a disproportionately negative impact on this group. This group broadly intersects with the age ranges represented among active library users.

Consultation

B.2) Did you carry out any consultation or engagement as part of this assessment?

Please tick ✓ NO ✓ YES ☐

No consultation was undertaken as part of this assessment; however a full public consultation will take place based on the proposed changes.

B.3) Provide any other information to consider as part of the assessment

Legal context

The council has a public duty to pay due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations (Equality Act 2010)

The council has a public duty to provide a comprehensive and efficient library service (Public Libraries and Museums Act 1964).

“It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof,

> Provided that although a library authority shall have power to make facilities for the borrowing of books and other materials available to any persons it shall not by virtue of this subsection be under a duty to make such facilities available to persons other than those whose residence or place of work is within the library area of the authority or who are undergoing full-time education within that area.”

Public Libraries and Museums Act 1964 (legislation.gov.uk)

Financial context - standard text

Since 2010, the Business Improvement Delivery (BID) Programme has driven transformation across the Council, reducing costs and improving efficiency to ensure that in an environment of increased expenditure from population growth and inflationary uplifts we continue to deliver high quality services that put residents first.

Hillingdon's approach to maintaining sound financial management ensures that our finances are in a robust position, and therefore the Council is well placed to respond to Government funding not increasing at the same pace as the combined impact of a growing demand for services and increased market forces. Our latest projections indicate that further savings of £35m will be required by 2026/27 to bridge the resulting budget gap.

C) Assessment

What did you find in B1? Who is affected? Is there, or likely to be, an impact on certain groups?

C.1) Describe any **NEGATIVE** impacts (actual or potential):

Equality Group	Impact on this group and actions you need to take
Asian people	This library closure may have a potentially detrimental effect on Asian people who live in Pinkwell ward and may access the library, as they are overrepresented when compared to the overall borough population of Asian residents. In order to mitigate against this, the nearest alternative library will maintain 7 day a week opening and the Mobile library will continue to visit Pinkwell ward.
Young people aged 12-17	This library closure may have a potentially detrimental effect on secondary school aged children, 12-17, who are the main users of the library. In order to mitigate against this, the nearest alternative library will maintain 7 day a week opening and the Mobile library will continue to visit Pinkwell ward.
People with disabilities	This library closure may have a potentially detrimental effect on people with disabilities, who may have further to travel for a public library. In order to mitigate against this, the nearest alternative libraries can be reached via a regular bus service and the Mobile library will continue to visit Pinkwell ward. For people with mobility issues that make them housebound, a Home Library Service is available.
Pregnancy/maternity	This library closure may have a potentially detrimental effect on parents/carers, expectant parents and babies/small children as there will no longer be an early years offer provided by the library. In order to mitigate against this, all remaining Hillingdon libraries including the nearest alternative libraries will continue to provide early years activities, advice and support.

C.2) Describe any **POSITIVE** impacts

Equality Group	Impact on this group and actions you need to take
N/A	N/A

D) Conclusions

We recognise that the removal of a public library affects those who visit it and work in it. In this case, the majority of users affected are not the general public but the students of the school.

If the school provide a library as a dedicated resource to their students, there should be no negative impact to the students, who are predominantly of Asian background.

We acknowledge that some users of Harlington library are from the general community, who are predominantly of Asian background, most likely using the branch after school hours and on Saturday.

The closure of the branch will be inconvenient to these users. However, usage data shows lower footfall outside of school/term times, and it is hoped residents make use of nearby libraries including Botwell Green and West Drayton.

The Mobile library will continue to visit the area, providing access to books for those who cannot travel.

Signed and dated: 3 February 2023

Name and position: *Perry Scott*
Corporate Director of Place

This page is intentionally left blank

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.**	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. 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.	These would go within the standard section in every Cabinet or Cabinet Member report called "Select Committee comments". The Cabinet or Cabinet Member would then consider these as part of any decision they make.
2	**To request further information on future reports listed under its remit.**	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. 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.	This would be considered at a subsequent Select Committee meeting. Alternatively, information could be circulated outside the meeting if reporting timescales require this. Upon the provision of any information, the Select Committee may then decide to provide specific comments (as per 1 above).
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.**	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. 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.	Democratic Services would contact the relevant Cabinet Member and Officer upon any such request. 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.
4	**To identify a forthcoming report that may merit a post-decision review at a later Select Committee meeting**	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. 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.	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. Relevant service areas may be best to advise on the most appropriate time to review the matter once the decision is made.

BACKGROUND PAPERS

- Protocol on Overview & Scrutiny and Cabinet relations adopted by Council 12 September 2019
- Scrutiny Call-in App

This page is intentionally left blank

Ref	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)
					SI = Standard Item each month	Council Directorates: AS = Adult Services & Health P = Place C = Central Services R = Resources CS= Children's Services				
Cabinet meeting - Thursday 20 April 2023 (report deadline 30 March 2023)										
114a	**Review of Hillingdon Public Spaces Protection Order**	Following a review, Cabinet will consider whether to launch a public consultation on draft new Public Space Protection Orders (PSPOs) for a 3-year period. PSPOs are intended to deal with nuisance or problems that are detrimental to the quality of life of residents and local communities.	All Wards		Cllr Eddie Lavery - Residents' Services	Residents' Services	**P - Stephanie Waterford / Jo Howells**	Public / statutory consultation	Def	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	**C - Democratic Services**			Public
SI	**Reports from Select Committees**	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	Various		All	TBC	**C - Democratic Services**	Various		Public
Cabinet Member Decisions expected - April 2023										
084	**Tree Strategy**	The Cabinet Member will consider approval of a new Council Tree Strategy (Green Spaces). It will set out how the Council will manage the Borough's trees to ensure it meets its duty of care, legal and health and safety obligations. It will also demonstrate the Council's recognition of the value of its tree resource and how the management of trees will contribute to the Council's Strategic Climate Action Plan. The Strategy will include policy statements and key information for residents and other stakeholders, including contractors. It has been developed in consultation with the Council's Arboricultural team and other relevant services such as Highways, Planning and Insurance.	All		Cllr Eddie Lavery - Residents' Services	Residents' Services	**P - Laura Jakubiak / Stuart Hunt**	Internal consultation. Select Committee	Def	Public
087	**Playground inspection, maintenance and repair contract**	Cabinet will consider contractual arrangements for the inspection, maintenance and repair of playgrounds within the Borough.	All		Cllr Ian Edwards - Leader of the Council / Cllr Eddie Lavery - Residents' Services	Residents' Services	**P - Jamie Bell**		Updated as now cabinet member value	Private (3)

Ref	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)
			SI = Standard Item each month		Council Directorates: AS = Adult Services & Health P = Place	C = Central Services R = Resources	CS= Children's Services			
084	**London Borough of Hillingdon Planning Enforcement Policy**	This report seeks the approval of an updated Planning Enforcement Policy which will consolidate planning enforcement practices and serve as a transparent framework for residents on enforcement principles and standards. The Policy will set out the legislative and policy context, the principles of planning enforcement in Hillingdon, details on the carrying out of planning enforcement investigations, options for securing planning compliance and service standards which officers will follow when enforcing regulatory planning enforcement legislation.	All		Cllr Eddie Lavery - Residents' Services	Residents' Services	**P - Julia Johnson / Noel Kelly**		Def	Public
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	**C - Democratic Services**	Various		Public
Cabinet meeting - Thursday 25 May 2023 (report deadline 5 May)										
099	**Library Strategy**	Following public consultation, the Cabinet will consider the outcome of the consultation and approval of a 5-year strategy for the Library Service including the adoption of the tiered model of library opening hours.	All		Cllr Eddie Lavery - Residents' Services	Residents' Services	**P - Darren Deeks**	Public consultation / select committee	NEW ITEM	Public
100	**Harlington Library**	Following public consultation, the Cabinet will consider the outcome of the consultation and decide whether to approve the decommissioning of Harlington Library.	Pinkwell		Cllr Eddie Lavery - Residents' Services	Residents' Services	**P - Darren Deeks**	Public consultation / select committee	NEW ITEM	Public
124	**Proposed decommissioning of two sheltered housing schemes**	Cabinet will consider proposals for the decommission of Yiewsley Court and The Gouldings, Uxbridge and to change the use of these two sheltered housing schemes for use as short-life accommodation. This follows consultation with residents affected.	Uxbridge, Yiewsley		Cllr Eddie Lavery - Residents' Services	Residents' Services	**P - Rod Smith**	Consultation & Petition Heard on 19 January 2023	NEW ITEM	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	**C - 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	**C - Democratic Services**	TBC		Public
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	**C - Democratic Services**	Various		Public
Cabinet meeting - Thursday 22 June 2023 (report deadline 5 June)										

Ref	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)
			SI = Standard Item each month		Council Directorates: AS = Adult Services & Health P = Place	C = Central Services R = Resources	CS= Children's Services			
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	**C - 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	**C - 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		**C - Democratic Services**	Various		Public
Cabinet meeting - Thursday 27 July 2023 (report deadline 10 July)										
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 - Jo Allen**	Residents' Services Select Committee		Public
114b	**Review of Hillingdon Public Spaces Protection Order**	Following public and statutory consultation to be undertaken, Cabinet will consider the responses and whether to approve new Public Space Protection Orders (PSPOs) for a 3 year period. PSPOs are intended to deal with nuisance or problems that are detrimental to the quality of life of residents and local communities.	All Wards		Cllr Eddie Lavery - Residents' Services	Residents' Services	**P - Stephanie Waterford / Jo Howells**	Public / statutory consultation	**Def**	Public

Ref	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)
			SI = Standard Item each month		Council Directorates: AS = Adult Services & Health P = Place	C = Central Services R = Resources	CS= Children's Services			
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	**C - 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	**C - 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		**C - Democratic Services**	Various		Public
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	**C - 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	**C - Democratic Services**	Various		Public
Cabinet meeting - Thursday 14 September 2023 (report deadline 25 August)										
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	**C - 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	**C - 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	**C - Democratic Services**	Various		Public
Cabinet meeting - Thursday 12 October 2023 (report deadline 25 September)										
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	**C - Democratic Services**			Public

Ref	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)
				SI = Standard Item each month	Council Directorates: AS = Adult Services & Health P = Place C = Central Services R = Resources CS= Children's Services					
Cabinet Member Decisions expected - October 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	C - Democratic Services	Various		Public
Cabinet meeting - Thursday 9 November 2023 (report deadline 23 October)										
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
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	C - 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	C - Democratic Services	TBC		Public
Cabinet Member Decisions expected - November 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	C - Democratic Services	Various		Public
Cabinet meeting - Thursday 14 December 2023 (report deadline 27 November)										
110a	**The Council's Budget - Medium Term Financial Forecast 2024/25 - 2028/29 (BUDGET FRAMEWORK)**	This report will set out the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 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 - February 2024	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	C - 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	C - Democratic Services	TBC		Public
Cabinet Member Decisions expected - December 2023										

Ref	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)
			SI = Standard Item each month		Council Directorates: AS = Adult Services & Health P = Place	C = Central Services	R = Resources	CS= Children's Services		
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**	**C - Democratic Services**	Various		Public
Cabinet meeting - Thursday 4 January 2024 (report deadline 11 December 2023)										
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**	**C - 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**	**C - Democratic Services**	TBC		Public
Cabinet Member Decisions expected - January 2024										
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**	**C - 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**	**C - 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**	**C - 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)

Ref	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)
				SI = Standard Item each month	Council Directorates: AS = Adult Services & Health P = Place C = Central Services R = Resources CS= Children's Services					
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 may impact upon the Borough**	A standard item to capture any emerging consultations from Government, the GLA or other public bodies and institutions that will impact upon the Borough. Where the deadline to respond cannot be met by the date of the Cabinet meeting, the Constitution allows the Cabinet Member to sign-off the response.	TBC		All	TBC	various			Public

This page is intentionally left blank

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.

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.

MULTI-YEAR WORK PROGRAMME 2022 - 2026

	2022/23												2023/24					
Residents' Services Select Committee	**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	**September**	**November**
Minor Review: Empty Homes Council Tax Premium (tbc)																	
Topic selection / scoping stage				Selection / Scoping													
Witness / evidence / consultation stage					Witness Session												
Findings, conclusions and recommendations					Findings												
Final review report agreement																	
Target Cabinet reporting						Final Report	Cabinet										
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								
Mid-year budget / budget planning report				X	X												
Strategic Climate Action Plan: Annual Update										X							
Cabinet's Budget Proposals For Next Financial Year								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							
To Let signs/flyposting/fly-tipping				X	X												
Local Flood Risk Management Strategy																	X
Community Cohesion / Prevent Update						X											
Statement of Gambling Policy (POLICY FRAMEWORK)					X												
Council Strategy 2022-2026 consultation		X															
Empty Properties (Council Tax Premium & EDMOs)		X															
Allotments 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									
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						
Safer Hillingdon Partnership Performance - Casey review and local actions to address concerns																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			7 Oct	14 Nov		9 Jan	3 Feb	3 Mar	30 Mar						
Agenda published	15 Jun	13 Jul			11 Oct	16 Nov		11 Jan	7 Feb	7 Mar	31 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
- Upddate on review of Engagement with Tenants and Leaseholders
- Quarterly Performance Monitoring (tbc)
- Locata - Live Demonstration
- Update on Housing Transformation Project

This page is intentionally left blank