



HILLINGDON  
LONDON



# Residents' Services Select Committee

## Councillors on the Committee

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

**Date:** WEDNESDAY, 14 JUNE  
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

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## Terms of Reference

### Residents' Services Select Committee

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

Cabinet Member Portfolio	Cabinet Member for Residents' Services (Cllr Eddie Lavery)
Relevant service areas	<ol style="list-style-type: none"><li>1) Community Safety, Licensing, Standards and Enforcement</li><li>2) Planning &amp; Regeneration</li><li>3) Housing policy, homelessness &amp; tenancy management</li><li>4) Green Spaces, Sport &amp; Culture</li><li>5) Waste Services</li></ol>

#### 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 dated 12 April 2023 1 - 8
- 4 To receive the minutes of the meeting on 11 May 2023 (AGM) 9 - 10
- 5 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**

- 6 Impact of HS2 on Parking and Noise 11 - 22
- 7 Public Spaces Protection Order 2023 Review 23 - 50
- 8 High Street Regeneration Post Covid Evaluation 51 - 84
- 9 Review Findings 'A Review of Alley Gating in Hillingdon' 85 - 110
- 10 Forward Plan 111 - 122
- 11 Work Programme 123 - 126



## Minutes

### RESIDENTS' SERVICES SELECT COMMITTEE

12 April 2023

Meeting held at Committee Room 5 - Civic Centre



	<p><b>Committee Members Present:</b> Councillors Wayne Bridges (Chairman), Colleen Sullivan (Vice-Chairman), Scott Farley (Opposition Lead), Janet Gardner, Ekta Gohil and Peter Smallwood</p> <p><b>Others Present:</b> Mark Billings (Director of Housing) Darren Deeks (Libraries Service Manager) Michelle Greenidge (Private Sector Housing Manager) Inspector James McGahan (Metropolitan Police Service) Chief Inspector James Herring (Metropolitan Police Service) Councillor Eddie Lavery (Cabinet Member for Residents' Services) Neil O'Connor (Community Engagement Project Officer), Liz Penny (Democratic Services Officer) Gary Penticost (Director of Operational Assets) Jacqui Robertson (Service Manager for Community Safety) Helena Webster (Community Engagement &amp; Town Improvements Manager) Debby Weller (Head of Housing Strategy and Policy)</p> <p><b>Witnesses</b> Eleni Yiangu (Gating Officer – Ealing Council) Yasmin Basterfield (Safer Communities Team Leader)</p>
70.	<p><b>APOLOGIES FOR ABSENCE</b> (<i>Agenda Item 1</i>)</p> <p>Apologies for absence were received from Cllr Sital Punja.</p>
71.	<p><b>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING</b> (<i>Agenda Item 2</i>)</p> <p>There were no declarations of interest.</p>
72.	<p><b>TO RECEIVE THE MINUTES OF THE PREVIOUS MEETING</b> (<i>Agenda Item 3</i>)</p> <p><b>RESOLVED:</b> That the minutes of the meeting dated 15 March 2023 be agreed as an accurate record.</p>
73.	<p><b>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</b> (<i>Agenda Item 4</i>)</p> <p>It was confirmed that all items were in Part I and would be considered in public.</p>
74.	<p><b>A REVIEW OF ALLEY GATING IN HILLINGDON: WITNESS SESSION 3</b> (<i>Agenda Item 5</i>)</p>

	<p>It was noted that this was the third and final witness session relating to the Committee's review of alley gating in Hillingdon. Elleni Yiangu, Gating Officer and Yasmin Basterfield, Safer Communities Team Leader, were in attendance representing Ealing Council. A report setting out Ealing's alley gating scheme had been included in the agenda pack and Members were invited to ask questions in relation to this. It was noted that, in Ealing, alley gates would only be gifted to residents on private land and in ASB hotspots.</p> <p>In response to questions from the Committee, it was confirmed that Ealing Council kept records of key holders' details for one year after an application had been received; this information was never shared and was deleted after a year for GDPR reasons.</p> <p>With regards to bank accounts, Members heard that Ealing bore the full initial cost of providing alley gates in the borough; thereafter ongoing maintenance costs etc were the sole responsibility of the residents. Generally, one lead resident would be responsible for setting up a bank account and no known issues with frozen bank accounts had been experienced to date. It was confirmed that Ealing always used the same contractor; officers would check their eligibility first then refer residents to the contractor directly to obtain keys. Alternatively, residents could approach their neighbours.</p> <p>In response to further questions from the Committee, Councillors heard that, in Ealing, 100% consent of all homeowners was required prior to installation of alley gates. In cases where a resident, or residents, did not wish to consent, officers would contact them directly to establish why. If landlords were out of the country, the approval of managing agents or whoever was residing in the property would be sought. Members were informed that two applications had been rejected recently as developers had an interest in the land.</p> <p>Members sought further clarification regarding the monitoring of ASB in Ealing. It was confirmed that not all cases were monitored; only those where there had been high levels of ASB prior to installation of alley gates. In one such case a significant reduction in burglary had been observed following installation of gates in a problematic area.</p> <p>Members thanked the officers for their report and attendance at the Committee.</p> <p><b>RESOLVED: That the Residents' Services Select Committee noted the evidence heard at the witness session and sought clarification as necessary in the context of the review of alley gating in Hillingdon.</b></p>
75.	<p><b>CRIME AND DISORDER SCRUTINY - POLICE PERFORMANCE DATA</b> (<i>Agenda Item 6</i>)</p> <p>Chief Inspector James Herring and Inspector James McGahan of the Metropolitan Police Service (MPS) were in attendance and presented the crime performance data figures covering the period March 2022 – February 2023 vs March 2021 – February 2022. Key points highlighted included:</p> <ol style="list-style-type: none"> <li>1. Each Borough in West London now had a senior Leader – for Hillingdon this was Superintendent Antony Bennett. The aim was to increase the number of police officers in the Borough in the long term;</li> <li>2. One priority area for the BCU Commander was tackling violence – particularly</li> </ol>

Violence against Women and Girls (VAWG). The Town Centre Team had been very successful, but the Partnership Tasking Team would be lost in 2023. New initiatives included a neighbourhood police week of action and working with female officers to improve trust and confidence;

3. There had been an uplift in robbery, burglary, vehicle crime, theft and arson in the current year whilst figures for possession of weapons had declined;
4. In terms of Ward figures, there had been a significant increase in crime in Heathrow Villages in the past year. The Chief Inspector would be meeting with colleagues later in April to discuss this further. It was possible that Heathrow's increased opening hours could be having an impact on this;
5. There had been a notable decrease in crime in some wards including Ruislip Manor, Pinkwell, Charville, Hillingdon East and Ickenham & South Harefield which was to be welcomed;
6. There were significant resourcing challenges being faced by the MPS – Operation Stabilise sought to address this;
7. Body worn cameras were encouraged when officers carried out stop and search and initiatives were in place to train new recruits.

Members noted that certain communities were very reluctant to engage with the Police as they distrusted them – the latest negative publicity regarding the Met had not helped. It was suggested that police officers should patrol local areas more so as to be more visible, build trust and enable the residents to get to know them better.

In response to this, it was confirmed that a current key priority was to build trust and confidence in local communities. Recruitment and retention of officers were particularly challenging at the moment, but the aim was to keep neighbourhood officers in post for longer. It was important to maintain the levels of all police officers including PCSOs.

Further to their enquiries regarding communications, Members were informed that OWL was a very useful tool. Other options including "Nextdoor" and social media platforms such as Twitter were also very useful in increasing engagement with communities.

Members requested clarification as to the meaning of 'I' and 'S' call volumes as set out on pages 34 and 35 of the agenda pack. It was confirmed that these related to response times - 'I' calls had to be dealt with within 15 minutes and 'S' calls within one hour.

Members expressed concern regarding the push to go online noting that this was impractical for some older residents. It was confirmed that all drop calls were recorded and drop 999 calls received a call back. Councillors asked if this data could be made available to the Committee - Chief Inspector James Herring agreed to follow this up outside of the meeting.

The Committee noted that 4.1% of officers did not use body worn cameras and enquired why this was the case. It was confirmed that the aim was to achieve 100% usage and measures were in place to reach this target. All officers were encouraged to use body worn cameras when going out on a job, both to enable them to record

	<p>evidence and for their own personal safety.</p> <p>In terms of stop and search figures – outcomes per 1000 population, Members noted that, in the majority of cases, stop and search resulted in no further action being taken. Members were concerned that this would serve to create a negative impression of the police. Chief Inspector James Herring advised the Committee that stop and search was a useful tool in the prevention of crime but, in reality, the number carried out was decreasing. The Police welcomed scrutiny of their work. The Committee Members expressed an interest in attending a ride-along with the Police and it was agreed that Democratic Services would follow this up with the Chief Inspector after the meeting.</p> <p>The Community Safety Manager informed the Committee that the strategic priorities for 2023/2024 had now been agreed by the Safer Hillingdon Partnership. Once in post in May 2023, the new Director of Community Safety and Enforcement would confirm how this would be delivered.</p> <p><b>RESOLVED That:</b></p> <ol style="list-style-type: none"> <li><b>1. Chief Inspector James Herring explore the possibility of providing the Committee with data regarding drop calls;</b></li> <li><b>2. Democratic Services liaise with Chief Inspector James Herring re. Members’ request to attend a ride-along with the Police; and</b></li> <li><b>3. The Residents’ Services Select Committee noted the contents of the Police Performance Data report and asked questions in order to clarify matters of concern or interest in the Borough.</b></li> </ol>
76.	<p><b>HOUSING LIVING STANDARDS</b> (<i>Agenda Item 7</i>)</p> <p>In relation to the Housing Living Standards report included in the agenda, Debby Weller - Head of Housing Strategy &amp; Policy, Michelle Greenidge – Private Sector Housing Manager, Mark Billings – Director of Housing and Gary Penticost – Director of Operational Assets were in attendance to answer Members’ questions. Members heard that all reported defects were identified by officers and photos taken.</p> <p>Members sought clarification of the use of the word ‘adequate’ in relation to private sector housing, noting that some dwellings which passed scrutiny were far from acceptable. It was claimed that, in some cases, sub-standard accommodation had a valid gas safety certificate. Members enquired how private landlords could be made to adhere to the Council’s standards of accommodation.</p> <p>In response to this, Members heard that a gas safety certificate was a legal requirement and checks had to be carried out on an annual basis. Old boilers did not necessarily need to be replaced if they were still working well. The Private Sector Housing Manager confirmed that a Housing Health and Safety Rating System (HHSRS) evaluation tool was used to identify hazards in a property – hazards were assessed against a set of criteria and, if they were not considered to be category 1 or 2 hazards, there was little the Council could legally do about them. At the request of Councillors, it was agreed that the Committee would be provided with a list of the 29 hazards against which properties were assessed. It was confirmed that gas operatives were required to appear on a list of Gas Safe registered operatives; the Council could ensure they were genuine by checking the list. As of 1 October 2022, landlords were also required to provide carbon dioxide detectors in their rented properties. Any landlords acting illegally were taking a huge risk, but little could be done about this</p>

unless a problem arose.

In reply to their questions, the Committee Members were informed that approximately 350 households in the Borough were currently in private temporary accommodation; about 100 of these dwellings had been inspected to date. It was not possible to visit every dwelling, but there was a new requirement for a contract with the local authority regarding standards. Members heard that the Council was part of a Pan-London programme 'Setting the Standard' which aimed to ensure bed & breakfasts and studio flats used by local authorities for nightly paid temporary accommodation met a decent level of quality and management standards. The Landlord Engagement Team also inspected family sized accommodation. It was important for the Council that temporary accommodation used was of a good standard.

Members enquired whether feedback from those in temporary accommodation was sought. It was confirmed that an officer contact was provided to enable people to report problems, but no feedback was collected at present. The Director of Housing agreed to explore ways in which this could be done.

With regards to Automatic Opening Vents (AOVs), Councillors were informed that these were generally required under building regulations for buildings over 6 storeys in height. The Government was moving towards a requirement for these, and the Committee endorsed this approach.

Members enquired how damp in houses let by the Council through housing associations could be reported. It was confirmed that the Private Sector Housing Team would be responsible for enforcing on this.

Noting that the team had carried out 300 inspections of properties under the Homes for Ukraine scheme between 1 April 2022 and 21 March 2023, Members enquired whether there would be extra capacity in the team to do more home inspections in the future. It was confirmed that this was not the case as the UK Government had provided funding for an extra officer to assist with the additional inspections at that time.

In response to further requests for clarification, Councillors heard that the Council did not write to all tenants who reported a problem at their accommodation. It was acknowledged that retaliatory evictions were a matter of concern, but these were very infrequent. It was agreed that more work could be done on the website to remind landlords of their responsibility to communicate with tenants.

Members sought clarity regarding the areas of greater population density mentioned on page 52 of the pack under item 38. It was confirmed that these figures were taken from national surveys and referred to dense areas in terms of population. It was noted that these areas tended to be less affluent, have more private rented dwellings etc – these factors coalesced to form greater issues and fed into areas where the Council had more activity.

At the request of the Committee, it was agreed that Councillors could have sight of both the 'Spotlight' report (mentioned on page 48 of the agenda pack) and the Council's latest Damp and Mould leaflet (page 52).

In response to further questions from the Committee regarding the new damp, mould and condensation tracking system (page 50, item 37), Members were advised that the new system was used by the Council's in-house repairs service. 115 new issues had

been raised in February 2023.

**RESOLVED That:**

- 1. The Committee be provided with a list of the 29 hazards against which properties were assessed;**
- 2. The Director of Housing explore ways in which feedback from those in temporary accommodation could be sought;**
- 3. The Director of Housing explore ways in which the Council's website could be amended to remind landlords of their responsibility to communicate with tenants;**
- 4. Councillors be provided with a copy of the 'Spotlight' report and the Council's latest Damp and Mould leaflet; and**
- 5. The Committee noted the contents of the report and the actions being taken by officers.**

**77. HILLINGDON'S LIBRARY SERVICE'S DRAFT STRATEGY 2023-2027 / THE FUTURE OF HARLINGTON LIBRARY (Agenda Item 8)**

Darren Deeks, Libraries Service Manager, and Councillor Eddie Lavery, Cabinet Member for Residents' Services, were in attendance to respond to questions from the Committee in relation to the Library Service Draft Strategy 2023-2027 and the Future of Harlington Library.

Members sought clarification as to why residents were not using libraries as much as they had pre-pandemic. The Libraries Service Manager indicated that usage figures were improving; however, pre-pandemic levels had not yet been reached. It appeared that people's habits were changing, and this could be attributed to a number of factors such as flexible working, the reluctance of some older people to mix with others and limits on capacity for safety reasons. Hillingdon was performing well compared to other London boroughs.

The Committee noted that, as indicated on page 85 of the agenda pack at item 4, three Hillingdon libraries had lower active membership than Harlington Library. It was confirmed that Harlington Library had been sited in the school for over a decade which restricted its use as it did not feel like a public library.

With regards to the tiered grading system, Councillor Lavery advised the Committee that the tiers were based on usage and visit numbers. Flagship libraries had a large footfall and were well used while smaller libraries tended to serve the local community. It was important for the Council to maintain coverage across the Borough. Footfall would be monitored on an ongoing basis to inform decisions. Harlington Library was the only proposed closure due to its own particular circumstances whereby it was predominantly only used by school children.

In response to further questions from the Committee, it was confirmed that satisfaction levels were generally high. A library home service was available for those who needed it. Councillor Lavery confirmed that libraries were tailored to the requirements of local areas and facilities offered were driven by demand; for example, computers were heavily used by young people in Botwell. Officers were looking to expand the offer for young people to include sign language and other activities of interest.

In respect of seasonality of study, Members enquired whether hours of operation would

	<p>reflect this. It was confirmed that Hillingdon strove for consistency across the Borough to ensure level access on a daily basis. Residents were generally happy to accept lunch time closures which also enabled students to take a break from their studies.</p> <p>Councillor Lavery informed the Committee Members that libraries were an essential part of community hubs. The Council was looking at ways to make best use of all its assets across the Borough and considering all options including locating banking and police surgeries within libraries. Members heard that a pilot was underway regarding HSBC in Eastcote Library and Barclays at Ruislip Manor library was under consideration. Ways in which the Adolescent Team could use libraries was also being explored.</p> <p>In terms of the digital offer, the Committee was advised that there had been an increase in the use of Borrow Box, but the range of books was limited compared to the range of physical books available to borrow. Press Reader had successfully replaced newspapers and magazines.</p> <p>It was acknowledged that additional activities available within libraries could be better publicised in one place to make it easier for residents to access the information.</p> <p>At the request of Members, it was agreed that the Libraries Service Manager would explore the possibility of libraries being used as designated safe spaces.</p> <p>The Libraries Service Manager affirmed that the consultation periods on both strategies would close on Sunday 16 April 2023. 753 responses had been received regarding the main strategy and 78 regarding Harlington Library thus far.</p> <p><b>RESOLVED That:</b></p> <ol style="list-style-type: none"> <li><b>1. The Libraries Service Manager explore the possibility of libraries being used as designated safe spaces; and</b></li> <li><b>2. That the content of the report be noted.</b></li> </ol>
78.	<p><b>FORWARD PLAN</b> (<i>Agenda Item 9</i>)</p> <p><b>RESOLVED: That the forward plan be noted.</b></p>
79.	<p><b>WORK PROGRAMME</b> (<i>Agenda Item 10</i>)</p> <p><b>RESOLVED: That the Work Programme be agreed.</b></p>
	<p>The meeting, which commenced at 7.00 pm, closed at 8.48 pm.</p>

These are the minutes of the above meeting. For more information on any of the resolutions please contact Liz Penny, Democratic Services Officer on [epenny@hillington.gov.uk](mailto:epenny@hillington.gov.uk). Circulation of these minutes is to Councillors, officers, the press and members of the public.

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## Minutes

### RESIDENTS' SERVICES SELECT COMMITTEE

11 May 2023

Meeting held at Council Chamber - Civic Centre,  
High Street, Uxbridge UB8 1UW



	<p><b>Committee Members Present:</b> Councillors Wayne Bridges (Chairman), Colleen Sullivan (Vice-Chairman), Scott Farley (Opposition Lead), Janet Gardner, Ekta Gohil, Sital Punja and Peter Smallwood</p> <p><b>Others Present:</b> Nikki O'Halloran (Democratic Services Manager)</p>
1.	<p><b>ELECTION OF CHAIRMAN</b> (<i>Agenda Item 1</i>)</p> <p><b>RESOLVED:</b> That Councillor Bridges be elected as Chairman of the Residents' Services Select Committee for the 2023/2024 municipal year.</p>
2.	<p><b>ELECTION OF VICE CHAIRMAN</b> (<i>Agenda Item 2</i>)</p> <p><b>RESOLVED:</b> That Councillor Sullivan be elected as Vice Chairman of the Residents' Services Select Committee for the 2023/2024 municipal year.</p>
	<p>The meeting, which commenced at 9.10 pm, closed at 9.20 pm.</p>

These are the minutes of the above meeting. For more information on any of the resolutions please contact Nikki O'Halloran on [nohalloran@hillington.gov.uk](mailto:nohalloran@hillington.gov.uk). Circulation of these minutes is to Councillors, officers, the press and members of the public.

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## IMPACT OF HS2 ON PARKING AND NOISE

<b>Committee name</b>	Residents' Services Select Committee
<b>Officer reporting</b>	Ian Thynne, Planning Specialists Team Manager
<b>Papers with report</b>	Report on the Impact of HS2 on Parking and Noise in the Borough
<b>Ward</b>	Ickenham and South Harefield, Ruislip, Ruislip Manor and South Ruislip

### HEADLINES

To enable the Committee to gain a better understanding of how HS2 works have impacted residents in the Borough in respect of parking and noise.

### RECOMMENDATIONS

That the Residents' Services Select Committee notes the content of the report and seeks further clarification as necessary.

### SUPPORTING INFORMATION

High Speed 2 Limited are building a railway from London Euston to Birmingham Curzon Street which dissects the London Borough of Hillingdon through the ward of Ickenham and South Harefield, and tunnels beneath Ruislip, Ruislip Manor and South Ruislip wards. These works have had a significant impact on local residents in these areas.

#### How this report benefits Hillingdon residents

The attached report provides an update on HS2 works in progress, their impact and how these works are being monitored by the Council.

#### Financial Implications

None at this stage.

#### Legal Implications

None at this stage.

### BACKGROUND PAPERS

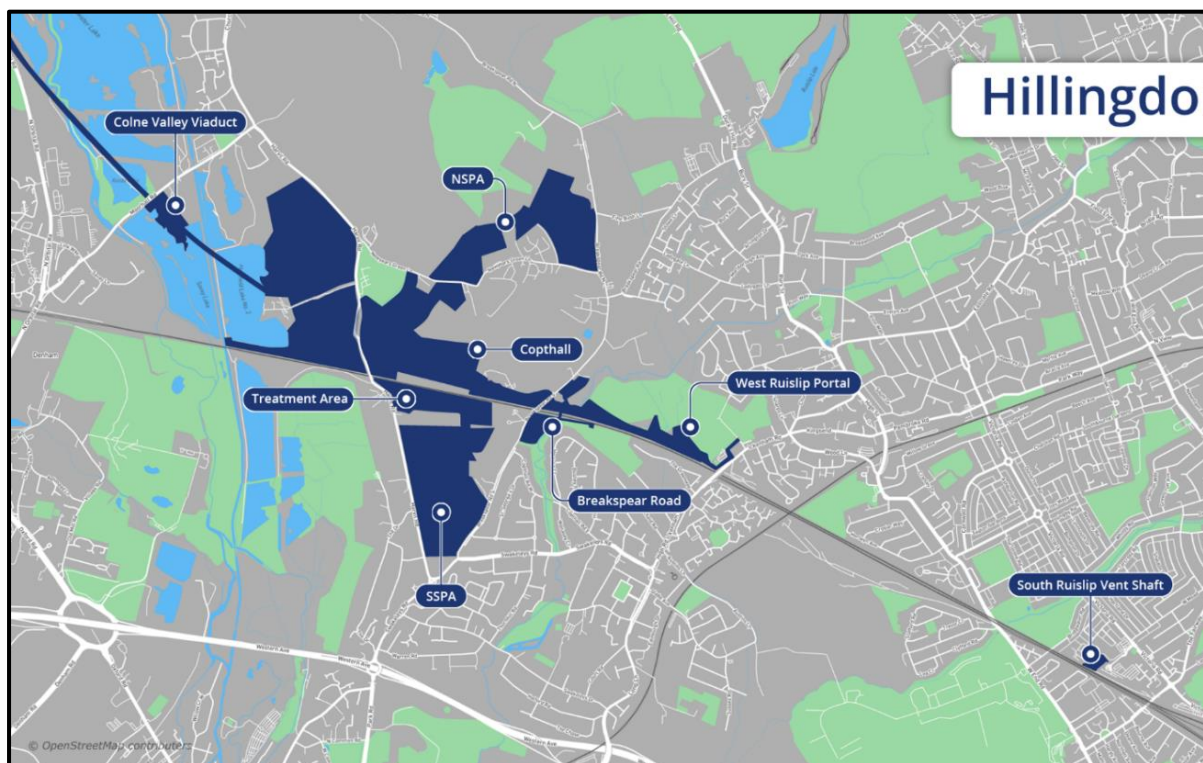
Nil.

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## 1.0 HS2 in Hillingdon

High Speed 2 Limited are building a railway from London Euston to Birmingham Curzon Street and dissects the London Borough of Hillingdon through the ward of Ickenham and South Harefield, and tunnels beneath Ruislip, Ruislip Manor and South Ruislip wards. The civil construction works are split between two suppliers within the borough; Align JV and SCS Railways. The works are effectively separated into two construction assets; Align is constructing the Colne Valley Viaduct west of Harvil Road; and SCS is constructing the Northolt Tunnel at West Ruislip which requires activity east of Harvil Road. The SCS works in particular require extensive land away from the 'construction asset'; this is largely to manage the tunnel arisings.

The Map below shows the HS2 Footprint in Hillingdon (in Blue), and provides an idea of the scale of the huge operation that is taking place in the Borough:



Hillingdon residents close to the construction of the railway have been affected by many issues. The Committee has requested the following to be discussed:

- Use of residential parking by HS2 operatives
- Early morning and late-night noise
- HS2 Car park updates at West Ruislip Portal

- Impact on local roads and traffic delays

## **2.0 Use of residential parking by HS2 operatives**

When HS2 was in the planning stage, Staff Travel Plans stated the scheme would promote the use of public transport, rather than individual car use, at all sites along the route. Due to the impact of covid, HS2 have struggled to implement the use of public transport by its staff. Also, many of the works' sites do not have access to public transport, to the home locations of operatives travelling into the borough. In particular, the demand on parking close to West Ruislip portal on residential streets has led to many complaints to the Council and HS2.

Another location for parking complaints has been along Moorhall Road in South Harefield. The contractor in charge of this area of HS2 have their main site office in Denham. This site has an immense amount of parking and encourages staff to park at the main site, then travel by min bus to the different satellite sites.

### ***West Ruislip Portal – Ickenham High Road***

The HS2 contractor at West Ruislip portal has leased the carpark from the Fairway Pub for its staff. As works have progressed and the site has ramped up its activities the demand for parking has not been met by the capacity of this site. HS2 staff then started using the public carpark to the rear of the tube station as is allowed for. In addition, they utilised residential streets, particularly for the night shifts, in the hours where permits are not required. Whilst none of this was strictly unlawful, it was against the expectations of the project and in breach of their 'good neighbour' intentions.

LB Hillingdon Officers raised the issue with HS2, and communications were sent to all workers to cease parking on residential roads, as part of HS2 being a 'good neighbour'. While this action had the desired effect in most cases, those who did not heed the warnings were met with more a more targeted approach with Hillingdon Officers' arranging for Penalty Charge Notices to those drivers who were parked in contravention of parking restrictions. This still did not resolve the lawful parking on residential streets in hours where permits were not required.

## **2.1 HS2 Car park updates at West Ruislip Portal**

In response to complaints of HS2 staff parking on residential roads, Hillingdon officers suggested HS2 use land on the unused West Ruislip golf course for staff parking. This idea

garnered agreement from local residents and Councillors and was expedited through the planning system to reduce the impact on residents parking.

The new extended carpark is now open with space for approximately 90 more HS2/SCS staff vehicles, which has significantly increased parking capacity. This has also made an immediate impact on complaints being received about HS2 using residential roads (aerial photo of new carpark location – area in yellow)



### ***Moorhall Road – Parking issues at The Furrows***

Residents were complaining that HS2 operatives (obvious from their Hi-Vis workwear) were parking their vehicles at the Furrows. The vehicles (which were mainly cars) would be parked up early in the morning and left there all day until the workers returned in early evening to pick-up the vehicles.

The Furrows did not have any formal parking restrictions in place (no yellow lines or resident permit parking), so tackling this issue had to be done sensitively, as in most cases the vehicles were allowed to park where the HS2 operatives had done so, and it seemed to be a case of the residents just not wanting non-locals parking in the area.



With help from HS2 contractors Align, evidence was gathered on the operatives parking in this location, and it turned out that it was not Align operatives but those of the other main contractor SCS, with these workers parking in The Furrows before being collected by other workers and being driven to Site at Harvil Road.

LB Hillingdon Officers engaged with SCS Senior Management and communications were issued to operatives about the importance of being a 'good neighbour' and not parking on residential streets where this might cause upset or lead to complaints. There are no longer any issues reported with Parking in this area.

### ***Moorhall Road***

Following complaints from bus operators using Moorhall Road, HS2 contractor Align approached LB Hillingdon Officers to help resolve issues with staff using unrestricted roadside parking rather than allocated parking in Widewater place.

To help resolve this issue, Hillingdon officers offered to install single yellow line parking restrictions along Moorhall Road in the problem areas. Single yellow line restrictions meant "No Waiting" between the hours of Monday to Saturday 8am to 6.30pm.

With the agreement and funding provided by Align, the traffic order has been operational since January 2023 and any vehicle parking on the Single Yellow Lines during restricted hours can now be issued a Penalty Charge Notice (PCN). Feedback has been positive and Align report that the issue has been resolved.

It is understood that further parking has been acquired by HS2 Ltd at the Bear on the Barge public house for its workers.

## **3.0 Early morning and late-night noise**

Construction activities on HS2 across the Borough have "ramped up" since Summer 2022 and the main Sites at West Ruislip Portal, the Southern Sustainable Placement area (SSPA), and the South Portal in Denham have caused multiple noise complaints from Hillingdon residents. These complaints are due to early morning and late-night noise emanating from the Sites which are subject to Section 61 Noise consents under the *Control of Pollution Act 1974*. HS2 and its contractors need to apply to the Council for noise consents to work outside the core construction hours and LB Hillingdon Officers are vigilant in their policing of night-time working.



HS2 is permitted by Parliament to undertake works that necessitate 24/7 working. The construction projects requires long hours, for example at the Colne Valley Viaduct for long concrete pours and at the West Ruislip portal for the management of TBMs which also run 24/7. Further, Officers have to balance the need to ensure the project is delivered quickly against the need to protect residents.

Unfortunately, the scale of the project with an extended supply line, means nuisance noises are still coming from these work Sites. Examples of this include road sweepers starting before core hours, works occurring on weekends that are not consented for; and inconsiderate construction noise such as reverse alarms on vehicles and claxons on cranes and other large kit. Installation of the Conveyor at West Ruislip Portal is continuing to cause resident complaints and as the summer approaches the Council envisages a rise in the number of households affected as residents want to spend time in their gardens and open windows on hotter evenings.

LB Hillingdon Officers are continuing to pressure HS2 to ensure effective stakeholder communication with the residents over changes to construction noise they may experience as activities change in each location. LB Hillingdon Officers also enforce construction respite in intensive earthworks areas like the SSPA, by refusing weekend working. In residential properties adjacent to HS2 Sites, the Council has asked HS2 to provide “goodwill gestures” to those most affected. “Special cases” must continue to be identified within the Hillingdon community to ensure that residents most at risk are protected from construction noise and given extra provision for respite.

#### **4.0 Impact on local roads and traffic delays**

Hillingdon’s local road network is historically busy and HS2 have added to congestion with the increase of lorries on the approved lorry routes to HS2 sites. HS2 have also needed to undertake road closures and temporary traffic lights configurations on both Harvil Road (realignment of Harvil Road) and on Breakspear Road South. This has led to further congestion around areas such as Ickenham, Harefield and Ruislip as vehicles try to find alternative routes.

HS2 traffic management proposals require officer time to provide knowledge and experience to best mitigate each different scenario, as well as the process the highway and noise consents for the works. Officers input ensures a reduction in length of time for roadworks, or scheduling works so they fall on less busy periods (weekends, school holidays). The Council also encourages HS2 to get other works programmed at the same time as any closures to

reduce the overall number of interventions needed on the highway. ie. Network Rail BRS closure for bridge repairs – SCS bring works forward that would have needed a closure.

Examples of Hillingdon officers providing valued input that reduced the overall length of Roadworks are in the major Utilities Programme (to renew, reinforce or repair existing Utilities Pipes such as Gas, Water & Sewerage) that HS2 presented to the Council in late 2021:

- West End Road – HS2 requested 15 weeks of Full Road & Lane Closures
- **West End Road – LBH input reduced works to 4-week Lane Closure**
- Station Approach/Long Drive - HS2 requested 16 weeks of Lane Closures
- **Station Approach/Long Drive - LBH input reduced works to 6-week Lane Closure**

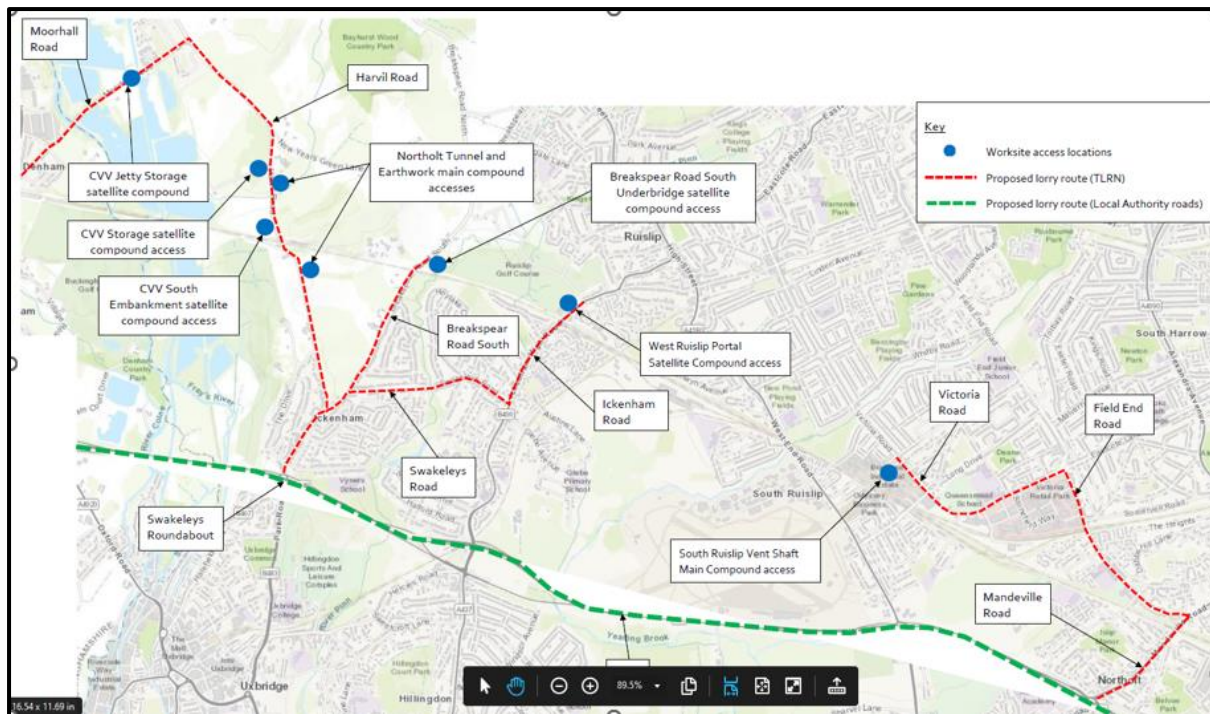
Hillingdon officers also provide attendance and input into HS2 Community Engagement and Stakeholder Meetings every month. These meetings, even though they are chaired by HS2 provide LB Hillingdon Officers with a platform to hear and allay the concerns of stakeholders and residents, and present information with regards Hillingdon input into decision making around HS2 works in the Borough.

### **Approved Lorry Routes**

With so much construction activity in Hillingdon forecast during the building of the new Railway over several years, HS2 had to agree with the Council specific routes that HS2 lorries would follow when going to and from HS2 Sites on the area. These Approved Lorry Routes have been formally approved under Section 17 of the HS2 Act with the LB Hillingdon Planning Committee.

The Approved Lorry Routes start at Swakeleys Roundabout on the A40 for most of the HS2 Sites in Hillingdon apart from the Sites on Moorhall Road (which come into Hillingdon via Buckinghamshire Council Highway, and the South Ruislip Vent Shaft Site (which comes off the A40 at Target Roundabout in LB Ealing before coming into Hillingdon).

Please see the Map below which show the Approved Lorry Routes in Hillingdon in red:



Details of Approved Lorry Routes below:

**Moorhall Road - Colne Valley Viaduct** (Site on Moorhall Road in Hillingdon but Approved Lorry Route comes in through Buckinghamshire Council Highway)

To Site: M40 - A40 Oxford Road - A412 Denham Avenue - Moorfield Road - Moorhall Road

From Site: Moorhall Road - Moorfield Road - A412 Denham Avenue - A40 Oxford Road - M40

**Harvil Road - Colne Valley Viaduct South Embankment**

To Site: A40 – Swakeleys Roundabout - Swakeleys Road - Harvil Road – Dews Lane

From Site: Dews Lane - Harvil Road - Swakeleys Road - Swakeleys Roundabout - A40

**Harvil Road – both SSPA & Copthall/Northolt Tunnel Sites**

To Site: A40 - Swakeleys Roundabout - Swakeleys Road - Harvil Road

From Site: Harvil Road - Swakeleys Road - Swakeleys Roundabout - A40

**Breakspear Road South**

To Site: A40 - Swakeleys Roundabout - Swakeleys Road - Breakspear Road South

From Site: Breakspear Road South - Swakeleys Road - Swakeleys Roundabout - A40

**Ickenham Road (West Ruislip Portal)**

To Site: A40 - Swakeleys Roundabout - Swakeleys Road - Ickenham Road

From Site: Ickenham Road - Swakeleys Road - Swakeleys Roundabout - A40

**South Ruislip Vent Shaft** (Site off Victoria Road in Hillingdon but Approved Lorry Route comes in through LB Ealing Council Highway)

To Site: A40 – Target Roundabout – Mandeville Road – Field End Road – Victoria Road

From Site: Victoria Road - Field End Road - Mandeville Road - Target Roundabout - A40

### **Daily Cap on HS2 Lorry Numbers**

Along with the Approved Lorry Routes, there is also a maximum amount of Lorry Movements that HS2 have agreed with LB Hillingdon can take place on a daily basis.

As the majority of HS2 Construction Traffic uses the Approved Lorry Routes via Swakeleys Roundabout, it was agreed that no more than 550 HS2 Lorry Movements are allowed around Swakeleys Roundabout each working day (Monday to Saturday).

This equates to 275 lorries movements heading to Sites in Hillingdon and 275 heading away from Sites.

All Lorries that are working on HS2 duties are to display a HS2 Identifier Badge in the front windscreen so they can be clearly identified. Once a Lorry is finished working on HS2 duties for the day they are no longer required to display the HS2 Badge. This should be removed from view, so other non-HS2 related Lorry movements are not confused with those for HS2.

#### **HS2 Lorry Identifier Badge**



### **Recording & Reporting on Lorry Numbers**

All Lorries that are engaged on HS2 duties will be logged on the HS2 Vehicle Management Database in advance of their journey. This means that if a Lorry arrives at a HS2 Site Gate without being booked on the system the Lorry will not be allowed to enter the Site. This should ensure that HS2 have full control of their Lorry Movements and know how many Lorries are going to and from each Site on any given date.

At present LB Hillingdon have no access to this Data, and instead rely on a Daily & Weekly Summary on Lorry Numbers taken when arriving at Site Gates across Hillingdon. This Data is compiled by HS2 and sent to LB Hillingdon Officers on a weekly basis. Going forward there is an ANPR Camera Network being installed across the Borough and at all HS2 Site entrances that will provide Real-Time and accurate Data on Lorry Numbers to LB Hillingdon Officers.

### **ANPR Camera Network**

ANPR Cameras are being installed at 15 locations on roads across the north of Hillingdon as part of the HS2 ANPR Camera Network being rolled out in Hillingdon. These ANPR Cameras will capture Real-Time Data of HS2 Lorries to make sure these vehicles are using the HS2

Approved Lorry Routes. The system will also be able to provide accurate HS2 lorry numbers at any location on the Network and it is hoped this data will help HS2 and LBH in policing lorries that are non-compliant.

The Cameras will be configured to only capture data related to HS2 Lorries, no other vehicle data will be captured or stored. This is part of a Network of Cameras being rolled out across those London Boroughs that have HS2 Sites and will be managed by HS2/SCS, with a bespoke Dashboard being developed to allow LB Hillingdon access to the data. The system is to undergo a period of testing and is expected to be operational during summer 2023.

The Cameras will look similar to the image below and will be installed on Council Lamp Columns. Each Lamp Column will hold 1 or 2 Cameras and will display the HS2 Signage as shown below to make them easily identifiable as to what they are there for and so they are not confused with being ULEZ Cameras):



Officers are still working with HS2 on the extent and frequency of information to be made available to the Council.

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## PUBLIC SPACES PROTECTION ORDER 2023 REVIEW

<b>Committee name</b>	Residents' Services Select Committee
<b>Officer reporting</b>	Stephanie Waterford – Place Joanne Howells - Place
<b>Papers with report</b>	Cabinet reports – 20 April 2023
<b>Ward</b>	All

### HEADLINES

For the Select Committee to consider and comment on the Public Spaces Protection Order 2023 Review which has been approved by Cabinet for consultation.

### RECOMMENDATION

**That the Committee submit any comments to Cabinet on the Public Spaces Protection Order 2023 Review.**

### SUPPORTING INFORMATION

On 20 April 2023, Cabinet agreed to consult on the Public Spaces Protection Order 2023 Review - the consultation period subsequently commenced on 28 April 2023. The proposed new Orders include smoking, vaping and dogs in children's play areas and also driving e-vehicles on footways. New restrictions are proposed, where evidence had been received, in 3 of the Borough's Town Centres in relation to amplified equipment, placing of tables, stands and signage, financial agreements and street trading without consent. These Orders have become an essential part of the armoury of the Council to tackle anti-social behaviour on behalf of residents.

#### Select Committee comments

Councillors on this Select Committee may wish to comment on the Public Spaces Protection Order 2023 Review.

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).

Stephanie Waterford, Head of Public Protection and Enforcement, and Joanne Howells, Service Manager – Street Scene Enforcement Team, will introduce this item and answer any questions Councillors may have.

Following consultation and any Select Committee comments, the matter will be considered by Cabinet on 27 July 2023.

### 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.



## PUBLIC SPACES PROTECTION ORDER 2023 REVIEW

<b>Cabinet Member(s)</b>	Cllr Eddie Lavery
<b>Cabinet Portfolio(s)</b>	Residents' Services
<b>Officer Contact(s)</b>	Stephanie Waterford – Place Joanne Howells - Place
<b>Papers with report</b>	Appendix 1 – Draft Public Spaces Protection Order 2023 Appendix 2 – Equality Impact Assessment

### HEADLINES

<b>Summary</b>	The Borough's Public Spaces Protection Orders (PSPO's) are due for review and this report seeks Cabinet approval to consult on the draft PSPOs which will be in force for a further three-year period to 2026.
<b>Putting our Residents First</b>  <b>Delivering on the Council Strategy 2022-2026</b>	This report supports our ambition for residents / the Council of: Be / feel safe from harm  This report supports our commitments to residents of: Safe and Strong Communities
<b>Financial Cost</b>	There is no direct financial impact arising from the recommendations in this report.
<b>Relevant Select Committee</b>	Residents' Services Select Committee
<b>Relevant Ward(s)</b>	All

### RECOMMENDATIONS

That the Cabinet:

- 1) Approves the draft Public Spaces Protection Order in Appendix 1 for public consultation to commence on 28<sup>th</sup> April 2023
- 2) Notes the proposed consultation and implementation timetable contained in the body of the report
- 3) Has regard to the contents of the Equalities Impact Assessment.

## Reasons for recommendation

Public Spaces Protection Orders (PSPOs) are intended to deal with nuisance or problems that are detrimental to the local community's quality of life and work by imposing conditions on the use of the area; enabling residents and visitors to use and enjoy public spaces, safe from anti-social behaviour. The PSPO provides local authorities with the necessary powers to introduce such restrictions and prohibitions within the designated area, where evidential tests are satisfied.

The implementation of the PSPO is to be applied to everyone within the designated area, however, it may have an increased negative impact on particular groups including homeless people, those on a low income, the working age population and potentially younger people.

Whilst designed to prohibit certain activities, the PSPO is also intended to enable people to feel Hillingdon is a safe and welcoming place for all.

A council can implement a PSPO on any public space within its own area. The definition of a public space is wide and may include any place to which the public has access as of right or by permission.

Police, council officers and officers authorised by the Council can enforce the conditions of PSPOs and may issue fixed penalty notices for non-compliance. Failure to comply with a PSPO is an offence which could result in a fine of up to £1,000 in a magistrates' court.

PSPOs are regularly reviewed in terms of reported breaches and enforcement undertaken and can be discharged/lapse or the conditions can be varied. Discharging a PSPO must be undertaken when the PSPO becomes unnecessary due to the issue that justified the PSPO having ceased.

The following existing prohibitions contained within the PSPO are proposed to be retained for the 2023-2026 PSPO period:

- Alcohol and drug misuse in public spaces
- Idling vehicles
- Use of drones in public spaces
- Urinating, defecating and spitting
- Being in charge of more than 4 dogs (6 with a valid licence)
- Unauthorised encampments
- Begging

Officers have taken into account emerging issues and complaint data from the 2020-2023 PSPO period. New prohibitions are proposed in the 2023-2026 PSPO which will seek to address:

- Smoking/vaping within children's play areas
- Dogs within children's play areas
- Driving e-vehicles or motor vehicles over footways
- Use of amplification equipment in Town Centres (Uxbridge, Hayes & Ruislip)
- Placing of tables/stands/signage in Town Centres (Uxbridge, Hayes & Ruislip)
- Financial Agreements in the street in Town Centres (Uxbridge, Hayes & Ruislip)

- Street Trading & Leaflet distribution without proper consent

### **Alternative options considered / risk management**

Alternative options for the Council's officers to manage anti-social behaviour in public spaces are limited due to available enforcement legislation. Police officers have additional legislative powers to manage criminal activities and offences, however, their resources are limited and unable to tackle this type of anti-social behaviour.

The Council must consider the impact a PSPO may have on the vulnerable, homeless and rough sleepers and should ensure that it is not aimed at this group of people but at specific activity and behaviour.

An interested person can challenge the introduction of a PSPO in the High Court within six weeks of its introduction. It may also be challenged by judicial review on public law grounds within three months of the decision to implement.

### **Democratic compliance / previous authority**

Cabinet authority is required to approve public space protection orders, noting there are also requirements for statutory consultation on them.

### **Select Committee comments**

None at this stage. Select Committee comments may be sought during the consultation period.

## **SUPPORTING INFORMATION**

1. The Antisocial Behaviour Crime and Policing Act 2014 provides the legal framework to implement PSPO's. Orders may be introduced in a specific administrative area where the Council is satisfied that certain conditions have been met. These conditions focus on the behaviours which the Council is seeking to address which:
  - a. Have a detrimental effect or are likely to have a detrimental effect on the quality of life in a locality
  - b. The effect or likely effect of such behaviours is or is likely to be persistent or continuing or is likely to be unreasonable
  - c. And, justifies the restrictions being imposed through the enactment of a PSPO.
2. The Home Office published statutory guidance in July 2014 to support the effective use of new powers to tackle anti-social behaviour, introduced through the Anti-social Behaviour, Crime and Policing Act 2014. The powers introduced by the 2014 Act were deliberately local in nature.
3. As a public authority, the Council needs to ensure that all its strategies, policies, service and functions, both current and proposed, have given proper consideration to equality, diversity, cohesion and integration. An Equality Impact Assessment (EIA) before the introduction of a PSPO can help to inform how best to balance the interest of different parts of the community

and provides evidence as to whether or not the restrictions being proposed are justified, as required by section 59 of the 2014 Act. The EIA is attached at Appendix 2.

## Financial Implications

A revenue neutral impact is anticipated from the recommendations within this report, furthermore, it is worth noting that the costs of the Council's enforcement contractors continue to be funded from income generated via the issue of Fixed Penalty Notices, therefore should the outcome of the consultation conclude that the additional prohibitions be included in the PSPO operations, this will have a net nil impact on the service's operating budget.

## RESIDENT BENEFIT & CONSULTATION

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

The PSPOs allow authorised Council officers to take robust actions against perpetrators who choose to cause harm or nuisance to the environment and/or community. Existing PSPO powers have proved effective in imposing financial sanctions. The January-December 2022 Fixed Penalty Notice figures are summarised below:

Abusive Language	32
Alcohol misuse	38
Barbecue	7
Begging	1
Bird feeding	7
Causing distress	1
Commercial Vehicle in Council Car Park	81
Dog unleashed in children's play area	1
Driving Tuition	8
Car idling	1,253
Motorbike in a green space	1
Obstruction	2
Urine/Defecate/Spitting	300
Littering	8
Total	1,740

### Consultation carried out or required

Before introducing, extending or varying a PSPO, the Council is required to consult with statutory consultees as well as the public. Statutory consultees include:

- Chief Officer of Police for the area
- Police & Crime Commissioner
- Owners/occupiers of land affected by the PSPO (where practicable)
- Community representatives

This report seeks approval to launch the public consultation which will run for a minimum of six weeks.

Officers will be publicising the PSPO consultation through social media channels, engagement with Community and Town Centre representatives and direct contact to residents' associations.

The proposed timetable for consultation and implementation of the PSPO is:

28 April 2023 – Public consultation starts  
14 June 2023 – Consultation with Residents Services Select Committee  
16 June 2023 – Public Consultation ends  
27<sup>th</sup> July 2023 – Cabinet for final adoption

## CORPORATE CONSIDERATIONS

### Corporate Finance

Corporate Finance have reviewed this report and concur with the Financial Implications set out above, noting that the recommendations do not have any direct financial impact on the Council.

### Legal

As explained in the report, section 72 of the Antisocial Behaviour, Crime and Policing Act 2014 requires the Council to consult prior to adopting the proposed PSPO. In order for activity to be restricted by the PSPO, the Council has to be satisfied that the activity has or is likely to have a detrimental effect on the quality of life within Hillingdon, that the activity is of a persistent or continuing nature so as to make the activity unreasonable and that it is proportionate to restrict the activity.

Further, more detailed legal advice will be given to Cabinet when it considers the outcome of the consultation.

## BACKGROUND PAPERS

The Antisocial Behaviour, Crime & Policing Act 2014 - [Anti-social Behaviour, Crime and Policing Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/12/section/72)

Home Office Guidance for Frontline Professionals – Anti-social Behaviour Powers June 2022 - [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/1088750/2022\\_Updated\\_ASB\\_Statutory\\_Guidance- FINAL.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1088750/2022_Updated_ASB_Statutory_Guidance-_FINAL.pdf)

Local Government Association PSPO Guidance for Councils = [https://www.local.gov.uk/sites/default/files/documents/10.21%20PSPO%20guidance\\_06\\_1.pdf](https://www.local.gov.uk/sites/default/files/documents/10.21%20PSPO%20guidance_06_1.pdf)

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## **Public Spaces Protection Order**

### **Anti Social Behaviour Crime and Policing Act 2014 s.59**

Notice is hereby given that London Borough of Hillingdon ("the Council") has made the following Public Spaces Protection Order under section 59 of the Anti-Social Behaviour Crime and Policing Act 2014 ("the Act"):

The land described in the schedule below ("the restricted areas") being land in the area of the Council is land to which the Anti-Social Behaviour Crime and Policing Act 2014 applies and will be protected by the making of this Order

The Order may be cited as the (Parks and Public Places) Public Spaces Protection Order ("the Order") and came into force on \*\*\*\*\* for a duration of 3 years.

#### **1. The Public Spaces Protection Order (Borough Wide) 2023**

The effect of the Order is to impose the following prohibitions within the 'Restricted Area' relating to all public spaces shown in Schedule 1:

##### **Alcohol and Drugs:**

- a) A person commits an offence if without reasonable excuse they are in possession of an open container of alcohol and/or are consuming alcohol (other than in premises licensed for the sale of alcohol or at a venue where a Temporary Event Notice is in place) after having been required to stop by an authorised person
- b) A person commits an offence if without reasonable excuse they fail to hand over immediately any alcohol, whether in an open or closed container, when required to do so by an authorised person who believes that the person has consumed, is consuming or intends to consume alcohol in breach of the prohibition 1 (a) above.
- c) A person commits an offence if without reasonable excuse they are under the influence of controlled drugs and/or other psychoactive substance

Penalties - In the restricted areas any person who continues drinking alcohol having been required to desist by an authorised officer under condition (a) above or fails to hand over any alcohol in his or her possession when required to do so by an authorised officer under condition (b) a above commits an offence under section 63 and is liable on summary conviction to a fine not exceeding level 2 on the standard scale or fixed penalty notice of a maximum £100

##### **Vehicles:**

- d) A person commits an offence if without reasonable excuse, they drive a motorised, electric or powered vehicle over any footway, footpath, grass verge adjacent to any part of the public highway or within the Councils Green Spaces. (This prohibition does not apply to those persons using mobility vehicles).



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- e) A person commits an offence if without reasonable excuse, they leave a parked or stationary vehicle engine running on any part of the Public Highway.
- f) A person commits an offence if they use remote controlled model vehicles or aircraft that is likely to cause nuisance from noise or cause harassment, alarm or distress to another person.
- g) A person commits an offence if they use drones or small unmanned aircraft (SUA) of any mass without the express consent of the Council (condition to apply to the parks and open spaces set out in Annex 1 to this order)  
Penalties – A person who is guilty of an offence under this part of the order shall be liable on summary conviction to a fine not exceeding level 3 on the standard scale.

## Urinating, defecating & spitting

- h) No person shall urinate, defecate or spit within any public place within the administrative area of the London Borough of Hillingdon (The 'Restricted Area'), except in a premise designed for that purpose.

Penalties – A person who is guilty of an offence under this part of the order shall be liable on summary conviction to a fine not exceeding level 3 on the standard scale.

## Dogs and vermin

- i) A person commits an offence if they are in sole charge of more than four dogs in a public place within the administrative area of the London Borough of Hillingdon (The 'Restricted Area') without a licence.
- j) Where a valid licence is in force, a person commits an offence if they are in sole charge of more than six dogs in a public place within the administrative area of the London Borough of Hillingdon (The 'Restricted Area').
- k) A person commits an offence if, without reasonable excuse, any dog in their charge defecates on land within the 'restricted area' and they fail to remove the faeces and deposit it in a dog faeces receptacle, forthwith.
- l) A person commits an offence if they fail to place a lead on a dog (which at the time the person is in charge of or responsible for) when the dog is on a pavement by a road (within 3 metres of a carriageway) or when required to do so by an authorised officer
- m) A person commits an offence if they place or distribute of any type of food source in a street or Green Space to either feed or attract birds or vermin.

Penalties – A person who is guilty of an offence under this part of the order shall be liable on summary conviction to a fine not exceeding level 3 on the standard scale.

Notes relating to condition (k) - placing faeces in a receptacle on the land which is provided for the purpose or for the disposal of waste, shall be sufficient removal from the land under requirement (k) above; being unaware of the defecation or not having a device for or other suitable means of removing the faeces shall not be a reasonable



excuse for failing to remove the faeces; this requirement does not apply if the person is a registered assistance dog owner.

### **Parks and Open Spaces**

- n) A person commits an offence if they light or are in control of or responsible for activity involving a fire, barbecue or fireworks without the express consent of the Council
- o) A person commits an offence if they use any device designed or adapted for detecting or locating any metal or mineral on or in the ground without the express consent of the Council
- p) A person commits an offence if they smoke any substance including cigarettes, cigars, electronic cigarettes (vapes), herbal cigarettes or similar within the boundary of a children's play area
- q) A person commits an offence if they engage in any type of fishing or dredge or remove any material from any park or open space without the express consent of the Council
- r) A person commits an offence if they do not leave a park at the designated closing time or when required to do so by an authorised officer.
- s) A person commits an offence if they do not extinguish a fire and/or barbecue or firework (if appropriate and safe to do so), removing all waste and/or associated items for safe disposal
- t) A person commits an offence if they fail to ensure that any dog (which at the time the person is in charge of or responsible for) having entered a children's play area, leaves that play area forthwith

### **General Prohibitions**

- u) A person commits an offence if they encamp (with or without a vehicle) without the express consent of the Council
- v) A person commits an offence if they are Being verbally abusive to any person or using foul language or behaving in a way which causes or is likely to cause harassment, alarm or distress to another person
- w) A person commits an offence if they are engaged in the act of begging for food or money that causes harassment, alarm or distress to another person.

### **Obstruction**

- x) Any person who attempts to obstruct an Authorised Officer in carrying out their duties under this Public Spaces Protection Order shall commit an offence
- y) Obstruction includes, but is not limited to, giving false information, physically obstructing an Authorised Officer and refusing to comply with any reasonable instruction given to ensure compliance with this PSPO.

## **2. The Public Spaces Restriction Order (Town Centres) 2023**

The effect of the Order is to impose the following prohibitions within the Uxbridge, Hayes, Ruislip town centres being 'Restricted Town Centre Areas' relating to all public spaces shown in Schedule 2:

### **Amplification**

- a) No person shall use a microphone, loudspeaker, megaphone, loud hailer or any other similar equipment designed to amplify the volume of speech or music unless authorised by the council.
- b) No person shall use mains electricity or generator power for the purposes of amplification unless authorised as above.
- c) This does not prevent free speech as long as carried out without the use of any equipment stated in 2(a) or 2(b)  
Any person who without reasonable excuse fails to comply with this prohibition commits an offence.

### **Placing of tables, stands, signage or other installations**

- d) No person(s) shall place a table/stand/signage or similar within any part of the public area without written authorisation from the Council

### **Financial agreements in the street**

- e) Any person involved in stopping people for the purpose of encouraging them to enter into financial agreements for charitable or other purposes, must only operate from a stand and may only approach people a maximum of 2 metres from the stand.
- f) No stand must be placed on the public highway, which includes the pedestrianised area, without the written consent of the Council.

### **Street Trading and leaflet distribution**

- g) No person shall sell any product or item in outdoor public spaces within the restricted area without having the express written permission or licence from the Council. This includes persons selling from bags, trolleys, or other mobile means.
- h) No person(s) shall distribute any free leaflet, pamphlet or written word without written permission of the Council.

### **Schedule of the restricted areas:**

#### **Schedule 1 – Whole Borough**

#### **Schedule 2 – Town Centres**

"Park" means all Parks and Open Spaces that are managed, owned or under the control of The London Borough of Hillingdon.

"Public Place" means all land in the open air (including any park, open space, street or highway) owned maintained or managed by the Council.

## **Definitions:**

For the purpose of this Order, the following definitions will apply:

1. Alcohol - this has the meaning given by Licensing Act 2003 s191.
2. Controlled Drugs - this has the meaning given by Parts I, II, III and IV of [Schedule 2 to the Misuse of Drugs Act 1971](#) and in Schedule 1,2,3,4, or 5 of the Misuse of Drugs Regulations 2001, unless prescribed by a medical practitioner. The legislation regarding Controlled Drugs is subject to change and current information regarding Controlled Drugs can be found at [www.dh.gov.uk](http://www.dh.gov.uk).
3. Psychoactive Substances - this has the meaning given by Psychoactive Substances Act 2006 section 2(2).
4. Product - means an article or substance that is manufactured or refined for sale.
5. Street furniture - means objects placed or fixed in the street for public use, such as post-boxes, road signs, and benches.
6. Food source - means any substance containing nutrients, such as carbohydrates, proteins and fats that can be ingested by a living organism and metabolized into energy and body tissue.
7. Powered vehicles - mobility scooter and other forms of powered mobility devices for the disabled are excluded.

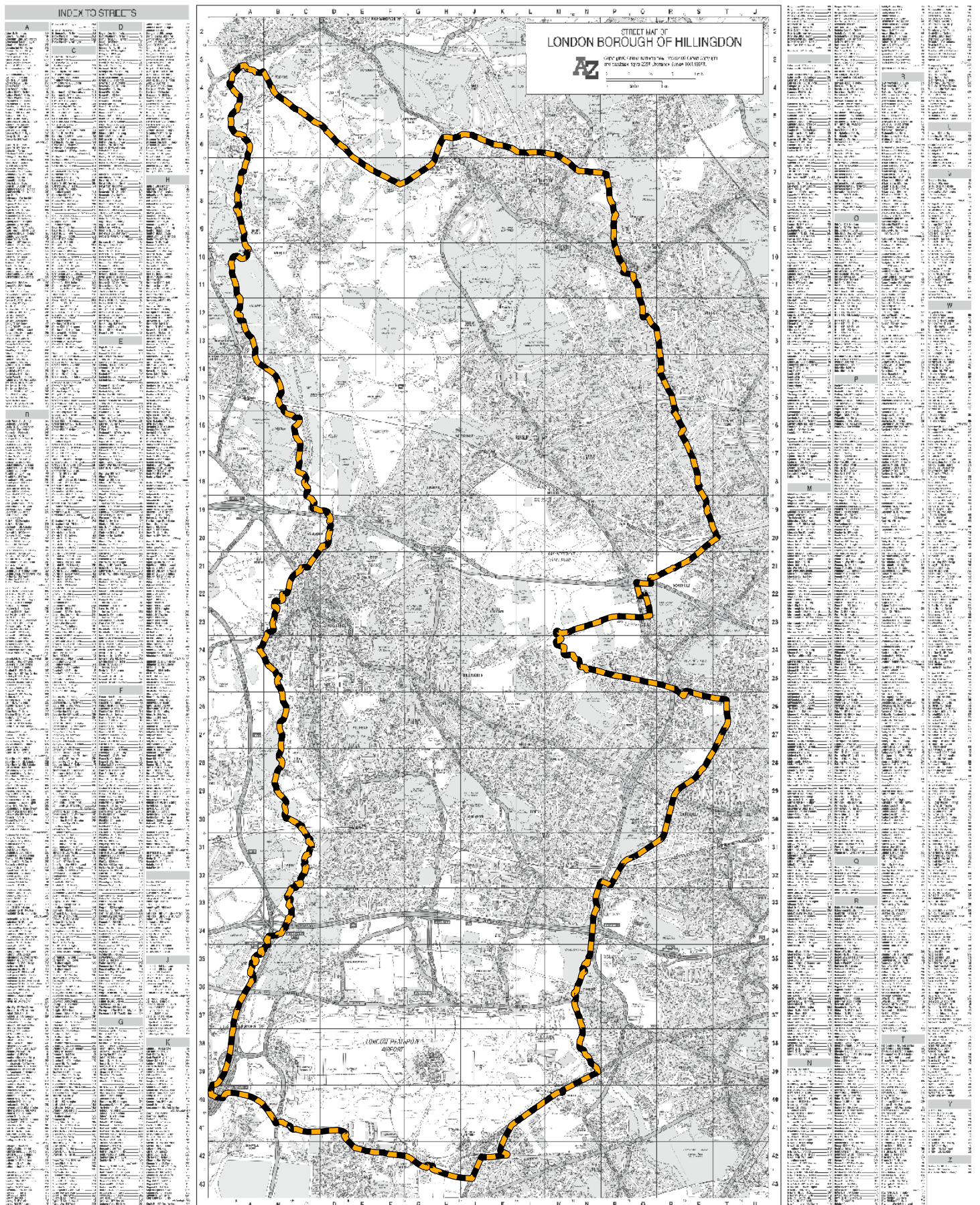
## **General**

An authorised officer means a Local Authority Employee, a person designated by the Local Authority, a Police Officer or Police Community Support Officer. The Council is satisfied that the conditions set out in sections 59, 64 & 72 of the Act have been satisfied and that it is in all the circumstances expedient to make this order for the purposes of reducing anti social behaviour in the restricted areas. The Council makes the order because anti social behaviour in the restricted areas has had a detrimental effect on the quality of life of those in the locality. The effect or likely effect of this is of a persistent or continuing nature such as to make this unreasonable, and justifies the restrictions imposed in this order. If any "interested person" desires to question the validity of this Order on the grounds that the Council had no power to make it or that any requirement of the Act has not been complied with in relation to this Order, he or she may apply to the High Court within six weeks from the date on which this Order is made.

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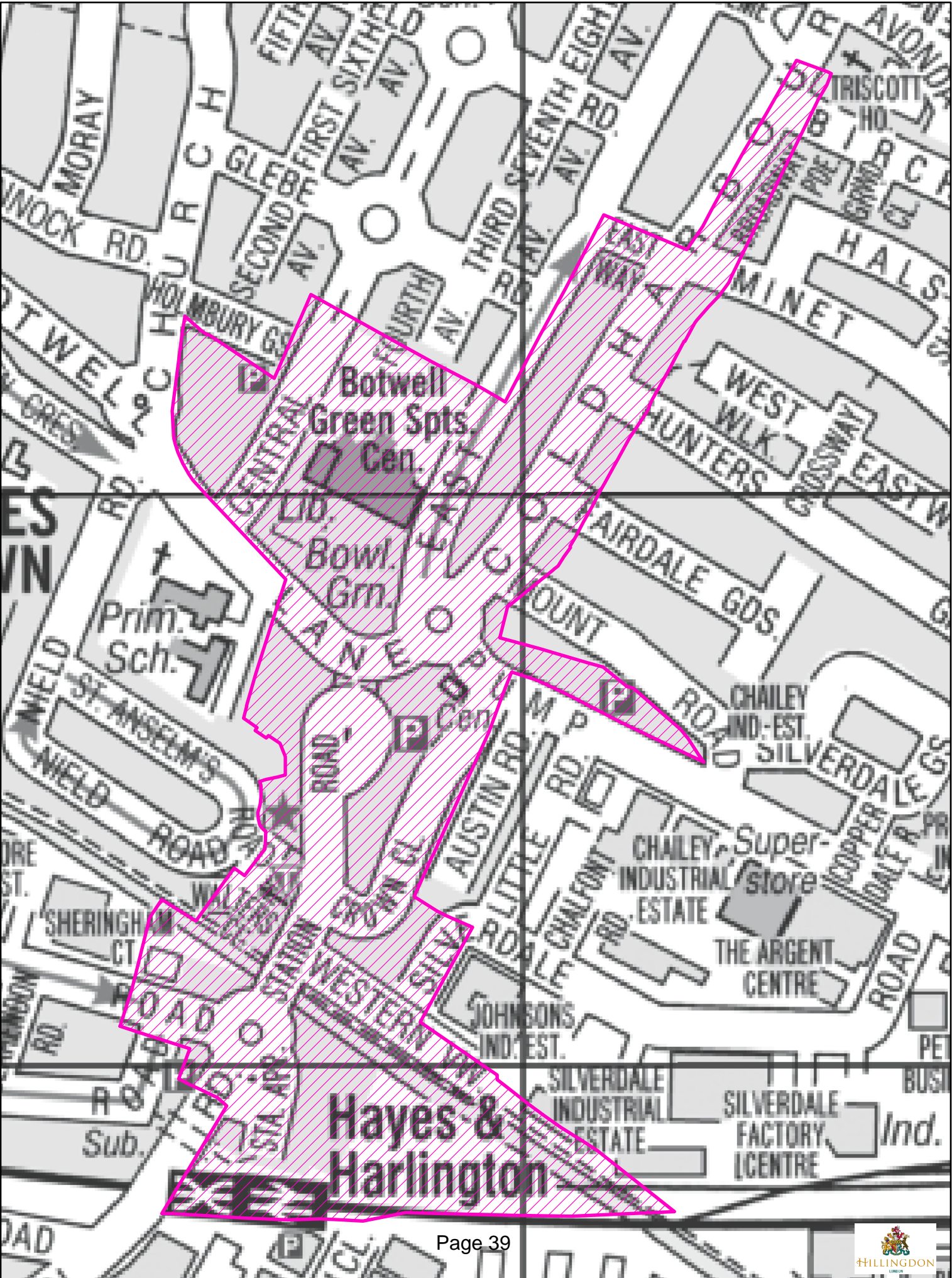
# London Borough of Hillingdon



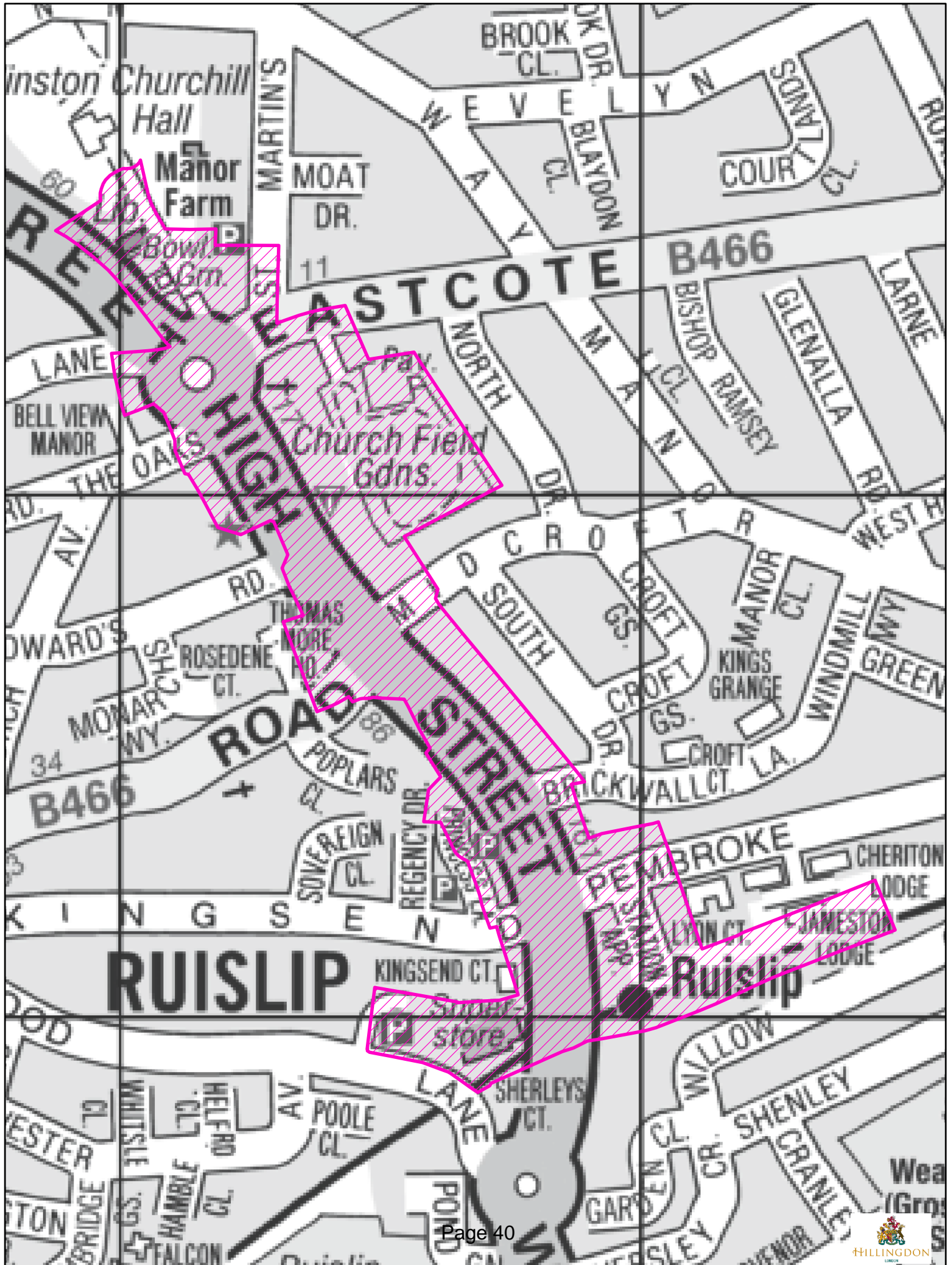
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# Hayes

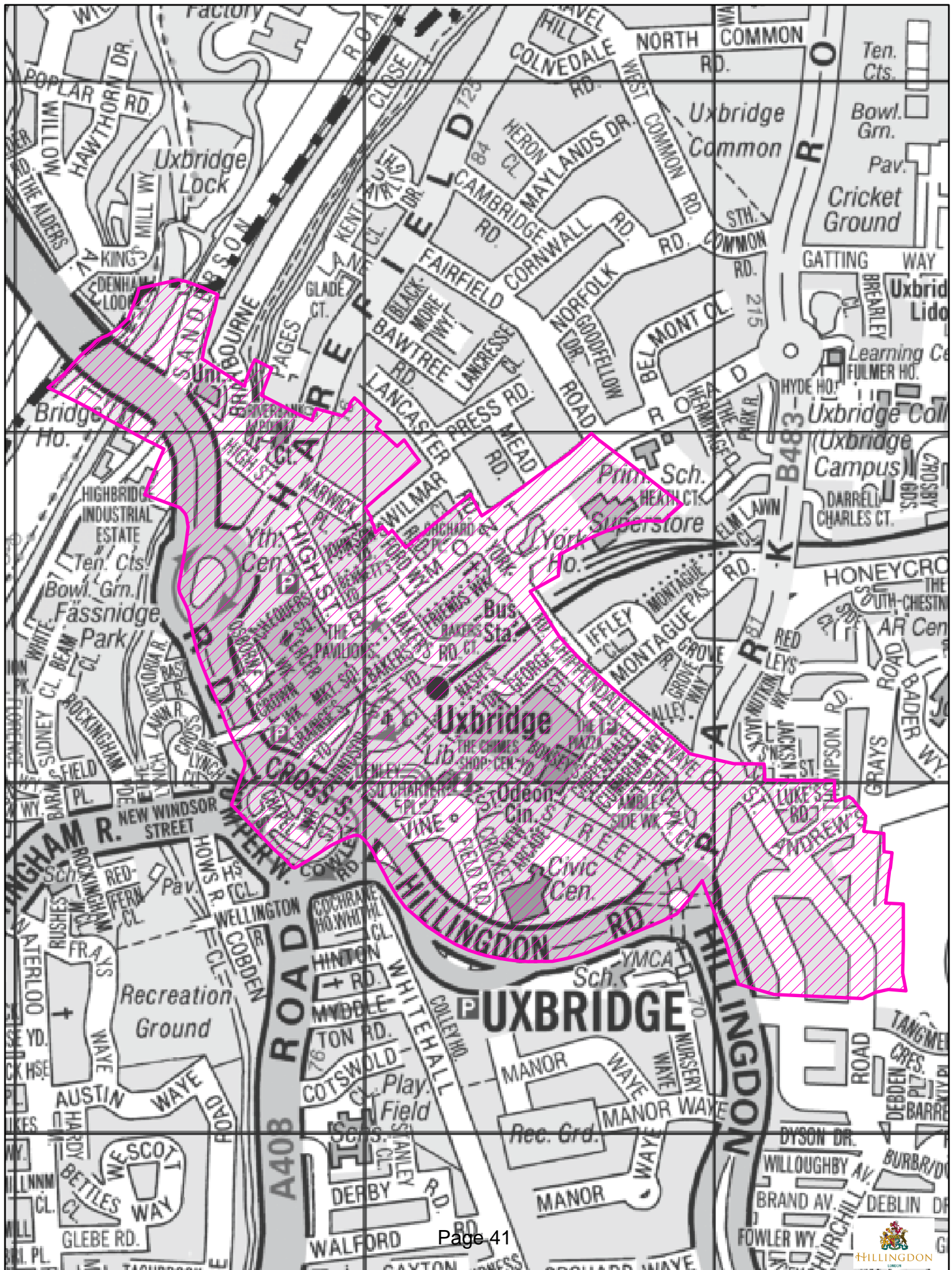


# Ruislip





# Uxbridge



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# 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 ☒

**Borough wide Public Spaces Protection Order 2023**

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

Corporate Director Place

Date assessment completed and approved by accountable person

27<sup>th</sup> February 2023

Names and job titles of people carrying out the assessment

Joanne Howells, ASB & Environment Team Leader

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

Hillingdon Council is committed to maintaining a clean and safe environment and it is the Council's responsibility to keep our public spaces and local environment clear of litter and obstructions and deal with other local environmental quality issues including anti-social behaviour.

The proposal to adopt a borough-wide Public Spaces Protection Order (PSPO) for Council public spaces is in line with this priority. In particular, issues of enviro-crime and anti-social behaviour, which includes matters that cause harassment, annoyance

and / or nuisance. The Council knows that the majority of those who live in, work in and visit the borough do keep the area clean and safe; however, it wants to ensure where this is not the case that it uses the relevant legislation and approaches to maintain a clean and safe environment.

The PSPO provides local authorities and Police with the necessary powers to introduce restrictions upon activity and behaviours deemed to be anti-social and occurring in “public spaces”. It is designed to restrict and prohibit certain behaviours, within the designated area, where evidential tests are satisfied.

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

The implementation of the PSPO is to be applied to everyone within the designated area, however, it is likely that it will have an increased negative impact on particular groups such as Disabled People, BME People, Homeless People, people on a low income, the working age population and potentially younger people as well.

Whilst the PSPO is designed to prohibit certain activities it is also designed to enable people to feel that Hillingdon is a safe and welcoming place for all. There are some sections of the community who currently don't feel that this is the case (i.e., some older people, disabled people, women, LGBT people, BME people etc), which could have a negative impact on the individuals and the likelihood that they will choose to visit the Borough.

The implementation of the PSPO could therefore potentially have a positive impact for some individuals.

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

Stakeholders	Interest
<b>The Leader Councillor Ian Edwards Councillor Eddie Lavery Corporate Director Perry Scott Head of Service Stephanie Waterford</b>	<b>Provide a safe and improved service for residents A transparent and fair enforcement process Value for money in service delivery</b>

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

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

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

### **B.1) Consideration of information and data -**

There is a requirement for a period of statutory consultation to be undertaken before a decision can be taken. It is important for the consultation to be both accessible and engaging with those likely to be affected by the order (positively and negatively). It must also consider the communication needs of those living within the designated area and ensure that they have access to translation services as required.

If the PSPO is implemented it will be important for authorised officers to consider the needs of the individual and their personal circumstances in order to make an informed decision as to the appropriate action to take (i.e. recommendation for support, advice, fine, criminal justice approach etc). It will also be important for authorised officers to ensure that any action taken is proportionate to and balanced against any risks posed, either to the individual or the wider community. This includes the seriousness of the offence, past history, the consequences of non-compliance and the likely effectiveness of the various enforcement options. It has outlined the need for a consistent yet flexible approach to the application of the PSPO, which must be tailored to the individual's needs and circumstances. One of the concerns is that the PSPO could be used as a tool to unfairly target sections of the community. It will be important to evidence that the PSPO is

therefore not used or is not perceived to be being used in this way.  
It is envisioned that some or all of the following factors will have a greater impact on individuals; the risk of further deprivation, destitution or homelessness, risk of criminalising behaviour, risk to health (for those physically dependant on substances)

## Consultation

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

Please tick ✓

NO ☐

YES X ☐

Under Section 59 of the Anti-Social Behaviour Crime and Policing Act 2014 (“the 2014 Act”), a Public Spaces Protection Order (PSPO) may be made by the Council after consultation with the Police, and any other relevant bodies, groups, or individuals.

The PSPO places restrictions and/or requirements on people using the area defined by the PSPO. These can be blanket restrictions or targeted at groups (such as dog walkers) or apply at certain times. Breach of a PSPO is a criminal offence and could lead to a fixed penalty notice of £100 or a maximum penalty of £1000 if prosecuted.

The proposed prohibitions were identified looking at the evidence base, complaints to members, and issues which have an adverse effect to safety of residents and the wider public.

There will be a period of statutory consultation which is both accessible and aimed at all residents and agencies likely to be affected by the order (positively and negatively).

An analysis of the consultation responses will inform the introduction and enforcement of a Hillingdon Borough Public Spaces Protection Order.

### 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)

#### 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 on-going funding reductions 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 the combined challenge of on-going funding reductions, emerging inflationary

## 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
Young People	Where appropriate, provide increased educational information on alcohol harm and drug use to young people. <b>ACTION</b> – we will work closely with schools, colleges and universities to ensure that there is a good understanding of the application of the order by their students, and support available where needed.
Disability	The PSPO may affect those with poor physical and mental health. Hillingdon Council regular meetings with the Police and with Community Safety Partners; including those who provide support and provisions for vulnerable people. Alleged offenders will be appropriately signposted to relevant support services. We will continue to refer and signposting individuals to commissioned support services

Poverty	<p>There is some anecdotal information which suggests that some areas across the Borough have disproportionate street drinking and begging activity, whereas some more affluent areas are subject to issues around the 'night economy'.</p> <p><b>ACTION</b> - The PSPOs will challenge this behaviour in all public spaces. All Agencies should be mindful of displacement and should consider appropriate actions</p>
Street Population Community	<p>The PSPO will affect those with dependency issues, a known problems for the street population community and can be the reason that led to someone becoming homeless.</p> <p><b>ACTION:</b> We will ensure that enforcement is justified/ fair, is sensitive to needs and signposts appropriately to support provisions.</p>

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

Equality Group	Impact on this group and actions you need to take
<b>Age</b> <b>Race/Ethnicity</b> <b>Community Safety</b> <b>Human Rights</b>	<p>To introduce a Borough wide PSPO as an additional tool to enable council and police officers to manage specific types of anti-social behaviour.</p> <p>People will feel safer across the borough</p> <p>Community cohesion will increase as people feel safer in their neighbourhoods</p> <p>Coordinated response to ASB</p> <p>Reduced complaints and dissatisfaction from the public</p> <p>Access and signposting to support services more effective as pathways from ASB for vulnerable people are strengthened</p>
	<p>To raise awareness of the terms of the PSPO with all relevant groups</p>



	<p>For council and police officers to continue the partnership approach to tackling anti-social behaviour across Hillingdon Borough and in accordance with the Council's Corporate Enforcement and Anti Social Behaviour Policies.</p> <p>To protect people from anti-social behaviour so they feel safe living, working and visiting the area.</p> <p>To continue to identify people with vulnerabilities and provide appropriate advice, signposting information and/or referrals on their behalf (e.g. safeguarding).</p> <p>To work with partners to effectively investigate and tackle anti social behaviour, avoiding duplication whenever possible.</p> <p>To respond to children (17 years and under) acting anti-socially in the city centre as a need for support / safeguarding as an alternative to PSPO formal enforcement.</p> <p>To apply the PSPO prohibitions and requirements to all persons (apart from those 17 years and under).</p>

## D) Conclusions

The creation of the Anti-Social Behaviour (ASB) legislation has given local authorities the opportunity to bring in proportionate measures for a maximum of 3 years and is being adopted by many local authorities in the UK. Section 70 of the Anti-Social Behaviour Crime and Policing Act 2014 allows for a PSPO to supersede any byelaw once in operation

The initiative will also support the delivery of the Council's borough plan. This will include supporting strategic themes around Putting residents first. The introduction of the PSPO will impact on the lives of people who live, work and visit the Borough. The proposed restrictions will impact positively on people whose protective characteristics are impacted upon by the anti-social behaviour the order is designed to address.

Young people in breach of the order will be referred through safeguarding arrangements when appropriate. Mental health considerations are assessed on a case-by-case basis and support and early intervention is used prior to more serious enforcement action.

Environmental Enforcement and Street Scene Officers will police the order primarily however there will be some assistance from relevant Safer Neighbourhood Teams.

**Signed and dated:**.....J Howells.....27/02/2023

**Name and position:**.....Joanne Howells, Team Leader, ASB & Environment Team

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## High Street regeneration post Covid-19 evaluation

<b>Committee name</b>	Residents' Services Select Committee
<b>Officer reporting</b>	Helena Webster – Place Directorate
<b>Papers with report</b>	Retail Revival Evaluation Report including Appendix 1: Business Resilience Survey Appendix 2: Shoppers Survey Appendix 3: Business Support Programme
<b>Ward</b>	All

### HEADLINES

On 16 March 2022 the then Environment, Housing & Regeneration Select Committee received a report on a range of initiatives and activities undertaken across the town centre improvements, regulatory services, and economic development teams to support town centres and shopping parades across the Borough in response to the Covid-19 pandemic and post-recovery.

The original report noted that a full evaluation of the impact of the events and businesses support provided by Retail Revival, fully funded through the Central Government 'Welcome Back' fund initiative would be prepared and that these findings could then be shared with the Committee.

The Retail Revival Evaluation report describes the activities undertaken and the programme outputs and outcomes achieved.

### RECOMMENDATIONS

**That the Committee notes the range of bespoke promotional events and initiatives tailored to the feedback from business and residents within the high streets and associated outputs achieved by the London Borough of Hillingdon utilising the Welcome Back fund grant.**

### SUPPORTING INFORMATION

In June 2020 a dedicated Reopening High Streets Safely Fund was announced. The intention of the funding was to support temporary measures enacted up to 31 March 2021 to encourage the safe reopening of high streets across the UK. The LB Hillingdon received a £272,855 grant fund.

The grant funding had been sourced from unallocated European Regional Development Fund (ERDF) so use of funding needed to comply with ERDF regulations especially in terms of European compliant procurement and use of the EEC and ERDF logos in all publicity.

The grant conditions included three main categories where activities could not be supported,

which were:

- *Activity that provides no additionality*

The funding is intended to be additional, on top of existing activity; it should not be replacing the source for already committed expenditure.

- *Capital expenditure*

The funding is to help local authorities address the short-term issue of re-opening their local economies. It can support some temporary changes to the physical environment, but those changes should not be anticipated to last beyond 12 months, or until no longer required for social distancing.

- *Grants to businesses*

Funding cannot provide direct financial support to businesses to make adaptations to premises, purchase PPE, purchase goods or equipment or offset wages or other operating costs.

The Government announced on 20 March 2021 that the Reopening High Streets Safely Fund (RHSSF) had been expanded and would begin a new phase of delivery up to the end of March 2022 as the Welcome Back Fund (WBF).

The original RHSSF allocation was doubled for each local authority and the scope of eligible activities was increased significantly to better support the reopening of local economies i.e., running publicity campaigns and holding events like street markets and festivals to support local businesses. As reported in March 2022, the total Welcome Back fund was allocated against the following initiatives:

<b>Ministry of Housing Communities &amp; Local Government Grant</b>		
<b>Scope of Activity</b>	<b>Summary</b>	<b>Grant</b>
a) Communications and public information activity	ERDF compliant promotional materials	<b>£ 65,000</b> (£25k design and £40k resources)
b) Business-facing awareness raising activities including events	21 Town Centre/Parade events, Borough-wide digital on-line marketing training for small businesses	<b>£142,720</b> (£50k specialist support and £92.72k resources based on average £4.4k per event)
c) Temporary public realm changes	Rental and maintenance of planters, parklets, hand sanitisers etc	<b>£303,490</b>
d) Support & promote a safe public environment, visitor economy	Specific Uxbridge BID support July-August 2021 Summer programme	<b>£ 34,500</b> (£22.4k Uxbridge BID £12.1k temporary gazebo hire)
	<b>Total grant</b>	<b>£545,710</b>

Following an ERDF compliant tender, Retail Revival were appointed to lead on specific support for small independent businesses. The exact brief was:

Specialist Retail/Town Centre expertise to support small independent businesses within town centres and local parades. Scope of services to include:

- Organising a promotional event for each of the nine minor and local town centres between August 2021 up to February 2022;
- Organising up to two promotional events within Uxbridge and the five district centres between August 2021 up to February 2022;
- Digital marketing training to help small independent businesses across the town centres and parades adapt to on-line retail and encouraging the increased use of film and social media to help businesses with more effective marketing.

The 15 town centres and local parades which were the focus for activity were Uxbridge, Ruislip, Ruislip Manor, Ickenham, Eastcote, Northwood, Northwood Hills, Yiewsley and West Drayton, Hayes, Harlington, Uxbridge Road, Harefield, Kingshill Avenue, Ryefield Avenue and Hillingdon Circus.

£142,720 from the total £545,710 grant (£50k specialist support from Retail Revival and £92.72k resources based on average £4.4k per event) were earmarked.

The Retail Revival Evaluation report describes the activities undertaken and the programme outputs and outcomes achieved.

## **PERFORMANCE DATA**

Performance data relating specifically to the 'Welcome Back' grant funded activity is included within the Retail Revival evaluation report.

## **RESIDENT BENEFIT**

The specific aim of the project was to support small independent businesses within 15 town centres and local shopping parades across the Borough to safely 'Welcome Back' residents and other shoppers following the Covid-19 pandemic.

## **FINANCIAL IMPLICATIONS**

There are no direct financial implications arising from this report and its recommendation to the Committee.

## **LEGAL IMPLICATIONS**

The Borough Solicitor confirms that there are no specific legal implications arising from this report.

## **BACKGROUND PAPERS**

Nil.

## **APPENDICES**

Retail Revival Evaluation Report including:

Appendix 1: Business Resilience Survey

Appendix 2: Shoppers Survey

Appendix 3: Business Support Programme

# London Borough of Hillingdon Retail Revival Evaluation Report



**HILLINGDON**  
**people**

News from your council  
November/December 2021

[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

**Support your  
high street**

**Getting in the  
festive spirit**

**Making our  
roads safer**

**HILLINGDON**  
LONDON

**SIGN UP**

**BEST IN SHOW**

**COMMUNITY AWARDS**

Summary evaluation report for Residents' Services Select Committee  
June 2023

## 1. Executive Summary

- 1.1. The Welcome Back Fund was allocated to councils across England from the European Regional Development Fund (ERDF) to support the safe return to high streets. The fund allowed authorities to put in place additional measures to create and promote a safe environment for local trade and tourism, particularly in high streets as their economies reopened.
- 1.2. As part of the Hillingdon Welcome Back Programme, Retail Revival was awarded a contract from August 2021 until March 2022 to provide specialist town centre expertise to support small independent businesses within town centres and local parades across Hillingdon.
- 1.3. The scope of this programme was to support the businesses in reopening safely and attracting visitors and residents back to enjoying spending time and money in the town centres and local parades. The scope included:
- Organising a promotional event for each of the nine minor and local town centres between August 2021 up to February 2022
  - Organising up to two promotional events within Uxbridge and the five district centres between August 2021 up to February 2022
  - Delivering a Visual Merchandising programme to improve the appearance of shop fronts and provide a welcome across the town centres and parades
  - Digital High Streets training to help small independent businesses across the town centres and parades adapt to on-line retail and encourage the increased use of film and social media to help businesses with more effective marketing.
  - Temporary 'pop-up' use and/or screening of prominent empty shops and spaces within the town centres
- 1.4. The focus for Retail Revival led activity area was:
- 1 x Metropolitan Centre: Uxbridge Town Centre
  - 5 x District Centres: Hayes Town Centre, Yiewsley & West Drayton, Ruislip, Eastcote, Northwood
  - 3 x Minor Centres: Ruislip Manor, Northwood Hills, Uxbridge Road, Hayes
  - 6 x Local centres: Ickenham, Harefield Village, Harlington, Hillingdon Circus, Kingshill Avenue and Ryefield Avenue
- 1.5. The project outputs achieved were:
- |                                    |                       |
|------------------------------------|-----------------------|
| Business confidence survey         | 100 Responses         |
| Vacant shops survey                | 2 Surveys             |
| Residents' survey                  | 360 Responses         |
| Business engagement                | 180 Businesses Visits |
| Stakeholder engagement             | 27 Stakeholders       |
| Welcome Back events                | 21 Events             |
| Visual merchandising support       | 63 Businesses         |
| Digital high street training       | 131 Delegates         |
| Pop up shop activation             | 1 Shop Activated      |
| Increased footfall                 | 16,400 Visitors       |
| Businesses participating in events | 333 Businesses        |



## **2. Background**

- 2.1. The Welcome Back Fund was allocated to councils across England from the European Regional Development Fund (ERDF) to support the safe return to high. The fund allowed authorities to put in place additional measures to create and promote a safe environment for local trade and tourism, particularly in high streets as their economies reopen.
- 2.2. Following ERDF guidance, a European Regional Development Fund compliant tender was published 5 May 2021 for returns by 4 June 2021 including a specific lot for:

Specialist Retail/Town Centre expertise to support small independent businesses within town centres and local parades. Scope of services to include:

- Organising a promotional event for each of the nine minor and local town centres between August 2021 up to February 2022;
  - Organising up to two promotional events within Uxbridge and the five district centres between August 2021 up to February 2022;
  - Digital marketing training to help small independent businesses across the town centres and parades adapt to on-line retail and encouraging the increased use of film and social media to help businesses with more effective marketing.
- 2.3. The 15 town centres and local parades which were the focus for activity were Uxbridge, Ruislip, Ruislip Manor, Ickenham, Eastcote, Northwood, Northwood Hills, Yiewsley and West Drayton, Hayes, Harlington, Uxbridge Road, Harefield, Kingshill Avenue, Ryefield Avenue and Hillingdon Circus.
  - 2.4. From tendering, Retail Revival were successful in winning the commission. This report describes the activities undertaken and the programme outputs and outcomes achieved.

## **3. Development Phase**

- 3.1. During the development phase of the project Retail Revival researched local need and gathered baseline data with which to manage the success of the interventions. The results of the surveys and the engagement activities also informed the content and design of the Welcome Back Programme.
- 3.2. The following project activities were completed in August and September 2021:
  - Business Confidence Survey
  - Shopper Confidence Survey
  - Vacant shops audit
  - Stakeholder engagement meetings
  - Business engagement meetings

## **4. Business Resilience Survey (Aug-Sep 2021)**

- 4.1. During August and September 2021 initial face-to-face contact with businesses, BID managers and Chambers of Commerce representatives in the town centre priority areas, enabled the Retail Revival project team members to meet potential beneficiaries, introduce the objectives of the programme and build trust.
- 4.2. A business card was designed and printed to support business research and engagement. This was distributed during unannounced personal visits to over 500 businesses from

across the borough and it included a QR code to help businesses complete an online business resilience survey. 100 respondents completed the survey which comprised 10 questions, the responses described the effects of Covid-19 on local businesses and listed their business recovery needs. The results of the survey were used to design the 'Hillingdon Welcome Back Programme' so that the support could be tailored appropriately.

4.3. The results of the business resilience survey are provided in appendix 1, the headline findings included:

- 42% respondents said their business was established and thriving before Covid-19
- 61% respondents said that since Covid-19, their business was running at a reduced or compromised operation
- 10% said their business was now at a critical level
- 91% respondents said there was demand for their products
- 99% respondents had accessed some government business support; 61% took advice on how to open their business safely, 55% received some grant funding and 41% had used the coronavirus job retention scheme (furlough).
- When asked how they had adapted their business in the light of Covid-19, 48% of respondents said that they had not adapted their business at all
- 27% had increased their use of social media for business
- 16% had started to sell new services or products
- 11% started a delivery service
- 5% developed a new online shop
- When asked how well prepared they were for future lockdowns or restrictions due to pandemics, 20% of respondents said they would not be at all adversely affected, 33% said they would not survive and 44% said they had some measures in place to cope with future restrictions but that they would still be negatively affected.
- When asked about future support 72% of respondents said further grant funding would help them, 66% wanted events or activities to increase footfall by bringing people back to the high street and 36% wanted support to help them promote their business online.

## **5. Shopper's Survey**

- 5.1. A shopper's survey was designed and hosted on Survey Monkey, an online survey platform during September 2021. Researchers based across the borough invited shoppers to complete the survey, either face-to-face or online. Shoppers who were unable to spend time with the researcher were provided with a card with a QR code link to the survey for them to complete in their own time.
- 5.2. 363 Responses to the survey were received. The full results of the shopper's survey are provided in appendix 2. Shoppers were beginning to return to the high street after Covid-19 and were becoming more confident about using town centres for entertainment, to shop, eat and drink in cafes and use other services.
- 5.3. The results identified changes to shopping habits; 46% of respondents said they would use the Internet for shopping more than they did before Covid-19 and 36% said they would visit the town local high street or shopping area less than they did before Covid-19.
- 5.4. The majority (93%) of respondents primarily get their information about Covid-19 including, shop opening hours and service deliveries, from the Internet and 16% from social media. This demonstrates how important it is for local businesses to have a strong online presence to reach local customers.

## **6. Stakeholder Engagement**

- 6.1. In every town Retail Revival worked with the local community champions throughout the project lifetime to understand their ideas for event delivery.
- 6.2. Most stakeholders demonstrated a clear passion for their communities and a desire to support activities. In some town centres without an active chamber of commerce, the coordination of town centre events has been taken on by the local resident's associations.
- 6.3. Stakeholder's local knowledge and community networks proved to be invaluable and crucial to the success of the programme, stakeholders helped in the following ways:
  - Provided free space for event delivery;
  - Promoted activities to their contact databases;
  - Provided resources e.g., Uxbridge College art students made collages of famous local residents to use for a retail trail in Uxbridge;
  - Provided historical information about past local events;
  - Suggested themes, suitable locations for event activities and useful local suppliers, and
  - Supported or attended the events on the day

## **7. Vacant Shops Audit**

- 7.1. An audit of vacant shops was completed in 11 of the shopping districts in Hillingdon in August 2021 before the Welcome Back intervention and then repeated in March 2022 in 15 of the districts to understand if commercial vacancy rates had reduced over the project lifetime.
- 7.2. Uxbridge, Hayes, Eastcote, Northwood, Northwood Hills, Ruislip Manor and Uxbridge Road had increased numbers of vacant shops with Northwood increasing their vacancies from 5 to 12 shops. The remaining towns lowered their vacancy rate or remained the same (see table 1).

Table 1: Vacant Shop Survey Hillingdon

Town	No. units ground floor	Vacant Units - Aug 2021	Percentage vacancy rate	Vacant Units - Mar 2022	Percentage vacancy rate	Variance
<b>Metropolitan Centre</b>						
Uxbridge Town Centre	396	17	4%	18	5%	1%
<b>District Centres</b>						
Hayes Town Centre	206	7	3%	8	4%	1%
Yiewsley & West Drayton	156	14	9%	13	8%	-1%
Ruislip Town Centre	140	12	9%	11	8%	-1%
Eastcote Town Centre	143	5	3%	9	6%	3%
Northwood Town Centre	77	5	6%	12	16%	10%
<b>Minor Centres</b>						
Northwood Hills	97	5	5%	8	8%	3%
Ruislip Manor	136	1	1%	3	2%	1%
Uxbridge Road, Hayes	116	2	2%	3	3%	1%
<b>Local Centres</b>						
Ickenham	47	0	0%	2	4%	4%
Harefield Village	46	5	11%	5	11%	0%
Harlington	25	1	4%	1	4%	0%
Hillingdon Circus	42	4	10%	4	10%	0%
Kingshill Avenue	37	1	3%	1	3%	0%
Ryefield Avenue	14	1	7%	1	7%	0%
<b>Totals</b>		73		99		22%

7.3. The statistics are to be treated with caution; some shops appear permanently closed when they might be used for office space or other commercial use and others have shutters which appear permanently closed making it difficult to identify as vacant. It is difficult to attribute business closure to one specific factor. It is widely believed that Covid-19 has expedited the demise of some retail chains who were expected to close anyway as a result in changes to the way people shop.

## 8. Business Engagement

8.1. A sample of 180 businesses across the town centres of Hayes, Ruislip, Yiewsley and West Drayton, Ickenham, Ruislip Manor and Uxbridge received personal visits to identify their needs and secure participation in the programme.

8.2. For many, reduced footfall was an issue. Covid-19 had interrupted the shopping habits of residents who had previously been used to shopping locally and using high streets for socialising and eating out. Recovery was beginning at the time of research, however businesses felt that shoppers were still reluctant to dwell. They felt shoppers were becoming used to shopping online and were keen to get them back into their high streets. Few shops had adapted to selling online, increasing their social media activity, or providing free local delivery services. The reasons given for this lack of adaptation included:

- They did not have the resources to set up and service an online shop and were reluctant to invest capital to commission a suitable online platform. Cost containment was a primary concern, they did not have, or they wished to hang on to savings, as the future was so uncertain.
- They had put staff on furlough and therefore did not have the personnel to upload stock, manage an online shop and deliver goods sold from it. Some shops have very few employees and they felt that they would not have the time or inclination to run a shop online alongside their high street shop as managing the two well would require a sophisticated stock control system and a lot more resource than they had access to.

- They felt that the prices they would have to charge to compete with existing online traders would not provide them without enough profit to make it financially viable. They do not have the buying power that multiple online businesses have cultivated.
- Their business was not suited to selling online, their goods were perishable, or difficult to post and survive in transit, and product returns were a problem. Online shopping provides customers with enhanced rights to return goods after purchase. A higher proportion of goods sold online than in shops, are returned, sometimes after use, for full refunds and this reduces the value of the stock and makes it difficult to manage cashflow.
- For some selling online was intimidating, they had not embraced the use of technology for business and felt they were now 'too old' to learn.
- The use of social media for business is not a quick win, businesses need to maintain a stream of relevant content to build followers and convert them into customers. It can take years to establish results and many business owners, even after they have dipped their tow in the water, feel that this is 'not for them'.

8.3. The majority of businesses were highly receptive to the delivery of town centre events to attract people back to the high street. They were shown a series of images to highlight some of the potential event activities available as part of the Welcome Back programme and they selected their preferred choices. Retail trails, family craft activities and mascots received the most votes in every town.

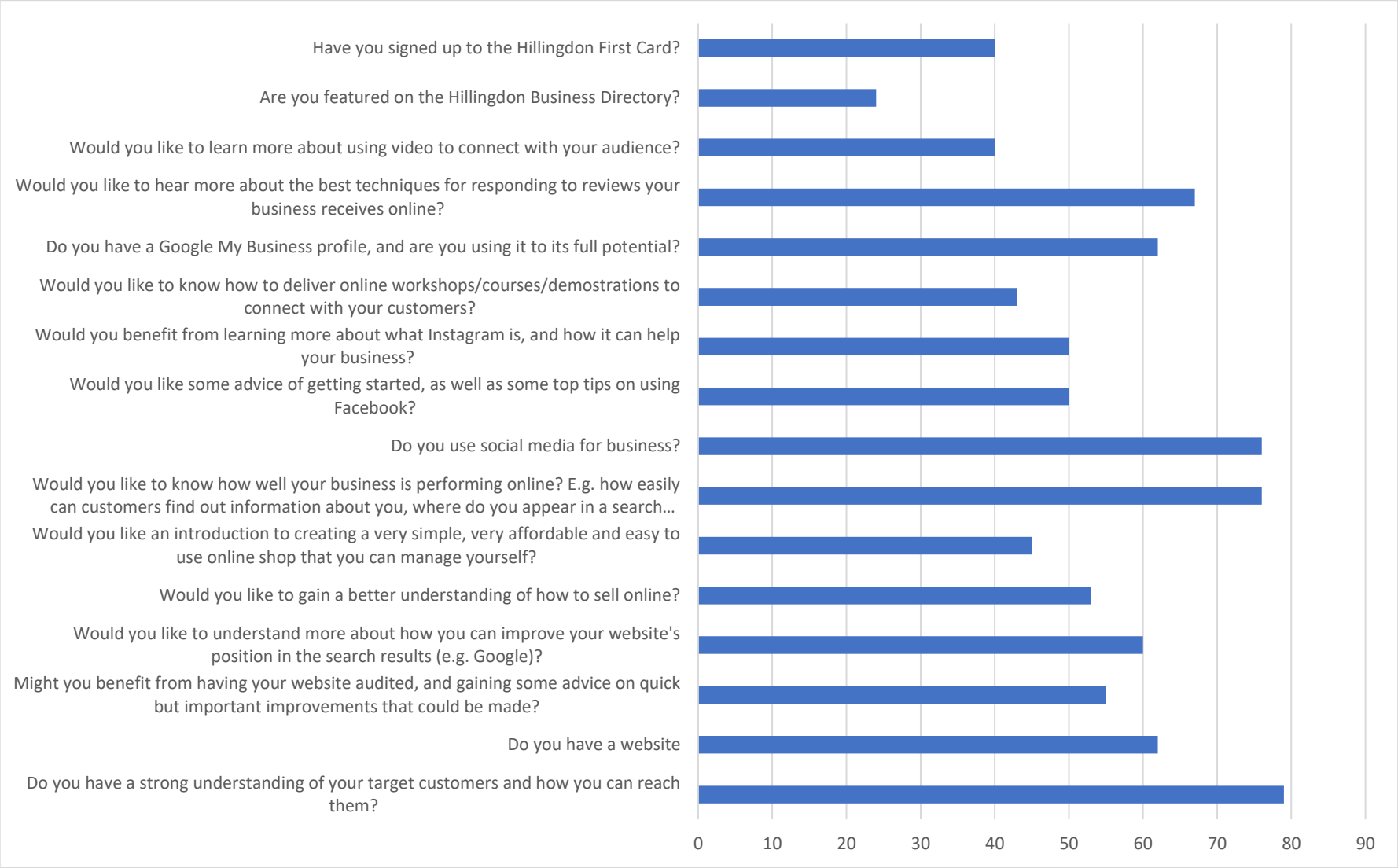
8.4. The increase of vacant shops and the lack of variety of products sold locally was cited as an issue for some towns. The traders in Northwood Hills were particularly concerned about some businesses closing for half days and keeping irregular opening hours. They also felt that the high street lack variety and had become dormant during the pandemic.

8.5. During the face-to-face engagement businesses were asked if they would like support with window dressing and interior display techniques. Images of before and after shop windows were shown to the shops as examples. Apart from one business in Ickenham, the majority said they would not attend visual merchandising training and felt they could dress their windows themselves or that window dressing was not important for their business. Business did however like the window art images and thought that would enliven town centres. They said it was something they could not do themselves but that it would have impact if a theme was used in all shops to tie the high street together.

8.6. During the face-to-face engagement businesses were asked to complete a digital business support need analysis questionnaire to help identify their training needs. 58 businesses completed the questionnaire, and their results were collected and collated and have been supplied as an attachment to this report. A summary of the responses has provided in table 2 below, the greatest training needs are:

- 62% of business have a website and 55% would benefit from a website audit to test its functionality and optimisation
- 60% wanted support to increase their Google ranking
- 76% wanted help to understand how well their business was performing online
- 67% wanted more information about how to respond to customers online reviews
- 50% wanted more information about improving their use of social media for business

Table 2: Digital Training Questionnaire Results



## **9. Business Support**

- 9.1. As a result of the engagement and business surveys a training programme was designed to meet business needs. The programme was produced in electronic format (appendix 3) and hard copy detailing the support available; this was distributed to over 600 independent businesses across the borough.
- 9.2. The training programme offered three methods for businesses to access the support, these were: online through recorded webinars, face-to-face through group training courses or through live webinars.
- 9.3. An online portal was created with short webinars each lasting up to 40 minutes comprising 'how to' guides for businesses to watch at any time. Businesses were invited to pause the webinars at intervals to complete the actions suggested by the trainer.
- 9.4. Each webinar was designed to provide businesses with the opportunity to improve their online visibility and efficiency, improve their customer service and reputation, increase their social media following, improve their social media content and sell more. The webinars were:
  - An Introduction to Selling Online
  - Google My Business
  - Selling Online with Ebay
  - Selling Online with Shopify and Wix
  - Audit your Own Website
  - Facebook – Getting Started and Top Tips
  - Instagram
  - Responding to Online Reviews
  - Search Engine Position
- 9.5. Four live webinars were held at different times and on different days to open access to as many people as possible. Businesses needed to book the training through the project co-ordinator, and they were then sent a link to join the webinar.
- 9.6. After the webinar delegates were invited to receive tailored 1-2-1 support from the digital marketing tutor. The tutor made bespoke videos for delegates to help them make specific changes to their websites, google profiles and review sites.
- 9.7. Two Instagram courses were held in the Civic Centre in Uxbridge for delegates to attend in person. This included a practical photography workshop where the tutor brought props and lighting equipment to help delegates understand how to best photograph their products for selling or promoting online.

9.8. The training outputs are detailed below:

Training	Delegates Booked	Delegates Attended
Business Websites: How strong is yours? (Zoom)	9	5
Google My Business (Zoom)	12	5
Search Engine Optimisation (Zoom)	9	7
Online Reviews: are these affecting your business? (Zoom)	11	4
Product Photography (Workshop)	16	9
Instagram for Businesses (Workshop)	10	9
Selling Online - an introduction (Webinar)	n/a	15
Selling Online with Ebay (Webinar)	n/a	15
Selling Online using Shopify / Wix (Webinar)	n/a	14
Audit Your Own Website (Webinar)	n/a	15
Facebook - Getting Started & Top Tips (Webinar)	n/a	3
Instagram (Webinar)	n/a	11
Responding To Online Reviews (Webinar)	n/a	2
Search Engine Position (Webinar)	n/a	17
Totals		131

9.9. Bookings for business webinar courses were low. Each business received the programme by email and hard copy and received at least 2 visits to prompt them to attend. Before each webinar Retail Revival visited local businesses to remind them of the training and sent email reminders before each webinar to reduce drop-out from those who had booked.

9.10. Bookings were fairly encouraging for the face-to-face courses. The numbers could have been higher, some businesses were unable to take time off during the day to attend the course and some felt they had to travel to Uxbridge and would have preferred the course to be delivered at a more local venue to them. There is not an ideal time slot for training independent businesses as opening hours vary across sectors. Many Hillingdon businesses have evening economies including convenience stores, catering and entertainment businesses which



make evening courses difficult to attend. Micro businesses find it challenging to leave a business for up to four hours to attend a training course, local businesses explained that they have staff shortages because they cannot find suitable employees, or they have had to reduce staff numbers since the pandemic.

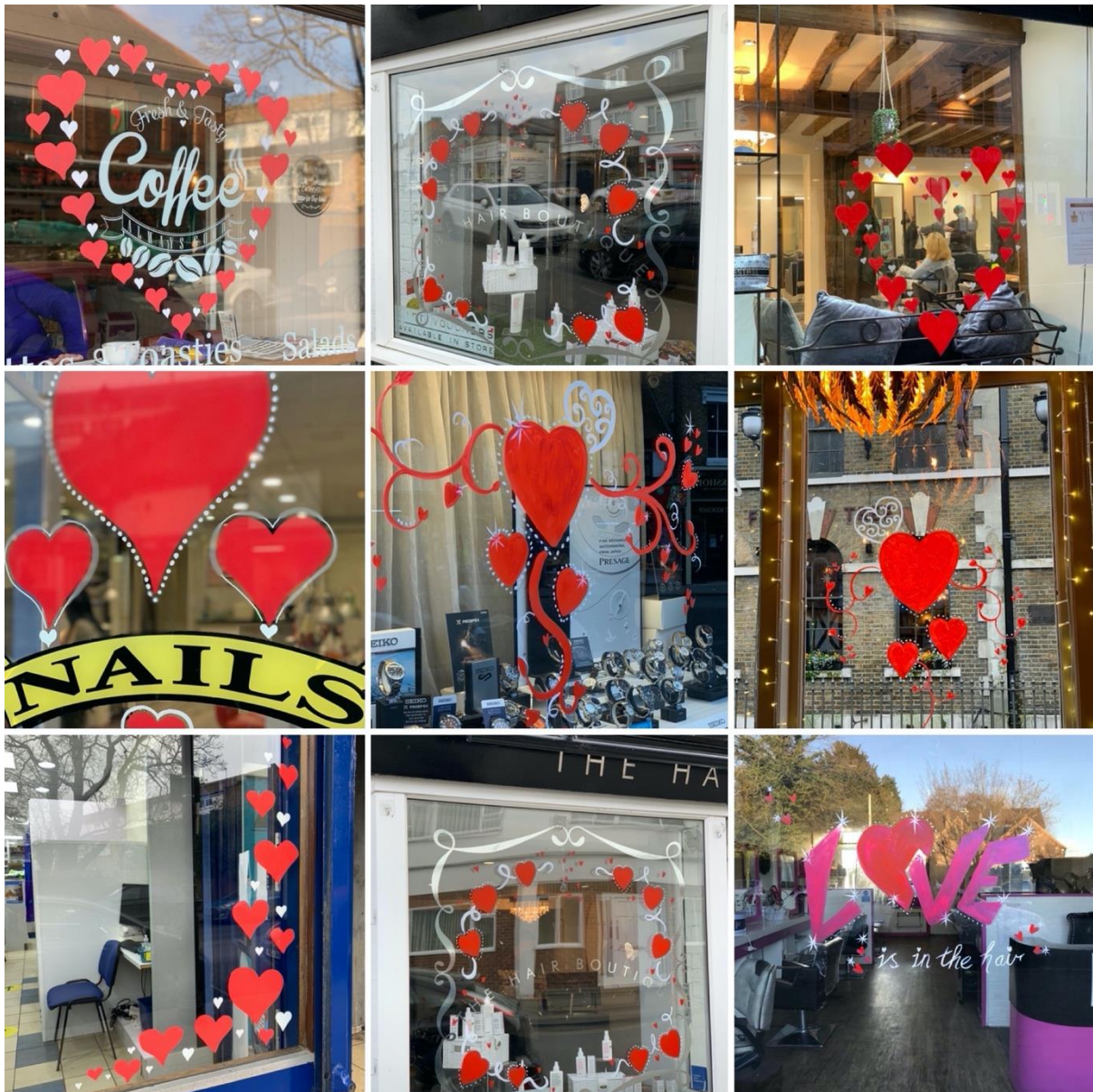
- 9.11. The drop-out rate was high particularly for the first Instagram course and the webinars. Reasons provided included staff illness; the courses coincided with a national outbreak of the new Covid Omicron variant, and needing to go to a job price estimation at short notice.
- 9.12. Retail Revival re-visited 100 businesses across the town centres to ask them why they had not visited the training portal to watch the recorded webinar programme. These businesses included those who had completed the digital marketing questionnaire and had indicated that they wanted support. As a result of this visit 31 logged on to the portal there and then and said they would watch some of the webinars when they had more time and 6 said that they would watch them at home as they did not have the data to watch them on their mobile phones.
- 9.13. Ten businesses received over 8 hours of training and 1-2-1 support. 3 of those unable to attend the courses were linked with trainers for individual training support.
- 9.14. It can be concluded that 1-2-1 individual training is the preferred method of support for small and independent businesses. When they require support, they like to speak to someone either face-to-face in their own business or via telephone or zoom. Training courses need to be short and locally delivered. The need to drive to courses and park their car in a trouble-free manner or walk or use easy public transport is also an important consideration for businesses.
- 9.15. Three delegates that attended the Instagram courses were younger members of staff and had been 'sent' to training by an older business owner. They were being tasked with the responsibility to deliver the social media strategies on behalf of the business. Many older and more established businesses felt that it is too complex and expensive to learn how to adapt their sales and marketing strategies to embrace technology.

## **10. Window Dressing**

- 10.1. As a result of the engagement and needs analysis, window art was installed to make businesses across sectors more aesthetically pleasing and to attract shoppers.
- 10.2. Over 50 businesses received window art themed to match the events. A sample of the art is provided below. The art was very well received by shoppers and businesses and many requested window art on a regular basis, which although outside of the scope of this contract, they might be willing to partially subsidise. Good window art is time consuming to apply, each window takes on average 2 hours to complete, more if the window needs to be cleaned and prepared beforehand or if the business requires large designs. Although Retail

Revival has a team of window artists, independent commercial artists charge between £250 and £600 per window dependent on design.

10.3. A valentine themed example is shown below.



## 11. Event Delivery

11.1. As a result of the findings from the development stage research, an events programme was designed to attract shoppers back to the high streets across Hillingdon. 21 Events were delivered at weekends and school holidays between October 2021 and May 2020 attracting an estimated 16,400 people to the shopping centres of Hillingdon, (table 3).

11.2. The programme and style of events were determined by the following variables

- There was a short lead time between commission and event delivery, it was adequate for the planning and delivery of a small event, however more time would have enabled a longer advertising window particularly for the first set of events.
- The size and capacity of the event was dictated by the event delivery budget which was £4600 per event. As the activities were free for participants, the budget needed to fund all consumables and activities. The events were small in nature, but they were highly visible, and visitors felt they had plenty of activities and interesting things to do at each one. Larger events like light switch on events and those requiring sound, staging and performers will require higher budgets.
- The space and facilities available in each town influenced the event set up and capacity. Where space was limited, we used private or community space. In Harlington we were able to hire the church car park, in Ickenham we used the community hall for cookery demonstrations and in Uxbridge we used the Pavilion Shopping Centre event space. Event space does have to be visible and accessible to make the event successful. The libraries in every town were highly accommodating as were the charity shops who offered rooms for performers to use for changing and comfort breaks.

Table 3 Welcome Back Events

Town	Name of event	Dates	Trail Participants	Businesses participating	Estimated footfall
<b>2021</b>					
Uxbridge	Heritage Weekend	1/10/2021 and 2/10/2021	18	12	600
Ryefield Avenue	Pumpkin Festival	26/10/2021	86	12	200
Ickenham	Pumpkin Festival	27/10/2021	199	22	650
Eastcote	Pumpkin Festival	28/10/2021	318	30	1200
Yiewsley & West Drayton	Pumpkin Festival	29/10/2021	53	20	350
Hayes	Music Festival	20/10/2021	n/a	25	400
Ruislip Manor	Christmas Festival	20/11/2021	300	25	6000
Kingshill Avenue	Christmas Event	27/11/2021	86	12	200
Harefield	Christmas Event	02/12/2021	200	20	1500
Yiewsley & West Drayton	Christmas	04/12/2021	100	15	1000
Northwood	Christmas	18/12/2021	200	20	450
Ruislip	Christmas	19/12/2021	103	25	300
<b>2022</b>					
Uxbridge	Love your Independents Day	12/06/2022	350	15	800
Northwood Hills	Half Term Fun Day	14/06/2022	216	15	600
Uxbridge Road	Half term fun day	15/06/2022	104	10	350
North Hillingdon	Half term fun day	16/06/2022	200	15	600
Harlington	Half term fun Day	19/06/2022	77	10	100
Ruislip	Art Day	26/02/2022	230	15	600
Eastcote	Food fun day	05/03/2022	297	15	800
Northwood	Food fun day	12/03/2022	160	15	500
Hayes Town Centre	Canal Festival	29/05/2022	TBC	TBC	TBC
<b>Totals</b>			<b>2947</b>	<b>333</b>	<b>16400</b>

- 11.3. A retail trail featured heavily in each event. These were designed to encourage shoppers to look for something in up to 25 shop windows across the town centre in order to win a prize. Each trail was set to include the whole high street and secondary shopping streets. Businesses really appreciated the additional footfall on event days and shoppers looking in their windows. Craft activities were also very popular and attracted children and their accompanying adults of all ages and genders.
- 11.4. Table 4 details some of the feedback provided by participating businesses across the town centres. Overall, they benefitted from additional footfall, and even if they did not sell more on the day, they felt that they had raised their profile to potential customers in the future. The businesses are keen for events to continue.

Table 4: Business Feedback on Events

West Drayton	We saw an increase in footfall on the days of the event, we saw people looking at the window displays and then coming into the business.
West Drayton	We saw a lot of families on the day of the event looking and pointing at the window.
Yiewsley	The events attracted families to the high street. It would be great to see more similar events in the future as it brings new people into the local area.
Ickenham	Not sure it made a direct increase to sales on the day, but I feel it probably attracted people back to the business in the future. It was amazing to see so many families in the High Street with activities for children
Ickenham	It was a positive event for us as Ickenham as a community really get into events and local activities. We saw lots of families out and about on the day. It's nice to have some community fun.
Ruislip Manor	Previous events have caused us issues and we took less trade but last year's one was a lot better we took more money than usual. We would like more events like this in the future to bring more people to the area.
Ruislip	I like the events they bring people into the town and looking at the businesses. It's another way of advertising and promoting the area to local people
Ruislip	It was nice to see activities along the High Street and we have seen new people visiting the business since the event happened. It would be nice to have more events in the future perhaps an evening Christmas shopping event similar to Ruislip Manor
Harefield	I was very, very busy and didn't manage to leave until 9pm usual I shut at 5.30pm. It was nice to see lots of people and would love to see the event develop and grow.
Harefield	It was great to have an event, it brought more people into the business, and we would like to see more events in the future.



## 12. Vacant Space Activation

- 12.1. A selection of the vacant shops was assessed for their suitability for activation, physical improvement or for temporary use during event days e.g., for children's craft or cooking workshops, for reading groups or music activities, for exhibition space, to decorate with window art or to house displays of merchandise sold by local artists or independent businesses.
- 12.2. In Uxbridge Retail Revival worked with the Chamber and BID to identify space for event delivery and to activate as a temporary space for a heritage centre as a part of a wider High Streets for All bid feasibility. Space located in the Pavilion Shopping Centre was made available to a local arts collective who were looking to display their works.
- 12.3. Retail Revival brokered an arrangement for them to take one of the vacant shops in the centre to display their art as a community group. They were required to keep the enterprise as an exhibition (not commercial) but could take payment for products outside of the shop, and we negotiated a rent-free period between December 2021 and March 2022 so the centre could claim a rates reduction.

**Figure 1 Community Arts Pop Up Shop**



- 12.4. In other areas, the barriers to activation included:
  - Vacant properties are often managed by agents who need to contact the landlord to request permission to activate their space. There is the

necessity to rely on these agents to 'sell' the concept of activation to the landlord and communicate the benefits and ideas accurately and in a compelling manner. This often does not happen.

- If the agent is not benefitting directly by very short meanwhile uses then their motivation for brokering temporary use is often not sufficient enough for them to do so. Their assurance that they have indeed contacted the landlord needs to be taken on face value.
- The properties available are often unsuitable for purpose, they might have health and safety or aesthetic issues or be configured in a manner that cannot be adapted for use.
- It has been difficult to find an agent or landlord, if shutters are down and there are no contact details the only way of determining ownership is through land registry.
- The landlords are worried about insurance and damage to property and if the activation is very short term or purely aesthetic then they become risk averse and can see little benefit in collaboration.

## Appendices

### Appendix 1: Business Resilience Survey (Aug-Sep 2021)

Appendix 1 Business Resilience Survey Marketing Literature

**Hillingdon Council's Business Resilience Survey**

Businesses in the London Borough of Hillingdon are invited to complete a survey to help to measure the effects of COVID-19 on their business so that the council can target future support where it is most needed. The survey should take no more than seven minutes of your time to complete.

 Visit the survey here [www.surveymonkey.co.uk/r/Hillingdonbiz](https://www.surveymonkey.co.uk/r/Hillingdonbiz)  
Or scan the QR code to start the survey

 European Union  
European Regional  
Development Fund

 HM Government

  
**HILLINGDON**  
LONDON

[www.hillingdon.gov.uk](https://www.hillingdon.gov.uk)

The government has allocated Hillingdon Council funding from a European Union programme (the European Regional Development Fund) to enable it to welcome people back to town centres safely as we recover from the effects of the COVID-19 pandemic.

The results of this survey will inform a programme of support for businesses which will include digital marketing and enhancement of window displays. A programme of events will increase footfall for each of the borough's main town centres, and many smaller shopping areas, to welcome shoppers as they emerge from the pandemic restrictions.

For more information, please contact Sally Williams,  
Retail Revival Ltd. 07889 173101

Question 1: In which of the following sectors does your business operate?

ANSWER CHOICES	RESPONSES	
Business administration and support services	1.00%	1
Construction	2.00%	2
Creative and digital industries	0.00%	0
Engineering and manufacturing	0.00%	0
Financial and professional services	2.00%	2
Food and hospitality	30.00%	30
Hair and beauty	11.00%	11
Healthcare	2.00%	2
Motor trades	2.00%	2
Retail and wholesale	36.00%	36
Tourism and leisure	2.00%	2
Transport, logistics and storage	0.00%	0
Other (please specify)	12.00%	12
TOTAL		100



Question 2: How many employees do you have?

ANSWER CHOICES	RESPONSES	
1-9	82.00%	82
10-49	5.00%	5
50-249	3.00%	3
250+	10.00%	10
TOTAL		100

Question 3: Which of the following describes the stage your business was at before Covid-19

ANSWER CHOICES	RESPONSES	
Start-up - started business on or after March 2019	10.10%	10
Growing - increasing turnover, taking on employees, growing customer base	19.19%	19
Surviving - just about turning a profit	17.17%	17
Established - thriving business, with strong customer base	42.42%	42
Expanding - new products or services, new premises, increased customers	11.11%	11
TOTAL		99

Question 4: Which best describes your current trading situation since Covid-19?

ANSWER CHOICES	RESPONSES	
I am permanently closing my business	1.00%	1
I am in a critical situation, permanently closing my business might be necessary	15.00%	15
I have closed my business temporarily but intend to re-open	1.00%	1
My business is running but on a reduced or compromised operation	61.00%	61
My business has not been significantly affected by COVID-19	10.00%	10
The business has grown	5.00%	5
My business is healthy because I have diversified as a result of COVID-19	4.00%	4
Other (please specify)	3.00%	3
TOTAL		100

Question 5: Has your supplier network been affected by Covid-19?

ANSWER CHOICES	RESPONSES	
My supply chain has been totally cut off	1.00%	1
I can access some of the products/services that I need	41.00%	41
I can access most of the products/services that I need	38.00%	38
My supply chain has been unaffected by COVID-19	20.00%	20
TOTAL		100

Question 6: What impact has Covid-19 had on the demand for your products/services compared to pre-Covid-19?

ANSWER CHOICES	RESPONSES	
There is still no demand	9.00%	9
There is now some demand	56.00%	56
There is now good demand	31.00%	31
There is now excellent demand	4.00%	4
TOTAL		100

Question 7: Which of these government support measures have you accessed (tick all that apply)?

ANSWER CHOICES	RESPONSES	
Guidance on when and how I can open my business in a safe way	61.62%	61
Business Support Helpline England - enquiries@businesssupporthelpline.org or Tel: 08009981098	7.07%	7
Advice from HMRC Covid Helpline (including Time to Pay) Helpline Web Page	15.15%	15
Guidance on advice to provide to staff	35.35%	35
Coronavirus Business Interruption Loan Scheme	11.11%	11
Cash grants e.g. Small Business Grant, Retail Hospitality & Leisure Grant or the Local Restrictions Support Grant	55.56%	55
Business Rate retail discounts for properties	37.37%	37
Discretionary grant scheme	4.04%	4
Bounce Back Loan	31.31%	31
Self Employment Income Support Scheme	14.14%	14
Coronavirus Job Retention Scheme (Furlough)	41.41%	41
Additional Restrictions Grant (ARG)	13.13%	13
Restart Grant	12.12%	12
Other (please specify)	18.18%	18
Total Respondents: 99		

Question 8: How have you adapted, expanded or diversified your business as a result of Covid-19? (tick all that apply)

ANSWER CHOICES	RESPONSES	
I have not adapted, expanded or diversified my business at all	48.00%	48
I have a new online shop	5.00%	5
I have started/ increased my use of social media to raise my business profile	27.00%	27
I have started selling new products/services	16.00%	16
I now take orders by telephone	11.00%	11
I now offer a delivery service for my customers	11.00%	11
Customers are able to book reservation or pick-up slots using an app	2.00%	2
I now sell my products/services in additional physical locations e.g. on the high street, at markets etc.	1.00%	1
Other (please specify)	14.00%	14
Total Respondents: 100		

Question 9 How well prepared is your business for future lockdowns or increased Covid-19 restrictions?

ANSWER CHOICES	RESPONSES	
My business would not survive a future lockdown	33.00%	33
I have some measures in place to continue income streams but my business would be adversely affected	44.00%	44
I am fully prepared for future lockdowns, my business would not be adversely affected	20.00%	20
Other (please specify)	3.00%	3
TOTAL		100

Question 10: What further support would help your business to stabilise and grow?

ANSWER CHOICES	RESPONSES	
Further grant funding	72.73%	72
Events to increase the town centre footfall	66.67%	66
Support to promote my business online	36.36%	36
Support with employment and human resources	11.11%	11
Support with business and financial planning	17.17%	17
Support to add or update my profile on the Hillingdon business directory	36.36%	36
Window dressing and shop layout advice to help me improve the look of my business	26.26%	26
Empty shop activation projects to fill the empty shops in my high street	24.24%	24
Other (please specify)	18.18%	18
Total Respondents: 99		

## Appendix 2: Shoppers Survey (Sep 2021)

### Appendix 2 Shoppers Survey Marketing Literature



# Shoppers Survey for Residents of London Borough of Hillingdon

Residents of the London Borough of Hillingdon are invited to complete this survey about visiting local high streets for shopping and entertainment and how their shopping habits have changed as a result of COVID-19.

The results of the survey, which should take no more than six minutes of your time to complete, will inform Hillingdon Council's campaign to welcome people back to its towns and shopping areas, boost the local economy, get people back to work and customers back to the high street safely in line with government guidance.



Visit the survey here  
[www.surveymonkey.co.uk/r/Hillingdonshopperssurvey](https://www.surveymonkey.co.uk/r/Hillingdonshopperssurvey)  
Or scan the QR code to start the survey

 European Union  
European Regional  
Development Fund

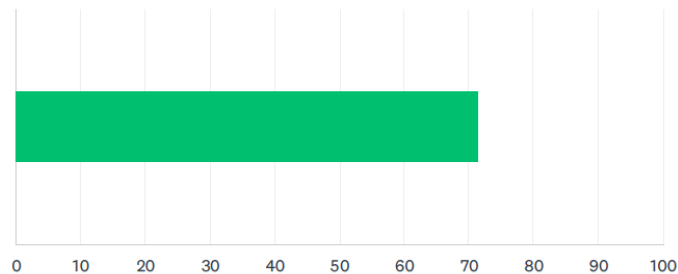
 HM Government



[www.hillingdon.gov.uk](https://www.hillingdon.gov.uk)

## Appendix 2: Results - Shoppers Survey

Question 1: How confident do you feel about currently visiting your local high street shopping area?



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	71	25,773	361
Total Respondents: 361			

Question 2: Where do you currently get information about businesses, for example opening hours, delivery services, and Covid safety measures? (tick all appropriate responses)

ANSWER CHOICES	RESPONSES	
The Internet	93.11%	338
Telephone the business	6.34%	23
Ask a friend or relative	14.05%	51
Through social media	16.53%	60
Through direct mail from the business itself	4.96%	18
Other (please specify)	6.89%	25
Total Respondents: 363		

Question 3: As Covid safety measures are relaxed which of these safety measures is the most important in making you feel at ease? (tick just one response)

ANSWER CHOICES	RESPONSES	
Social distancing	21.21%	77
Limited shopper numbers inside businesses	7.99%	29
Seeing people cleaning inside businesses	11.29%	41
Face coverings	41.32%	150
Hand sanitising stations	7.44%	27
Seeing people in official positions monitoring social distancing	4.41%	16
None of the above	5.79%	21
Other (please specify)	0.55%	2
TOTAL		363

Question 4: Which of these would prevent you from visiting your local high street or shopping area during the Covid pandemic? (tick all appropriate responses)

ANSWER CHOICES	RESPONSES	
Other people not practicing social distancing	64.74%	235
A lack of general business cleanliness and hygiene	58.95%	214
Uncertainty about how I should behave	4.41%	16
A high volume of people in town centres increasing risk of COVID-19 transmission	57.30%	208
Narrow pavements making social distancing difficult	26.45%	96
Having to queue to enter businesses	42.42%	154
An inability to pay using cash in many businesses	13.77%	50
An inability to pay using cashless payment in some businesses	19.28%	70
An inability to find a clean and open public toilet	38.84%	141
Having to use public transport to get there	22.87%	83
A lack of baby changing facilities	2.75%	10
Other (please specify)	7.71%	28
Total Respondents: 363		

Question 5: How do you think Covid has affected your future shopping habits? (Tick all appropriate responses).

ANSWER CHOICES	RESPONSES	
I will visit my local high street or shopping area more than I did before COVID-19	14.09%	51
I will visit my local high street or shopping area less than I did before COVID-19	36.74%	133
I will use the internet to shop more than I did before COVID-19	46.13%	167
I will use the internet to shop less than I did before COVID-19	2.21%	8
My shopping habits will return to normal when all COVID-19 restrictions end	38.95%	141
Total Respondents: 362		

Question 6: What would make you increase the use of businesses in your local high street or shopping area? (tick all appropriate responses).

ANSWER CHOICES	RESPONSES	
If they had an online shop	26.82%	96
If they offered a delivery service	29.05%	104
If they operated a click and collect service	32.12%	115
If they had improved COVID-19 safety measures in place	43.02%	154
If they had a website providing essential information including their opening hours	29.61%	106
Other (please specify)	19.83%	71
Total Respondents: 358		

Question 7: Now restrictions have been lifted do you feel comfortable participating in the following activities? (tick all appropriate responses)

ANSWER CHOICES	RESPONSES	
Eating out in cafes and restaurants	81.28%	291
Visiting a pub or nightclub	35.47%	127
Visiting a beauty salon for a treatment	53.63%	192
Visiting an exercise class, gym or leisure centre	35.20%	126
Using an indoor play centre	16.20%	58
Using an outdoor playground	50.00%	179
Sitting on a public bench	70.67%	253
Visiting an outdoor market	75.98%	272
Viewing a new house	36.59%	131
Using a public toilet	43.85%	157
Total Respondents: 358		

# Digital marketing training for Hillingdon businesses

Businesses across Hillingdon are invited to participate in a short programme of free training to help them improve their digital marketing practices.

The support is provided by Hillingdon Council and is delivered by Retail Revival Ltd as part of the Welcome Back Programme.





1.

# Free Practical Workshops

We are holding two workshops at the Civic Centre in Uxbridge to support businesses that would like to improve their Instagram efficiency. The only requirements are that you have an Instagram account and a smartphone, no other expertise is required.

To book please email [sally@retailrevival.org.uk](mailto:sally@retailrevival.org.uk) or telephone 07889 173101

## Workshop 1 - Product Photography

Monday 7 March 10.30am - 1.30pm

This practical workshop will teach delegates how to style and photograph their products for promoting and selling online. The workshop will discuss mobile phone cameras, composition, lighting, editing, equipment and use of props.

### What you need to bring:

- 2-3 products to photograph
- Your mobile phone
- It would be helpful for you to have Instagram downloaded to your phones to use on the day of the workshop, but this is not essential

## Workshop 2 - Instagram for Business

Monday 14 March 10.30am - 1.30pm

Instagram is a powerful business tool that can help grow your business.

Learn how to improve your Instagram presence and knowledge including how to auto-schedule, use hashtags, find and boost audiences, style your grid, use stories, highlights and reels.

### What you need to bring:

- Your mobile phone
- Instagram downloaded to your phones to use on the day of the workshop

2.

## Free Zoom Workshops

Our live webinars allow interaction with our digital experts, to book please email [sally@retailrevival.org.uk](mailto:sally@retailrevival.org.uk) or telephone 07889 173101

### **Business Websites: How strong is yours?**

Our E-marketing expert will show you how to improve the appearance, speed and efficiency of your website. This is perfect for businesses that have websites and would like to make improvements to them.

Wednesday 2 March  
10am-11am

### **Google My Business**

Google hosts a business profile for all high street businesses which potential customers use to make buying decisions. Our E-marketing expert will show you how to populate your Google Business profile and maximise the use of it to attract more customers.

Thursday 3 March  
5.30pm-6.30pm

### **Search Engine Optimisation**

Search engine position can be so important in getting your business found by the people in your area who are looking to buy exactly what you sell. Our E-marketing expert will help you to understand how you can drive traffic to your website and use materials to achieve a better search engine ranking for your website.

Wednesday 9 March  
10am-11am

### **Online Reviews: are these affecting your business?**

People are searching for you and your competitors online, they want to find information about your business, this includes what other customers have said about you and your products and services. This webinar discusses the platforms that customers use to review your business, and how you should respond to both positive and negative reviews.

Thursday 10 March  
5.30pm-6.30pm

3.

## Free Webinars & Resources

Scan the QR code below to find a series of easy-to-follow videos and resources to help you make fast and free improvements to your digital marketing. The support is available throughout March, learn at your own pace and in your own time.



For further information please contact:  
Sally Williams, Retail Revival Ltd.  
07889 173101  
[sally@retailrevival.org.uk](mailto:sally@retailrevival.org.uk)



**European Union**  
European Regional  
Development Fund



HM Government

**RetailRevival**

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## REVIEW FINDINGS: “A Review of Alley Gating in Hillingdon”

<b>Committee name</b>	Residents’ Services Select Committee
<b>Officer reporting</b>	Liz Penny – Democratic Services
<b>Papers with report</b>	Appendix 1 – Updated Scoping Report Appendix 2 – Guidance on Policy Reviews Appendix 3 – Minutes of previous meetings relating to the review
<b>Ward</b>	All Wards

## HEADLINES

### Background

As part of the review into Alley Gating in Hillingdon, Members will be advised to start considering findings, conclusions and early draft recommendations in relation to the review for broader discussion and stocktake of the review to-date. These will be with the intention of enhancing the current alley gating scheme offered to residents.

### Summary

The Committee has, to date, held three witness sessions. The intention of these sessions was to obtain feedback from a range of stakeholders with a view to enhancing the current alley gating scheme. At the first witness session Members heard from key officers representing the Council’s Community Engagement Team and received testimony from a number of residents who had personal experience of the scheme. The second witness session was attended by officers from the Council’s ASB and Environmental Protection Team, together with representatives of the Metropolitan Police Service. Finally, at the third witness session, the Committee heard from external witnesses representing Ealing Council.

Members are now requested to start to consider their early collective findings so these can be worked up in more detail, and ultimately incorporated into the final report to Cabinet.

## RECOMMENDATION

**That the Committee consider possible conclusions, findings and early draft recommendations in relation to the review.**

## SUPPORTING INFORMATION

In considering this item, Members should bear in mind the following:

### 1) Scoping report – looking at the original parameters of the review

The updated review scoping report is attached so Members can be reminded of the original Terms of Reference as set out below, and whether the Committee has met these:

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) Policy review guidance**

Members will recall the guidance issued in July 2022 on undertaking policy reviews. This guidance is attached to this report for reference again, and Members are asked to take into account Point 4 on Findings and draft recommendations and in particular whether they:

- Meet the initial aims / objectives of the review (as above)
- Be SMART, Specific, Measurable, Achievable, Relevant, Time-bound
- Not be a short-term fix, but a lasting outcome
- Consider the financial aspect, e.g. cost neutral, provide savings or if at a cost, then affordable – and if possible aligned with the MTFF (budget planning process)
- Are based on a broad evidence base as possible and 'user or resident' insight
- Not create additional bureaucracy, e.g. if it relates to a policy, then to seek to review or amend existing policies (unless there is an absolute imperative for a new policy)
- If publicity or wider engagement or education is recommended, to target such communications as best as possible rather than generally
- Consider 'conclusions' as well as any specific recommendations.

## **3) Minutes of previous meetings**

Attached as Appendix 3 are the minutes of previous meetings relating to the review, which may assist in Members' considerations.

## **4) Possible areas for emerging recommendations**

In discussion with the Chairman, Members may wish to consider the following 'areas' to develop and refine possible findings, conclusions and draft recommendations:

1. How to raise awareness of residents' responsibilities in relation to their alley gating schemes;
2. How to ensure alley gates are used effectively to enhance security;
3. How best to support residents, particularly in relation to older alley gating schemes;
4. How to offer support with matters relating to funding / maintenance of alley gates;
5. Improved promotion of the scheme on the Council's website;
6. How to make best use of the discretionary funding available to support the repair or refurbishment of gates where schemes have been successfully running for over 10 years.

Committee Members may also wish to bring their own findings and thoughts based upon the various witness testimony received.

Democratic Services will then “road-test” any draft recommendations from the Committee, looking at their feasibility with the relevant service area and report back to the Committee to a subsequent meeting, in preparation for shaping the final draft report for the Committee’s approval.

## **RESIDENT BENEFIT**

The aim of the review into the alley gating scheme is to hear testimonies from stakeholders as to how the scheme can be improved, in addition to what is currently working well.

## **FINANCIAL IMPLICATIONS**

N/A.

## **LEGAL IMPLICATIONS**

N/A.

## **BACKGROUND PAPERS**

Nil.

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# **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:

<b>Meeting Date</b>	<b>Action</b>	<b>Purpose / theme</b>	<b>Witnesses / officers attending</b>
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](#)



## Appendix 2 - Guidance on undertaking policy reviews

Over the years, Hillingdon's overview and scrutiny committees have undertaken successful in-depth reviews of Council services and policies. This has resulted in a number of positive changes locally, with some also affecting policy at a national level. Such committees engage Councillors in a wide range of Council activity and build a greater understanding about service provision to residents.

Policy reviews generally seek to:

1. Address a [significant] matter affecting the Borough
2. Seek to improve the delivery and/or efficiency of local services
3. Consider changes to policies or procedures to improve outcomes to residents/users

### REVIEW PHASES

The typical phases of a review are as follows and set out further below:

- 1 Selection of topic
- 2 Scoping the review / setting out objectives
- 3 Witness & evidence stage (this is the main activity)
- 4 Findings and Draft recommendations (possible early report draft)
- 5 Final report approved by Committee
- 6 Referred to Cabinet for consideration
- 7 Monitoring the implementation of recommendations once approved / amended by Cabinet at meetings, i.e. in six months

#### 1. Selection of topic

It is always best to sound out and check the feasibility of potential review topics early on, as there will be lots of ideas coming forward and often knowing what topic will add most value will be difficult to gauge at this stage. It is important not to generalise, e.g. a review into waste services.

It may also not be known whether a topic is currently under review by the Cabinet or Council officers or part of a planned service transformation in due course. All of this and other factors need to be investigated and in particular, any duplication of review activity should not take place.

Whilst most policy reviews last a number of months, not all policy review ideas will suit this and may benefit from a single meeting review. It really depends on the scope of the review. It very narrow, i.e. a particular service policy, then a single meeting review may suffice. If a review seeks to look at an entire way a service operates then a number of months may be required to ensure you can undertake all your witness sessions and secure the necessary evidence and information before you formulate your findings.

Ideas for review topics can come from a number of sources including:

- Committee Members
- Cabinet Members.
- Council officers
- External partners / organisations
- Residents
- Ombudsman findings

When Councillors or the Committee itself considers a potential review topic, it is recommended running it through the Scrutiny Topic Scorecard (see Annex A). This gives you the opportunity to 'score' topics based upon their impacts under the following criteria:

<b>Resident focused</b>	<b>Influence</b>	<b>Achievable</b>
<b>Correct remit</b>	<b>New</b>	<b>Wider support</b>
<b>Drives improvement</b>	<b>Drives transformation and efficiency</b>	<b>National impact</b>

Another way to consider a potential review topic, is to add this as an information item at an upcoming meeting on your work programme, to probe the matter further with Council officers and ascertain whether it merits a fuller review – again perhaps running it through the Scorecard above.

It is strongly advised that one review topic is undertaken at any one time, given resources.

## **2. Scoping report**

Once a topic is agreed upon by the Committee, then officers will prepare a scoping report setting out the objectives of the review for your consideration. The scoping report will show how the review can be timetabled and structured, i.e. through themed witness sessions, along with details of potential witnesses and other contextual information to get the review started, e.g. lines of enquiry or questioning of witnesses.

The scoping report is a 'live' document owned by the Committee. Should the review's focus change mid-review, then the scoping document and its objectives can be adapted.

## **3. Witness and evidence stage**

Ultimately, the Committee's efforts are at their best when external witnesses and residents participate, adding value to intelligence gathering and findings. In support of this, Committees have undertaken a variety of both formal and informal activity "in meetings" and "outside meetings". It is important to pull together a broad evidence based for any potential findings later on. Additionally, the ability for Councillors to bring their 'local' insight is highly valuable. Activities the Committee can undertake include:

- Surveys / social media
- Promotion of review to seek views
- Invite the relevant Cabinet Member to attend for their views
- Question key council officers
- Hold informal workshops
- Networking events, e.g. with partners
- Have closed meetings, i.e. confidential, such as social care clients

- Commission reports from council officers / externally
- Request data and intelligence on the topic
- Visits to other local authorities
- Undertake site visits within the Borough or council facilities
- Appoint experts or advisors to join the Committee throughout its review
- Selecting the best range of witnesses to get a real user / resident perspectives
- Invite national experts in their field

Whilst information will be provided to Councillors, it may be helpful when preparing for this stage of a review, that Councillors:

- Prepare their draft questions for each witness in advance;
- Read a witness bio or find out more about their organisation;
- Do their own additional research on the topic - you may find something officers don't!
- Use their network of councillors in other local authorities to seek views;
- Tell residents at Surgeries / Ward Walks about your review, get their thoughts.

#### **4. Findings and draft recommendations & 5. Final Report**

After hearing from witnesses and receiving evidence, the Committee then will meet to pull together all the information and shape its collective findings, i.e. what needs to be improved or changed as a result.

The Committee will form 'draft' recommendations from this, which consistent with the Protocol on Cabinet and Scrutiny Relations, are usually shared with the Cabinet Member for their feedback and valuable insight.

In developing any recommendation, the Committee should bear in mind the following:

- Meet the initial aims / objectives of the review
- Be SMART, Specific, Measurable, Achievable, Relevant, Time-bound
- Not be a short-term fix, but a lasting outcome
- Consider the financial aspect, e.g. cost neutral, provide savings or if at a cost, then affordable – and if possible aligned with the MTFF (budget planning process)
- Be based on a broad evidence base as possible and 'user or resident' insight
- Not create additional bureaucracy, e.g. if it relates to a policy, then to seek to review or amend existing policies (unless there is an absolute imperative for a new policy)
- If publicity or wider engagement or education is recommended, to target such communications as best as possible rather than generally
- Consider 'conclusions' as well as any specific recommendations.

Around this time, the Democratic Services Officer supporting the Committee will advise further on findings and drafting recommendations. Throughout this process, their role is critical to the Committee, to guide Members and secure the information and any witness activity that Members wish to undertake. They also work with the Chairman to bring the final draft report for the Committee to approve before it is scheduled to Cabinet.

## **6. Referred to Cabinet & 7. Monitoring of recommendations**

The Committee's report will be shared with the Leader and Cabinet Member and scheduled to a Cabinet meeting as soon as possible. There is a legal requirement for any such report to be considered by the Cabinet.

Should Cabinet approve the Committee's recommendations, then they become official policy and officers are charged with implementing them.

A post report review is undertaken in say 6 months or a years' time to see how the Committee's recommendations have been implemented. This is scheduled on your work programme.

## Annex A – Scrutiny Topic Scorecard 2022-2026

Criteria scores showing 1-5 (5 being the highest, 0 the lowest). Then add up the total score. The higher the better review.										
Topic	Resident focused	Correct remit	Influence	New	Achievable	Wider support	Drives improvement	Delivers transformation and efficiency	National impact	Score

See criteria descriptions overleaf...

<b>Detailed criteria to assess review scoring (5 being the highest, 0 the lowest)</b>	
<b>Resident-focused</b>	– The topic will have high impact on residents and the community, with public interest and scope for making a positive difference (can be universal or a targeted group of people or an area of the Borough e.g. young people or a particular town centre)
<b>Correct remit</b>	– A topic that is clearly covered in the Committee's Terms of Reference and does it cut clearly into the domain of other Committees (unless a cross-cutting brief). If it does, then see if you can narrow the focus of the topic.
<b>Influence</b>	- A topic that relates to a service, event or issue in which the Council is in control of, has a significant stake in or influence over the matter, e.g. with partners.
<b>New</b>	- A new, fresh topic preferably. One which has not previously been reviewed by a Committee in the last 2-3 years, or which is not currently being reviewed by another Committee or internally by Cabinet Members and Officers, e.g. through service transformation.
<b>Achievable</b>	– A topic that is not open ended. One where the Committee's work programme can accommodate the review. Where there is likely to be a good level of expertise and information to draw on to complete. Does the topic need to be narrowed to make it more achievable?
<b>Wider support</b>	- A topic that is likely to receive buy-in from the Committee and wider Council, e.g. Cabinet Members, Officers. Or support is welcome from partner organisations to review the matter.
<b>Drives improvement</b>	- A topic where performance levels of a service have dropped on a consistent basis, or the contractor is not performing against agreed standards or there are significance (evidenced) complaints or feedback from residents on the matter.
<b>Delivers transformation and efficiency</b>	– a topic in support of the Council budgetary objectives, any areas where service re-modelling is under consideration in the <u>medium to longer-term</u> , that with Members' insight can help to deliver future savings, efficiencies and value for money services to residents. A topic where new ways of working could be adopted to benefit service delivery.
<b>National impact</b>	– A topic where emerging or recent legislation mean that it would be timely to review the matter to ensure Hillingdon Council is well prepared. Or a topic, that whilst Hillingdon focussed, could potentially be of benefit to other local councils or governmental authorities.

## Minutes

### RESIDENTS' SERVICES SELECT COMMITTEE

15 February 2023

Meeting held at Committee Room 5 - Civic Centre



55. **A REVIEW OF ALLEY GATING IN HILLINGDON - WITNESS SESSION 1** (*Agenda Item 5*)

Helena Webster, Community Engagement and Town Improvement Manager, and Neil O'Connor, Community Engagement Project Officer, were in attendance and presented the report noting that the scoping report for the review had been agreed at the previous Select Committee meeting.

Three residents were in attendance to give evidence in relation to the Committee's review of alley gating in the Borough.

Jane Turnbull, Chair of Oak Farm Residents' Association (OFRA), addressed the Committee Members noting that OFRA covered an area to the east of Long Lane. The area was unusual as a large part of the estate had been designed with vehicle access behind the houses. In some other roads there was a narrower access path for pedestrian or bicycle access. Historically the wider access had been used by refuse vehicles, but the open alleys had resulted in burglary and fly tipping. In the late 1990s and early 2000s Chrysalis funding had been made available to put in gates to be maintained by residents – burglary numbers had dropped immediately. However, no central record had been kept of the lead residents who held the maintenance account and spare keys for each alley.

Members heard that, over the years, OFRA had been approached by residents regarding damaged gates and locks being broken or replaced. They had asked for lead residents to contact OFRA in order to pass on these requests but with little response.

Two main areas of concern were behind the shops at Ryefield Parade where the locks were regularly broken or changed, or gates left open thereby compromising security. In 2022 OFRA had been requested to hold a key to the gates to the west of the shops on the north of Ryefield Parade due to a problem with access to emergency vehicles. On the other side of the Parade, the gates and lock were often damaged and fly tipping and drugs use were an issue there. On one occasion a property developer had installed his own gates thereby cutting off a pedestrian access route onto Ryefield Avenue – action had not been taken in time hence the gates could no longer be removed. The Committee was advised that OFRA would be willing to keep a separate list of email / phone contact details for lead residents in charge of keys.

Paulette McGowan, Lead Resident with responsibility for 11 sets of gates in Hillingdon East, informed the Committee that she looked after the alley gates in Denecroft Crescent, Woodcroft Crescent and Grosvenor Crescent on one side of the road and Denecroft Crescent, Grosvenor Crescent, Windsor Avenue and Burleigh Road on the other side.

Members heard that the alleyway gates at Denecroft Crescent, Woodcroft Crescent

and Grosvenor Crescent had been installed in 2008 following problems with burglaries and fly tipping. Other gates including those in Windsor Avenue and Burleigh Road had been installed two years later in 2010.

Ms McGowan was now solely responsible for the maintenance of the gates as the people who had previously helped her had either moved away or had never wanted to be involved with more than the initial start-up. Maintenance issues included locks needing to be replaced having been ground off, locks being broken, and locks being removed – none of these issues had been reported by the perpetrators who were local residents in the vicinity of the alley gates in question. Other problems had included gates which had dropped. This had all come at a cost to the maintenance fund, which was now dwindling. Moreover, the gate post at Denecroft / Woodcroft Crescent on the Denecroft Crescent side currently needed resetting as it was leaning, and the gate could not be closed – this would need to be resolved and quotes for the work were being sought.

The Committee was informed that the Nationwide Building Society Treasurer Accounts that had been held for the alley gate maintenance funds since the start up had now been closed as they no longer supported these types of accounts. Ms McGowan was waiting for the funds to be sent to her in the form of cheques and would then need to source another Treasurer/Society account.

Ms McGowan reported that she was planning to move away from the area in the near future and did not know who would then assume responsibility for the maintenance funds and the upkeep of details relating to the alley gating schemes.

Raj Jhuti, local resident, was also in attendance and gave evidence in relation to the Parkfield Avenue alley gating scheme. He informed Members that the alley gates had been introduced to reduce burglary, fly tipping and drug use in the area. The results had been positive, and those issues had reduced significantly following installation of the gates approximately 17 or 18 years previously; however, many of the residents who had been part of the original scheme had now moved away. Members heard that the bank account for the scheme was now dormant hence residents were fixing locks at their own expense. It was no longer possible to access the funds in the maintenance account and there was no lead person with responsibility for the gates.

In response to their requests for clarification as to how the current system could be improved, the Committee Members heard that the main issues related to maintenance costs, the handling of keys when new people moved in and access to bank accounts. It was confirmed that it would be very helpful if a lead person at the Council could be identified to help residents with matters relating to the funding and maintenance of alley gates. It was also suggested that it would be beneficial if the Council could maintain an up-to-date record of the main key keepers which would be reviewed every year or so.

Members enquired how the issues relating to bank accounts could be resolved. It was confirmed that residents had paid a sum of money into a maintenance account when the schemes were originally set up; however, it was estimated that approximately 80% of current residents had no knowledge of this fund therefore took it upon themselves to get keys cut and repair locks. Funds had dwindled over the years, and, in some cases, accounts had become dormant and inaccessible. It was noted that Nationwide no longer offered Treasurer's accounts and had ceased to do so in December 2022. Other banks including Metro Bank, HSBC and Lloyds TSB continued to offer these types of accounts, but, with the exception of Lloyds TSB, meeting minutes were generally



required in order to set them up. Mr Jhuti confirmed that, with regard to the aforementioned dormant account, HSBC would not release the funds to an individual and had requested copies of Residents' Association minutes etc which he was unable to provide. Any association set up would have to run for at least six months to qualify.

It was confirmed that, when a resident moved on, the keys to the gates should automatically be passed on to the new resident but this did not always happen. New residents tended to ask a neighbour for a key and then made their own copy. Over the years this had led to problems such as locks getting broken as the keys had been recut many times. There was a small charge of £5 when a new non-high security key was requested. The process was different for high security keys.

The Community Engagement and Town Improvement Manager advised the Committee that, for older schemes such as those dating back to 2008 and 2010, a paper-based system had been in use. However nowadays officers held a central list of all new schemes together with contact addresses - the system had changed significantly over the years. Alley gating schemes ranged from 5 to over 100 households so a flexible scheme was needed to address all possible scenarios.

It was confirmed that an alley gating information pack was available on the Council's website and in hardcopy which included guidance on how to set up a scheme. It was not possible to recommend which bank to use but would be useful to review the information currently on the website. The Community Engagement and Town Improvement Manager noted that, as set out in the review scoping report, there was now a discretionary option agreed by the Cabinet Member to support the repair or refurbishment of gates where schemes had been successfully running for over 10 years. Residents could apply for this and, if agreed, funding would be allocated on a 90/10 basis - 90% Chrysalis funding with a 10% contribution from residents. This also provided an opportunity for the Council to make contact with lead residents and refresh the information currently held.

In response to questions from the Committee, it was confirmed that an overarching organisation to keep records and assist in the running of the alley gating schemes would be extremely useful and would be welcomed by the residents.

Members noted that the alley gating schemes were designed to be self-help schemes whereby residents were responsible for maintenance of the gates. It was confirmed that the schemes were dependent on residents using the gates properly and closing them appropriately; however, if there were specific issues in relation to certain schemes officers would be willing to look into these in an attempt to assist. It was confirmed that the police did not currently get involved with alley gating schemes although the previous Safer Neighbourhood Team had been very helpful.

**RESOLVED: That the Residents' Services Select Committee noted the evidence heard at the witness session and sought clarification as necessary in the context of its review of alley gating in Hillingdon.**



HILLINGDON  
LONDON

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## **Minutes**

### **RESIDENTS' SERVICES SELECT COMMITTEE**

**15 March 2023**

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

**56. 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.

**RESOLVED: That:**

- 1. the Police Crime Prevention Initiatives Guide to Alley Gating be circulated to Members of the Committee; and**
- 2. the discussion be noted.**

## **Minutes**

### **RESIDENTS' SERVICES SELECT COMMITTEE**

**12 April 2023**

**Meeting held at Committee Room 5 - Civic Centre**



**HILLINGDON**  
LONDON

#### **57. A REVIEW OF ALLEY GATING IN HILLINGDON: WITNESS SESSION 3 (Agenda Item 5)**

It was noted that this was the third and final witness session relating to the Committee's review of alley gating in Hillingdon. Elleni Yangu, Gating Officer and Yasmin Basterfield, Safer Communities Team Leader, were in attendance representing Ealing Council. A report setting out Ealing's alley gating scheme had been included in the agenda pack and Members were invited to ask questions in relation to this. It was noted that, in Ealing, alley gates would only be gifted to residents on private land and in ASB hotspots.

In response to questions from the Committee, it was confirmed that Ealing Council kept records of key holders' details for one year after an application had been received; this

information was never shared and was deleted after a year for GDPR reasons.

With regards to bank accounts, Members heard that Ealing bore the full initial cost of providing alley gates in the borough; thereafter ongoing maintenance costs etc were the sole responsibility of the residents. Generally, one lead resident would be responsible for setting up a bank account and no known issues with frozen bank accounts had been experienced to date. It was confirmed that Ealing always used the same contractor; officers would check their eligibility first then refer residents to the contractor directly to obtain keys. Alternatively, residents could approach their neighbours.

In response to further questions from the Committee, Councillors heard that, in Ealing, 100% consent of all homeowners was required prior to installation of alley gates. In cases where a resident, or residents, did not wish to consent, officers would contact them directly to establish why. If landlords were out of the country, the approval of managing agents or whoever was residing in the property would be sought. Members were informed that two applications had been rejected recently as developers had an interest in the land.

Members sought further clarification regarding the monitoring of ASB in Ealing. It was confirmed that not all cases were monitored; only those where there had been high levels of ASB prior to installation of alley gates. In one such case a significant reduction in burglary had been observed following installation of gates in a problematic area.

Members thanked the officers for their report and attendance at the Committee.

**RESOLVED: That the Residents' Services Select Committee noted the evidence heard at the witness session and sought clarification as necessary in the context of the review of alley gating in Hillingdon.**

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## RESIDENTS' SERVICES SELECT COMMITTEE - CABINET FORWARD PLAN

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



## BACKGROUND PAPERS

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

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Final decision by Full Council	Cabinet Member(s) Responsible	Relevant Select Committee	Directorate / Lead Officer	Consultation related to the decision	NEW ITEM	Public or Private (with reason)
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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 22 June 2023 (report deadline 5 June)

SI	<b>Public Preview of matters to be considered in private</b>	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	<b>Reports from Select Committees</b>	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

084	<b>Tree Strategy</b>	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 - Stuart Hunt	Internal consultation. Select Committee		Public
087	<b>Playground inspection, maintenance and repair contract</b>	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			Private (3)
SI	<b>Standard Items taken each month by the Cabinet Member</b>	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)

133	<b>Provision of recycling and refuse sacks to the London Borough of Hillingdon</b>	Cabinet will be asked to consider a single tender for the provision of refuse and recycling sacks to the Council for a period of 12 months from 1st August 2023.	N/A		Cllr Eddie Lavery - Residents' Services	Residents' Services	P - Anna Humphries / Allison Mayo		NEW ITEM	Private (3)
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Upcoming Decisions		Further details	Ward(s)	Final decision by Full Council	Cabinet Member(s) Responsible	Relevant Select Committee	Directorate / Lead Officer	Consultation related to the decision	NEW ITEM	Public or Private (with reason)
SI = Standard Item each month Council Directorates: AS = Adult Services & Health P = Place C = Central Services R = Resources CS= Children's Services										
124	Proposed decommissioning of two sheltered housing schemes	Cabinet will consider proposals for the decommissioning 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		Public
129	Pest Control Services	Cabinet will consider a report for a two year contract extension for the Pest Control Services contract.	N/A		Cllr Eddie Lavery - Residents' Services	Residents' Services	P / R - Liam Bentley / Michelle Kenyon			Private (3)
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	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	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	Consideration of new Public Spaces Protection Orders	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		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	All	C - Democratic Services	TBC		Public
Cabinet Member Decisions expected - July 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		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
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)										

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										
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)										
19a 118	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 - 22 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										
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 11 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

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	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 meeting - Thursday 15 February 2024 (report deadline 29 January)										
110a	The Council's Budget - Medium Term Financial Forecast 2024/25 - 2028/29 (BUDGET FRAMEWORK)	Following consultation, this report will set out the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2024/25 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 - 22 February 2024	Cllr Ian Edwards - Leader of the Council / Cllr Martin Goddard - Finance	All	R - Andy Evans	Public consultation through the Select Committee process and statutory consultation with businesses & ratepayers		Public
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	CS - Democratic Services			Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		All	TBC	CS - Democratic Services	TBC		Public
Cabinet Member Decisions expected - February 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	CS - Democratic Services	Various		Public
CABINET MEMBER DECISIONS: Standard Items (SI) that may be considered each month										
SI	Urgent Cabinet-level decisions & interim decision-making (including emergency decisions)	The Leader of the Council has the necessary authority to make decisions that would otherwise be reserved to the Cabinet, in the absence of a Cabinet meeting or in urgent circumstances. Any such decisions will be published in the usual way and reported to a subsequent Cabinet meeting for ratification. The Leader may also take emergency decisions without notice, in particular in relation to the COVID-19 pandemic, which will be ratified at a later Cabinet meeting.	Various		Cllr Ian Edwards - Leader of the Council	TBC	C - Democratic Services	TBC		Public / Private

**Upcoming Decisions**

**Further details**

SI = Standard Item each month Council Directorates: AS = Adult Services & Health P = Place C = Central Services R = Resources CS= Children's Services											
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)
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



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)
Ref												
SI = Standard Item each month    Council Directorates: AS = Adult Services & Health   P = Place   C = Central Services   R = Resources   CS= Children's Services												
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
The Cabinet's Forward Plan is an official document by the London Borough of Hillingdon, UK												

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## RESIDENTS' SERVICES SELECT COMMITTEE - WORK PROGRAMME

<b>Committee name</b>	Residents' Services Select Committee
<b>Officer reporting</b>	Liz Penny, Democratic Services Officer
<b>Papers with report</b>	Appendix A – Work Programme
<b>Ward</b>	All

### HEADLINES

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

### RECOMMENDATIONS

That the 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
14 June 2023	CR5
19 July 2023	CR6
26 September 2023	CR6
25 October 2023	CR5
29 November 2023	CR5
16 January 2024	CR5
13 February 2024	CR5
13 March 2024	CR5
10 April 2024	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	January 19	February 15	March 15	April 12	May No meeting	June 14	July 19	August No meeting	September 26	October 25	November 29	January 16	February 13	March 13	April 10		
APPROVED: Minor Review: Empty Homes Council Tax Premium																	
Topic selection / scoping stage																	
Witness / evidence / consultation stage																	
Findings, conclusions and recommendations																	
Final review report agreement																	
Target Cabinet reporting																	
IN PROGRESS: 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																	
Strategic Climate Action Plan: Annual Update																	
Cabinet's Budget Proposals For Next Financial Year																	
Cabinet Forward Plan Monthly Monitoring																	
One-off information items																	
Scrutiny Introduction (Democratic Services)																	
ASB Service Development																	
To Let signs/flyposting/fly-tipping																	
Local Flood Risk Management Strategy																	
Community Cohesion / Prevent Update																	
Statement of Gambling Policy (POLICY FRAMEWORK)																	
Council Strategy 2022-2026 consultation																	
Empty Properties (Council Tax Premium & EDMOs)																	
Allotments Update																	
Policy Review Discussion & Guidance																	
Update on housing transformation project	X																
Parking and modern enforcement (delivery drivers)			X														
The Impact of HS2 (parking and traffic)																	
High Street Regeneration post-Covid																	
Tree Strategy	X																
Public Spaces Protection Orders																	
Housing Living Standards - death of Awaab Ishak																	
Library Strategy / Future of Harlington Library																	
Locata - Live Demonstration																	
Monitoring of Master Plan for Uxbridge (Council Strategy)																	
Weed Spraying																	
Resident usage of new digital system to report ASB & impact of increased fees on fly tipping																	
Crime & Disorder - Statutory Scrutiny (themed)																	
Safer Hillingdon Partnership Development																	
Safer Hillingdon Partnership Performance																	
Safer Hillingdon Partnership Performance &Theme 2 - TBC																	
SHP Performance - Casey review / actions to address concerns																	
Past review delivery																	
Engagement with Tenants and Leaseholders 2021/22			X														
Internal use only																	
Date deadline confirmed to report authors																	
Report deadline	9 Jan	3 Feb	3 Mar	30 Mar			2 Jun	7 Jul			15 Sep	13 Oct	17 Nov	5 Jan	2 Feb	1 Mar	29 Mar
Agenda publication date	11 Jan	7 Feb	7 Mar	31 Mar			6 Jun	11 Jul			18 Sep	17 Oct	21 Nov	8 Jan	5 Feb	5 Mar	2 Apr

Committee Site Visits (dates tbc)	Topics for inclusion in 2023/2024 Work Programme
GCTV Control Room, Civic Centre (26 July 2022)	Update on Empty Property Strategy - tbc
Uxbridge and West Drayton Leisure Centre	Update on review of Engagement with Tenants and Leaseholders
Harlington Road Depot (28 September 2022)	Quarterly Performance Monitoring (tbc)
Rapid Response Team	
Weed Killing Contractor (6 June 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 (21 June 2023 at 6pm) - tbc	

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