



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, 25
OCTOBER 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">1) Community Safety, Licensing, Standards and Enforcement2) Planning & Regeneration3) Housing policy, homelessness & tenancy management4) Green Spaces, Sport & Culture5) Waste Services

Statutory Crime and Disorder Scrutiny

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

Cross-cutting topics

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

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

Agenda

- 1 Apologies for Absence
- 2 Declarations of interest in matters coming before this meeting
- 3 To receive the minutes of the previous meeting 1 - 8
- 4 To confirm that the items of business marked as Part I will be considered in public and those marked Part II will be considered in private

Part I - Members, Public and Press

- 5 The Locata Housing System 9 - 12
- 6 Forward Plan 13 - 24
- 7 Work Programme 25 - 28

Minutes

RESIDENTS' SERVICES SELECT COMMITTEE

26 September 2023



HILLINGDON
LONDON

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

	<p>Committee Members Present: Councillors Wayne Bridges (Chairman), Darran Davies, Scott Farley (Opposition Lead), Janet Gardner, Ekta Gohil, Sital Punja and Peter Smallwood</p> <p>Witnesses Present: Superintendent Anthony Bennett, Metropolitan Police Service Inspector Ben Wright, Metropolitan Police Service</p> <p>Officers Present: Andy Goodwin, Head of Strategic Finance Ceri Lamoureux, Head of Finance for Place Richard Webb, Director - Community Safety & Enforcement</p>
14.	<p>APOLOGIES FOR ABSENCE (<i>Agenda Item 1</i>)</p> <p>Apologies for absence were received from Cllr Colleen Sullivan with Cllr Darran Davies substituting. Cllr Sital Punja had previously advised that she would be arriving a little late.</p>
15.	<p>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>There were no declarations of interest.</p>
16.	<p>TO RECEIVE THE MINUTES OF THE PREVIOUS MEETING (<i>Agenda Item 3</i>)</p> <p>RESOLVED: That the minutes of the meeting dated 14 June 2023 be agreed as an accurate record.</p>
17.	<p>TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED AS PART I WILL BE CONSIDERED IN PUBLIC AND THOSE MARKED PART II WILL BE CONSIDERED IN PRIVATE (<i>Agenda Item 4</i>)</p> <p>It was confirmed that all items of business were in Part I and would be considered in public.</p>
18.	<p>SAFER HILLINGDON PARTNERSHIP AND METROPOLITAN POLICE SERVICE REPORT (<i>Agenda Item 5</i>)</p> <p>Richard Webb, Director of Community Safety and Enforcement, presented the report. The Committee heard that the previous Safer Hillingdon Partnership (SHP) strategy had concluded earlier in the year. A review of priority themes for the Partnership was underway with a focus on ways in which to meet the new duties of the SHP. A needs assessment would be completed, and it was anticipated that the new strategy would be</p>

published by the end of January 2024. The priorities of the Partnership were likely to include domestic abuse, Violence against Women and Girls, drugs, antisocial behaviour and other violent crime, including knife crime. Money had been made available from central Government to tackle drugs and alcohol issues, recognising that these were a significant driver of crime - there would be a new Drugs and Alcohol Partnership in Hillingdon.

Superintendent Anthony Bennett provided an update on the work of the Metropolitan Police Service. He confirmed that he was now Neighbourhood Superintendent for Hillingdon therefore was no longer responsible for Ealing and Hounslow. Response Teams and HQ still sat centrally within the West Area Basic Command Unit (BCU).

It was noted that in 2022, post-Covid restrictions and lockdowns, footfall across Hillingdon had increased both during day and night-time periods. In Hillingdon there had been an increase in robbery which mirrored the London wide picture.

Members heard that tackling violent crime and a focus on addressing Male Violence Against Women and Girls were priorities of West Area BCU across 2022 and into 2023 which had helped the Borough to experience no rise in violence against the person crime and a 1% reduction in sexual offences. The focus on tackling violence crime in Hillingdon had also resulted in a 13% reduction in knife crime with injury.

It was confirmed that Hillingdon had seen a steady decline in sanction detection rates over a number of years which had been driven by factors including a reduction in police numbers and the reliance on police to fill the gap for other services, such as responding to clients in mental health crisis. In 2022/23, Hillingdon's sanction detection rates had stood at 7% for all offences against an MPS-wide figure of 7.3%.

In respect of trust and confidence, it was confirmed that corrupt officers and staff were actively being rooted out and recruitment and training were being reviewed.

Emergency Response Policing Teams (ERPTs) responded to emergency calls and dealt with ongoing incidents - demand was increasing and resourcing was a challenge. In 2022, West Area BCU had received a total of 86,392 calls for service – Hillingdon accounted for 31% of these calls at 26,831 which represented a 2.5% increase on the previous 12 months.

Resourcing continued to be challenging but a large number of posts had been filled in the last year. The new London Plan sought to focus on front line and neighbourhood policing. In terms of diversity, the MPS aspired to have a representative workforce that mirrored the population of London. Neighbourhoods West Area had a dedicated team which lead on recruitment activity.

The Select Committee heard that Neighbourhood police teams in Hillingdon had undertaken activity during 2022 to improve the safety of women and girls. Initiatives had included StreetSafe – a self-reporting tool which enabled people to report areas where they felt unsafe, focus groups, self defence classes, enhanced uniform and plain clothes patrols in hot spots and work with CCTV officers at Hillingdon Council.

With regards to Stop and Search, it was confirmed that a number of work streams had been progressed and developed to address any disproportionality issues. These included Youth Scrutiny Panels, Community Monitoring Groups, reviews around Section 60s and the involvement of young people in Police Officer training sessions. It

was acknowledged that black ethnic groups were still being stopped disproportionately but the situation was improving. A Stop and Search Charter was being discussed to reduce disproportionality.

Members were informed that Op Nightingale had been initiated in 2022 and focussed on Uxbridge. It would continue through 2023 and Hayes Town was now included. The aim was to increase uniform police present in key demand locations. Ask for Angela was an ongoing piece of work. Police officers had also been working with male students in colleges to raise awareness of the law around harassment and what was / wasn't acceptable behaviour.

A Pan-BCU weekly violence meeting took place every Thursday to review and address serious violence, VAWG, burglary and robbery. This was a useful opportunity to review trends and hotspots.

One of the local challenges was residential burglary offence sanction detection rates. One change had been the implementation of a Forensic Conversion Team to focus on dealing with forensic lifts from burglary scenes.

Councillors heard that the MPS was also experiencing challenges in terms of the level of Detective experience. A number of schemes had been introduced to address this including the direct entry detective scheme.

With regards to domestic abuse, Hillingdon had seen an increase in recorded domestic abuse crime in recent years. West Area had continued to see the highest volume of domestic abuse incidents and offences across the MPS with over 17,450 incidents and 10,900 offences over the past year – 11.6% and 11.4% of the Met's total figures. This was a matter of concern and initiatives were underway to attempt to drive these figures down. West Area BCU had the fourth highest volume of all sexual offences, with rape offences accounting for about 37%. The Predatory Offender Unit (POU) had been launched in 2020 to tackle high harm repeat offenders against vulnerable members of society, particularly women and children. In 2022, WA's POU had arrested almost 300 suspects.

The Committee was advised that the Professional Standards Unit (PSU) dealt with complaints from the public, internal grievances etc. The main aim locally for the next year was to become more proactive and look at patterns of misconduct with a view to providing training and resolving issues before they escalated. In terms of the new Met for London Plan, key areas of focus would include increasing the number of PCSOs and Neighbourhood Inspectors.

Members requested further clarification in respect of local recruitment. It was confirmed that 14 PCSOs were to be recruited in 2024 increasing to 36 after two years. There was a commitment to 2 officers per ward and all vacancies on ward teams were being filled. The Met was trying to limit other distractions so officers could focus on their local work. The Right Care, Right Person initiative was due to come in on 1 November 2023. It was anticipated that neighbourhood officers would be freed up to engage more with local residents thereafter.

Councillors enquired how residents could contact the Safer Neighbourhood Team to report issues. It was acknowledged that there was a need for further clarification as to when residents should call 111 or 999. Ward team contact numbers and email addresses were being checked and would be promoted in newsletters. Further

advertising was needed to clarify the correct numbers to call and when to call them.

In response to further questions from the Committee, it was confirmed that emergency response officers did not routinely ask victims if they had been raped. The focus was on arresting the perpetrator at the scene. Specialist trained officers would subsequently speak to the victim to solicit further information and seek to explore other issues.

Members enquired whether it would be possible for Councillors to attend Gold Groups again in the future. It was agreed that this request would be explored further with a view to involving Councillors in Gold groups on a more regular basis. However, Members were informed that Ward Teams should already be keeping Councillors and MPs updated on matters of note.

Councillors were informed that experienced officers were being used to backfill Safer Neighbourhood Team posts. With regards to social media, Members observed that Ward Safer Neighbourhood Teams tended to use Twitter. This was a concern as many Hillingdon residents did not use Twitter and therefore did not receive the information provided by the SNTs. It was confirmed that the Police preferred to use Twitter, together with OWL and Nextdoor. There were corporate issues with Facebook and Instagram which meant they could not be used locally but the Met media and comms team were exploring all options available to them. Councillors suggested that police / local authority communications could potentially be considered as a future review topic (this would fall within the responsibility of the Finance and Corporate Services Select Committee).

Members sought clarification as to how residents could be reassured that lesser crimes such as ASB and shoplifting were being taken seriously. It was confirmed that officers would be encouraged to be consistently present on their wards to address these issues. The ASB team in Hillingdon Council had recently been restructured and would be localities-based once fully launched. The team would work on more persistent problems and the street enforcement team, environmental protection team and out of hours teams would continue to operate. There was a commitment to have localities teams managers on ward panels.

The Committee commented that residents were sometimes unwilling to report ASB issues as they did not know where to go and felt nothing would be done. The Police noted that it was important to raise understanding of the role of officers and to better inform people when to call the Police. There was a need to engage better with residents and build up ward panels. Increased visibility was also key and officers needed to be valued and appropriately trained. The New Met London Plan aimed to encourage people to report crime and be reassured that something would be done about it.

Members requested a heat map indicating where different crimes were more prevalent in the Borough and requested more information regarding the 'dip sample' mentioned on page 22 of the agenda pack. It was confirmed that this related to stop and search – a record would be selected at random and thoroughly checked to ensure stop and search was being conducted appropriately. The checks would also involve body-worn footage.

Councillors sought clarity regarding reaction times noting that a recently reported cannabis farm had not been inspected for 17 days by which time it had been cleared. It was confirmed that there was no set reaction time. Such cases required planning;

	<p>resources had to be gathered and risk assessments completed which took some time.</p> <p>With regard to engaging with young people and minority ethnic groups, Supt Bennett confirmed that this was a challenge. Work was being undertaken with young people in colleges. The Police worked with the Sahara Sisters and had a good link with faith leads across the Borough. A Race Action Plan was included in the new Met for London Plan.</p> <p>Councillor Gardner expressed her gratitude to the Police for supporting her with her work on domestic abuse and VAWG. It was important to engage with these women to build trust.</p> <p>RESOLVED: That the Residents' Services Select Committee noted the content of the report and asked questions in order to clarify matters of concern or interest in the Borough.</p>
19.	<p>2024/25 BUDGET PLANNING REPORT FOR SERVICES WITHIN THE REMIT OF THE RESIDENTS' SERVICES SELECT COMMITTEE (<i>Agenda Item 6</i>)</p> <p>Andy Goodwin, Head of Strategic Finance and Ceri Lamoureux, Head of Finance for Place presented the budget report which provided the Select Committee with an update on the current challenges and the work underway to prepare for the consultation budget to be presented to December Cabinet. A further update would be provided in January 2024. The feedback from the Committee would then be included in the budget report to be presented to Cabinet in February 2024.</p> <p>Members were informed that, for 2023-24, the Council was reporting a net underspend of £23k. The services within the remit of the Residents' Services Select Committee were forecast to overspend by £1,778k with this being driven by three key issues:</p> <ol style="list-style-type: none"> 1. the Green Spaces savings being impacted by external factors such as inflation; 2. Community safety and Enforcement due to the impacts of Heathrow and Brexit-related pressures; and 3. income pressures within the planning service. <p>Within these services there were £12.5m pounds worth of savings to be delivered in 23-24 with £1,83k of this recorded as red. £600k related to fees and charges predominantly linked to parking, £200k was linked to better targeting the demand for recycling sacks, £241k within Green Spaces and £42k for street cleansing. The HRA was currently forecast to break even.</p> <p>With regards to the MTF, in February 2023, the Council savings requirement was estimated to be £55,414k with the single largest factor being driven by exceptional inflation adding £60m to the budget gap within the remit of the Residents' Services Select Committee. There were no exceptional inflation items with a total requirement within the remit of the Select Committee accounting for £7.1m of the £60m requirements, with the forecast pay award making up £4.7m of this and the remaining £2.4m being driven by the inflation requirement on contracted expenditure.</p> <p>Service pressures were forecast to add £23m predominantly from the impact of demographic growth within waste services (£2.9m) and homelessness (£2.1m). Corporate items added just under £12m with £6.5m of this being driven by the Council's borrowing requirement to fund the capital program and £4.1m from the TFL</p>

	<p>concessionary Affairs Levy. It was confirmed that, over the next few months in the build up to December Cabinet, officers would continue to work on assessing the budget gap with inflation remaining high and the pressures on Council Services linked to the cost-of-living crisis. They would also explore ways to reduce the Council's expenditure by driving efficiency gains whilst protecting frontline services and using the Council's transformation process to formulate the budget proposals that would be presented back to the Committee in January.</p> <p>Members enquired why Green Spaces was isolated in respect of inflationary pressures. It was confirmed that inflation was not particularly impacting that service area, but had had a more significant impact because of the reducing envelope.</p> <p>In respect of external consultants, Members enquired whether these were used to supplement existing staff. It was confirmed that, within the planning service there were niche specialist areas for which external consultants were used from time to time. The Committee was informed that there had been a slowdown in the construction area which had had a knock-on effect on planning income.</p> <p>RESOLVED: That the budget planning report for services within the remit of the Residents' Services Select Committee be noted.</p>
20.	<p>DRAFT FINAL REPORT: A REVIEW OF ALLEY GATING IN HILLINGDON (<i>Agenda Item 7</i>)</p> <p>RESOLVED: That the draft final Alley Gating in Hillingdon review report be agreed.</p>
21.	<p>FORWARD PLAN (<i>Agenda Item 8</i>)</p> <p>RESOLVED: That the forward plan be noted.</p>
22.	<p>WORK PROGRAMME (<i>Agenda Item 9</i>)</p> <p>Democratic Services presented the following potential information items as suggested by the Chairman for inclusion in the Work Programme:</p> <ul style="list-style-type: none"> • Graffiti removal • Sheltered housing • Tree planting • Food waste • Street Champions • Animal welfare • ASBET • Sports – facilities, engagement & inclusivity

	<p>In relation to the last item, it was suggested that this could focus on facilities for women and disability access. It could also consider how the Council assisted clubs in procuring funds. Members suggested that women-only swimming sessions would be beneficial.</p> <p>The suggested items would be added to the work programme - further ideas would be welcomed.</p> <p>In respect of the Locata item scheduled for the October meeting, it was confirmed that Members wished to see the system in action if possible as this would help them to assist and support their residents.</p> <p>RESOLVED: That the Work Programme be noted.</p>
	<p>The meeting, which commenced at 7.00 pm, closed at 8.17 pm.</p>

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

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THE LOCATA HOUSING SYSTEM

Committee name	Residents' Services Select Committee
Officer reporting	Navdeep Babra - Housing Register, Allocations & Lettings Manager
Papers with report	N/A
Ward	All

HEADLINES

For the Committee to build an understanding and awareness of the Locata system which is the Council's choice-based lettings system. A live presentation will be given on how residents interact with the system information, which will be of benefit to Councillors undertaking such ward casework.

RECOMMENDATIONS

That the Committee notes the content of the Locata Housing Services report and live demonstration and asks any clarification questions as necessary.

SUPPORTING INFORMATION

Locata is used for the purpose of social housing applications and has been in use for over 15 years to date. It has proven to be a sound system, not only for the organisation, but also for the benefit of the residents, providing a smart simple process from start to end.

Locata is the most used system amongst all local authorities and is currently used for social housing applicants. Most residents can use the system without the need for support.

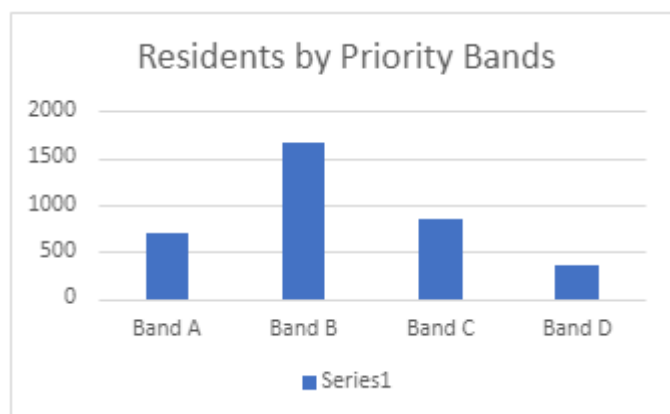
Locata provides residents with one system where all properties are advertised online that residents have access to bid for. For those who are unable to place bids themselves, there is scope in the system to place the bids on their behalf.

PERFORMANCE DATA

Locata provides the following services to all residents that are currently registered on the Council's choice-based lettings system:

- Apply online
- Upload documents online & stored in one place
- Complete any change in circumstances in live time
- Place bids online

There are currently 3575 residents registered to place bids for social housing on Locata – these are separated into the following priority bands (with Band A being highest priority):



Band A	693
Band B	1667
Band C	850
Band D	365

Average waiting times for social housing properties by priority band are set out below:

Type / Size	No. of Lets	Shortest wait	Longest wait	Average wait
Sheltered accomm.	1798	3 days	37 years	11 months
Studio general needs	317	9 days	17 years	18 months
1-bed general needs	3656	1 day	35 years	14 months
2-bed flat or maisonette	2653	2 days	17 years	23 months
2-bed house	1253	3 days	13 years	25 months
3-bed flat or maisonette	236	6 days	12 years	3 years
3-bed house	1254	1 day	24 years	3 years
4-bed	247	10 days	13 years	3 years
5-bed	36	7 weeks	14 years	3 years

Any resident that is shortlisted for social housing will be offered a viewing; however, any offer of accommodation would be in line with their priority band and date, and subject to a verification check.

RESIDENT BENEFIT

The system is currently used for residents who wish to register for social housing with the London Borough of Hillingdon and has proven to be a successful system to date.

Locata is not only computer friendly, but tablet and mobile phone adaptable, thus making it easily accessible for applicants.

Applicants have direct access to the system to check their applications at any given time. Once a Locata application is completed, it is fed into the Council's Civica system and a process to carry out the assessment is initiated. Applications feed directly into the Council's Northgate

system which caters for all the Council's housing needs to include applications, rents, tenancies and estates.

FINANCIAL IMPLICATIONS

None at this stage.

LEGAL IMPLICATIONS

None at this stage.

BACKGROUND PAPERS

Nil.

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RESIDENTS' SERVICES SELECT COMMITTEE - CABINET FORWARD PLAN

Committee name	Residents' Services Select Committee
Officer reporting	Liz Penny, Democratic Services Officer
Papers with report	Appendix A – Latest Forward Plan
Ward	As shown on the Forward Plan

HEADLINES

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

RECOMMENDATION

That the Residents' Services Select Committee notes the Cabinet Forward Plan.

SUPPORTING INFORMATION

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

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

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

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

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

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

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

BACKGROUND PAPERS

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

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Scheduled Upcoming Decisions

Ref

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/regularly Council Directorates: AS = Adult Services & Health P = Place C = Central Services R = Resources CS= Children's Services										
Cabinet meeting - Thursday 9 November 2023 (report deadline 23 October)										
153	London Borough of Hillingdon Smoke Control Order	The Environment Act 2021 brings in new powers for Councils to enact Smoke Control Orders to include all waterways. The Council may enforce against persons using unapproved burners and may enforce against businesses selling unapproved fuels. Cabinet will be requested to - 1) Revoke all previous versions of Smoke Control Orders 2) Approve new Smoke Control Order for whole borough and all waterways	All		Cllr Eddie Lavery - Residents' Services	Residents' Services	P - Stephanie Waterford / Christopher Davis			Private (3)
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	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)										
175	The Collection and Treatment of co-mingled dry recycling materials	The existing contract for the collection and processing of co-mingled dry recycling expires in March 2024. This report will seek Cabinet approval to extend the contract for two years in accordance with the existing contract from April 2024.	N/A		Cllr Eddie Lavery - Residents' Services	Residents' Services	P/R - Anna Humphries / Allison Mayo		NEW ITEM	Private (3)
176	Parking Enforcement Policy	Cabinet will consider a significant change to the Council's Parking Enforcement Policy relating to observation periods before fines are issued and what happens when a Penalty Charge Notice cannot be served due to the vehicle driving away or because the Civil Enforcement Officer is prevented from serving it.	All		Cllr Eddie Lavery - Residents' Services	Residents' Services	P - Beth Rutherford		NEW ITEM	Private (3)

Scheduled Upcoming Decisions

Ref

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)
185	Library Strategy Update and Relocation of Uxbridge Library	Cabinet will receive a report updating them on the implementation of the Library Strategy approved earlier in the year, along with proposals to relocate the Uxbridge flagship Library to the Civic Centre providing a more modern library experience, facilities and access improvements for residents, as part of the Civic Centre transformation project.	Uxbridge		Cllr Eddie Lavery - Residents' Services	Residents' Services	P - Darren Deeks		NEW ITEM	Public
139a	Homelessness Strategy, Allocation Policy and Private Sector Placement Policy, Tenancy Strategy and Policy - Consultation Drafts	Cabinet will consider for public consultation some key housing related policies. These are the Homelessness Strategy, the Housing Allocation Policy on how social housing is allocated to those on the housing register, along with the Council's policy on placing tenants in temporary accommodation and private rented accommodation. Cabinet will also consider the Council's Tenancy Strategy and Policy which provides guidance to registered social housing providers and sets out the approach to allocating and managing social housing tenancies, respectively.	All		Cllr Eddie Lavery - Residents' Services	Residents' Services	P - Debbie Weller	Public consultation / Select Committee		Public
049	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
110a	The Council's Budget - Medium Term Financial Forecast 2024/25 - 2028/29 (BUDGET FRAMEWORK)	This report will set out the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2023/24 for consultation, along with indicative projections for the following four years. This will also include the HRA rents for consideration.	All	Proposed Full Council adoption - 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

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

Page 18

Cabinet Member Decisions expected - December 2023

Scheduled Upcoming Decisions

Ref

Further details

Ward(s)

Final decision by Full Council	Cabinet Member(s) Responsible	Relevant Select Committee	Directorate / Lead Officer	Consultation related to the decision	NEW ITEM	Public or Private (with reason)
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SI = Standard Item each month/regularly Council Directorates: AS = Adult Services & Health P = Place C = Central Services R = Resources CS= Children's Services

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All	TBC	C - Democratic Services	Various		Public
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Cabinet meeting - Thursday 11 January 2024 (report deadline 11 December 2023)

178	CCTV Service, Maintenance, Repair & Upgrade Contract	Cabinet will receive a report and make decisions regarding the Council's CCTV contracts following a procurement exercise.	N/A		Cllr Eddie Lavery	Residents' Services	P/R - Mike Emmett - P Soward		NEW ITEM	Private (3)
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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
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146 Page 19	Residential Landlord, Shared Ownership and Mortgaged Properties Buildings Insurance Scheme Contract Award	The existing short-term Residential Landlord, Shared Ownership and Mortgaged Properties Buildings Insurance Scheme contract managed by Housing expires on 1st April 2024. This report seeks Cabinet approval for new contracting arrangements beyond this date for a long-term agreement. The required statutory consultation will take place as per relevant regulations, including a first stage consultation in July/August and second stage consultation in November 2023, following the results of the procurement exercise.	N/A		Cllr Eddie Lavery - Residents' Services / Cllr Martin Goddard - Finance	Residents' Services	P / R - Rod Smith / Trudie Eldriny			Private (3)
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SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	C - Democratic Services			Public
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SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		All	TBC	C - Democratic Services	TBC		Public
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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
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Cabinet meeting - Thursday 15 February 2024 (report deadline 29 January)

Scheduled Upcoming Decisions

Ref

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/regularly Council Directorates: AS = Adult Services & Health P = Place C = Central Services R = Resources CS= Children's Services										
173	Contract for environmental specialist cleaning services	The existing Environmental Specialist Cleaning Services contract within Waste Services expires in March 2024. Such services include dog fouling bins, clinical waste, public toilets, dead animal collection and other waste materials. The report will seek Cabinet approval for new contracting arrangements from April 2024 following a procurement exercise.	N/A		Cllr Eddie Lavery - Residents' Services	Residents' Services	P/R - Anna Humphries / Allison Mayo		NEW ITEM	Private (3)
174	Fencing Contract incorporating installation, repair and maintenance	The existing Fencing Contract that covers the installation, maintenance and repair of damaged areas of fencing, gates, bollards, barriers etc.. across 240 Green Spaces sites expires in March 2024. This report will seek Cabinet approval for new contracting arrangements from April 2024 following a procurement exercise.	N/A		Cllr Eddie Lavery - Residents' Services	Residents' Services	P/R - Jamie Bell / Allison Mayo		NEW ITEM	Private (3)
182	Library book contract	The current contract for the provision of library books for Hillingdon libraries expires in March 2024. This report will present an appraisal of procurement options with a recommendation on contract award from April 2024. This includes adults and children's fiction & non-fiction materials to all libraries and mobile libraries.	N/A		Cllr Eddie Lavery - Residents' Services	Residents' Services	P/R - Darren Deeks & Carlos Montecino / Allison Mayo		NEW ITEM	Private (3)
180	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 meeting - Thursday 21 March 2024 (report deadline 4 March)

Scheduled Upcoming Decisions

Ref

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/regularly Council Directorates: AS = Adult Services & Health P = Place C = Central Services R = Resources CS = Children's Services

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

Cabinet Member Decisions expected - March 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
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Cabinet meeting - Thursday 18 April 2024 (report deadline 1 April)

139b Page 21	Homelessness Strategy, Allocation Policy and Private Sector Placement Policy, Tenancy Strategy and Tenancy Policy	Following public consultation, Cabinet will consider the responses and then make a decision regarding various key housing related policies. These are the Homelessness Strategy, the Housing Allocation Policy on how social housing is allocated to those on the housing register, along with the Council's policy on placing tenants in temporary accommodation and private rented accommodation. Cabinet will also consider the Council's Tenancy Strategy and Policy which provides guidance to registered social housing providers and sets out the approach to allocating and managing social housing tenancies, respectively.	All		Cllr Eddie Lavery - Residents' Services	Residents' Services	P - Debbie Weller	Public consultation / Select Committee		Public
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	C - Democratic Services			Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	Various		All	TBC	C - Democratic Services	Various		Public

Cabinet Member Decisions expected - April 2024

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		All	TBC	C - Democratic Services	Various		Public
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Cabinet meeting - Thursday 23 May 2024 (report deadline 3 May)

Ref	Scheduled 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	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 = Standard Item each month/regularly Council Directorates: AS = Adult Services & Health P = Place C = Central Services R = Resources CS= Children's Services										
Cabinet Member Decisions expected - May 2024										
SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		All	TBC	C - Democratic Services	Various		Public
CABINET MEMBER DECISIONS: Standard Items (SI) that may be considered each month										
SI	Urgent Cabinet-level decisions & interim decision-making (including emergency decisions)	The Leader of the Council has the necessary authority to make decisions that would otherwise be reserved to the Cabinet, in the absence of a Cabinet meeting or in urgent circumstances. Any such decisions will be published in the usual way and reported to a subsequent Cabinet meeting for ratification. The Leader may also take emergency decisions without notice, in particular in relation to the COVID-19 pandemic, which will be ratified at a later Cabinet meeting.	Various		Cllr Ian Edwards - Leader of the Council	TBC	C - Democratic Services	TBC		Public / Private
SI	Release of Capital Funds	The release of all capital monies requires formal Member approval, unless otherwise determined either by the Cabinet or the Leader. Batches of monthly reports (as well as occasional individual reports) to determine the release of capital for any schemes already agreed in the capital budget and previously approved by Cabinet or Cabinet Members	TBC		Cllr Martin Goddard - Finance (in conjunction with relevant Cabinet Member)	All - TBC by decision made	various	Corporate Finance		Public but some Private (1,2,3)
SI	Petitions about matters under the control of the Cabinet	Cabinet Members will consider a number of petitions received by local residents and organisations and decide on future action. These will be arranged as Petition Hearings.	TBC		All	TBC	C - Democratic Services			Public
SI	To approve compensation payments	To approve compensation payments in relation to any complaint to the Council in excess of £1000.	n/a		All	TBC	various			Private (1,2,3)

Scheduled Upcoming Decisions

Ref

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	Acceptance of Tenders	To accept quotations, tenders, contract extensions and contract variations valued between £50k and £500k in their Portfolio Area where funding is previously included in Council budgets.	n/a		Cllr Ian Edwards - Leader of the Council OR Cllr Martin Goddard - Finance / in conjunction with relevant Cabinet Member	TBC	various			Private (3)
SI	All Delegated Decisions by Cabinet to Cabinet Members, including tender and property decisions	Where previously delegated by Cabinet, to make any necessary decisions, accept tenders, bids and authorise property decisions / transactions in accordance with the Procurement and Contract Standing Orders.	TBC		All	TBC	various			Public / Private (1,2,3)
SI	Chrysalis Programme of Environmental Improvements	The Cabinet Member will be asked to consider the approval of projects.	Various		Cllr Eddie Lavery - Residents' Services	Residents' Services	P - Helena Webster			Public
SI	External funding bids	To authorise the making of bids for external funding where there is no requirement for a financial commitment from the Council.	n/a		All	TBC	various			Public
SI	Response to key consultations that may impact upon the Borough	A standard item to capture any emerging consultations from Government, the GLA or other public bodies and institutions that will impact upon the Borough. Where the deadline to respond cannot be met by the date of the Cabinet meeting, the Constitution allows the Cabinet Member to sign-off the response.	TBC		All	TBC	various			Public

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

Page 23

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RESIDENTS' SERVICES SELECT COMMITTEE - WORK PROGRAMME

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

HEADLINES

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

RECOMMENDATIONS

That the Residents' Services Select Committee considers the Work Programme report and agrees any amendments.

SUPPORTING INFORMATION

- 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

	2023/24												2024/25						
	May No meeting	June 14	July 19 - Cancelled	August No meeting	September 26	October 25	November 29	December No meeting	January 16	February 13	March 13	April 10	May No meeting	June	July	August	September	October	November
Residents' Services Select Committee																			
Review: TBC Topic selection / scoping stage Witness / evidence / consultation stage Findings, conclusions and recommendations Final review report agreement Target Cabinet reporting																			
IN PROGRESS: Major Review: tbc Topic selection / scoping stage Witness / evidence / consultation stage Findings, conclusions and recommendations Final review report agreement Target Cabinet reporting																			
Regular service & performance monitoring CIL Expenditure Monitoring - Annual Report & S106 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 ASB Service Update Local Flood Risk Management Strategy Update on housing transformation project The impact of HS2 (parking and traffic) High Street Regeneration post-Covid Public Spaces Protection Orders Graffiti Removal Sports - facilities, engagement & inclusivity Tree Planting Animal Welfare Street Champions Food Waste - success of the scheme Local - Live Demonstration Monitoring of Master Plan for Uxbridge (Council Strategy) Weed Spraying Homelessness Strategy, Allocation Policy and Private Sector Placement Policy Consultation Drafts 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 Review of Alley Gating																			
Internal use only Date deadline confirmed to report authors Report deadline Agenda publication date																			

Committee Site Visits (dates tbc)	
CCTV Control Room, Civic Centre (25 July 2022)	
Uxbridge and West Drayton Leisure Centre	
Harlington Road Depot (28 September 2022)	
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 - December 2023	
Canal Visit - 1 November 2023	
Abandoned Vehicles	
The Battle of Britain Bunker (26 July 2023 at 6pm)	
Building Control	
Planning Enforcement	
HS2 Site Visit	

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