



HILLINGDON
LONDON



CABINET

To all Members of the Cabinet:

Date: THURSDAY, 12
SEPTEMBER 2024

Time: 7.00 PM

Venue: COMMITTEE ROOM 6 -
CIVIC CENTRE, HIGH
STREET, UXBRIDGE UB8
1UW

Meeting Details: The public and press are welcome to attend and observe the meeting.

For safety and accessibility, security measures will be conducted, including searches of individuals and their belongings. Attendees must also provide satisfactory proof of identity upon arrival. Refusal to comply with these requirements will result in non-admittance.

This meeting may be broadcast on the Council's YouTube channel. You can also view this agenda online at www.hillingdon.gov.uk

Ian Edwards, Leader of the Council
(Chair)

Jonathan Bianco, Deputy Leader of the
Council & Cabinet Member for Property,
Highways & Transport (Vice-Chair)

Martin Goddard, Cabinet Member for
Finance

Douglas Mills, Cabinet Member for
Corporate Services

Susan O'Brien, Cabinet Member for
Children, Families & Education

Jane Palmer, Cabinet Member for Health
& Social Care

Eddie Lavery, Cabinet Member for
Residents' Services

Published:
Wednesday, 4 September 2024

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Putting our residents first

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

Useful information for residents and visitors

Watching & recording this meeting

You can watch the public part of this meeting on the Council's YouTube channel, live or archived after the meeting. Residents and the media are also welcome to attend in person, and if they wish, report on the public part of the meeting. Any individual or organisation may record or film proceedings as long as it does not disrupt proceedings.

Watch a **LIVE** broadcast of this meeting on the Council's YouTube Channel: *Hillingdon London*

Those attending should be aware that the Council will film and record proceedings for both official record and resident digital engagement in democracy.



It is recommended to give advance notice of filming to ensure any particular requirements can be met. The Council will provide seating areas for residents/public, high speed WiFi access to all attending and an area for the media to report. The officer shown on the front of this agenda should be contacted for further information and will be available to assist. When present in the room, silent mode should be enabled for all mobile devices.

Travel and parking

Bus routes 427, U1, U3, U4 and U7 all stop at the Civic Centre. Uxbridge underground station, with the Piccadilly and Metropolitan lines, is a short walk away. Limited parking is available at the Civic Centre. For details on availability and how to book a parking space, please contact Democratic Services.

Please enter via main reception and visit the security desk to sign-in and collect a visitors pass. You will then be directed to the Committee Room.

Accessibility

For accessibility options regarding this agenda please contact Democratic Services. For those hard of hearing an Induction Loop System is available for use.

Emergency procedures

If there is a FIRE, you will hear a continuous alarm. Please follow the signs to the nearest FIRE EXIT and assemble on the Civic Centre forecourt.

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Notice

Notice of meeting and any private business

The London Borough of Hillingdon is a modern, transparent Council and through effective Cabinet governance, it seeks to ensure the decisions it takes are done so in public as far as possible. Much of the business on the agenda for this Cabinet meeting will be open to residents, the wider public and media to attend. However, there will be some business to be considered that contains, for example, confidential, commercially sensitive or personal information. Such business is shown in Part 2 of the agenda and is considered in private. Further information on why this is the case can be sought from Democratic Services.

This is formal notice under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 to confirm that the Cabinet meeting to be held on:

12 September 2024 at 7pm in Committee Room 6, Civic Centre, Uxbridge

will be held partly in private and that 28 clear days public notice of this meeting has been given. The reason for this is because the private (Part 2) reports listed on the agenda for the meeting will contain exempt information under Part 1 of Schedule 12A to the Local Government Act 1972 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it. An online and a hard copy notice at the Civic Centre in Uxbridge indicates a number associated with each report with the reason why a particular decision will be taken in private under the categories set out below:

- (1) information relating to any individual
- (2) information which is likely to reveal the identity of an individual
- (3) information relating to the financial or business affairs of any particular person (including the authority holding that information)
- (4) information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
- (5) Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
- (6) Information which reveals that the authority proposes (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment.
- (7) Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Notice of any urgent business

To ensure greater transparency in decision-making, 28 clear days public notice of the decisions to be made both in public and private has been given for these agenda items. Any exceptions to this rule are the urgent business items on the agenda marked *. For such items it was impracticable to give sufficient notice for a variety of business and service reasons. The Chairman of the relevant Select Committee has been notified in writing about such urgent business.

Notice of any representations received

No representations from the public have been received regarding this meeting.

Date notice issued and of agenda publication

4 September 2024
London Borough of Hillingdon

Agenda

- 1 Apologies for Absence
- 2 Declarations of Interest in matters before this meeting
- 3 To approve the minutes of the last Cabinet meeting 1 - 14
- 4 To confirm that the items of business marked Part 1 will be considered in public and that the items of business marked Part 2 in private

Cabinet Reports - Part 1 (Public)

- 5 Options to the reduce the impacts on communities of taxis and private hire vehicles waiting in residential streets near Heathrow Airport (Cllr Lavery) 15 - 30
- 6 Carers' Strategy Delivery Plan Update (Cllr Palmer) 31 - 46
- 7 Review of Statement of Gambling Policy (Cllr Lavery) 47 - 132
- 8 Monthly Budget Monitoring Report (Cllr Goddard) - TO FOLLOW -
- 9 Public Preview of matters to be later considered in private (All Cabinet Members) 133 - 138

Cabinet Reports - Part 2 (Private and Not for Publication)

- | | | |
|-----------|--|-----------|
| 10 | Property decisions in respect of the current Uxbridge Library, High Street following the decision to relocate the Library to the Civic Centre site in Uxbridge (Cllrs Bianco & Lavery) | 139 - 148 |
| 11 | Contract award for Waste Services (Cllr Lavery) | 149 - 158 |
| 12 | Social Care Catering Services (Cllrs Palmer & O'Brien) | 159 - 178 |
| 13 | Fleet Replacement Programme (Cllr Goddard) | 179 - 194 |
| 14 | Land opposite 90 Pembroke Road, Ruislip (Cllr Bianco) | 195 - 200 |

The reports in Part 2 of this agenda are not for publication because they involve the disclosure of information in accordance with Section 100(A) and Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended), in that they contain exempt information and that the public interest in withholding the information outweighs the public interest in disclosing it.

- 15** Any other items the Chairman agrees are relevant or urgent

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Minutes

CABINET

Thursday, 25 July 2024

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



Published on: 26 July 2024

Decisions come into effect from: 5pm, 2 August 2024 *

Cabinet Members Present:

Ian Edwards (Chair)
Jonathan Bianco (Vice-Chair)
Martin Goddard
Douglas Mills
Jane Palmer
Eddie Lavery

Members also Present:

Peter Curling
Stuart Mathers
Jan Sweeting
Scott Farley

1. APOLOGIES FOR ABSENCE

Apologies were received from Councillor Susan O'Brien.

2. DECLARATIONS OF INTEREST IN MATTERS BEFORE THIS MEETING

No interests were declared by Members present.

3. TO APPROVE THE MINUTES OF THE LAST CABINET MEETING

The minutes and decisions of the Cabinet meeting held on 27 June 2024 were agreed as a correct record.

4. TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED PART 1 WILL BE CONSIDERED IN PUBLIC AND THAT THE ITEMS OF BUSINESS MARKED PART 2 IN PRIVATE

It was confirmed that items of business marked Part 1 would be considered in public and those marked Part 2 in private. The Leader of the Council advised that one additional item would be tabled under urgency provisions and considered in private relating to the Council's internet security contract.

**5. REPORT FROM THE FORMER PROPERTY, HIGHWAYS & TRANSPORT
SELECT COMMITTEE - ROAD SAFETY ACTIVITIES & INITIATIVES AROUND
SCHOOLS**

RESOLVED:

That Cabinet:

- 1) Welcomes the conclusions and findings from the former Property, Highways and Transport Committee's review into road safety initiatives and activities around schools, as set out in this report.**
- 2) Agrees that officers, in consultation with the Cabinet Member for Property, Highways and Transport, consider how to best take forward the following specific recommendations from the Committee set out below (a-g):**
 - a) Promote projects and events throughout the year through social media highlighting the Youth Travel Ambassador programmes and the Dragons' Den event.**
 - b) Explore ways on how communications can be better developed with schools that do not engage. This may include introducing working groups amongst schools, encouraging Ward Councillors to highlight the benefits of working with the Transport team and issuing advisories for schools to be shared with parents at the start of the academic year about safe drop-off and pick-ups.**
 - c) With the improvement in technology in CCTV cameras, the Committee recommends that Cabinet reviews the current cameras used outside schools and looks at improving the cameras as an ongoing programme of works to ensure pupils and the public remain safe outside schools where there are restricted parking areas and/or consider other enforcement options.**
 - d) Cabinet instructs officers to continue making relevant applications to Transport for London for funding to improve road safety across the Borough, ensuring that the roads across Hillingdon are safe for all users and that there is appropriate signage and road markings outside schools.**
 - e) Cabinet reviews the feasibility of parking enforcement officers attending the schools on a reasonable rotational basis.**
 - f) Cabinet instructs officers to investigate those schools that could benefit from 20mph speed limits, where appropriate, and to work with schools to identify safer crossing routes if appropriate.**
 - g) Cabinet requests officers to investigate, where feasible, raising pavements and installing bollards outside schools to improve safety.**

Cabinet Member recommendation

- 3) Notwithstanding recommendation 2(f) from the Committee's review, Cabinet confirms that the London Borough of Hillingdon, in considering whether to introduce a 20 mile per hour speed restriction, will, as Council policy, adopt the approach set out in statutory guidance issued by the Secretary of State for Transport pursuant to section 18 of the Traffic Management Act 2004. In exercising this, Cabinet and/or the responsible Cabinet Member will expect to be provided with evidence that introducing a lower speed limit will have a beneficial effect on community safety (for example, outside schools) and that the proposals are supported by residents.

Reasons for recommendations

Cabinet received a report from the former Property, Highways and Transport Select Committee which had undertaken a review into the Council's Road Safety Initiatives and activities around the Borough's schools.

The Cabinet Member for Property, Highways and Transport thanked the former Select Committee for their thorough work on the road safety review, highlighting key recommendations for operational improvements. The Leader of the Council recognised the importance of the issue and the need for legal changes to enhance enforcement, endorsing the proposed recommendations for adoption.

Alternative options considered / risk management

The Cabinet could have decided to reject some, or all, of the Committee's recommendations or pursue alternative routes by which to progress the objectives of the review.

Relevant Select Committee	Corporate Resources & Infrastructure
Expiry date for any scrutiny call-in / date decision can be implemented (if no call-in)	Cabinet's decisions can be called in by a majority of the select committee by 5pm, Friday 2 August 2024.
Officer(s) to action	Anisha Teji / David Knowles / David Webb
Directorate	Central Services / Place
Classification	Public <i>The report and any background papers relating to this decision by the Cabinet are available to view on the Council's website or by visiting the Civic Centre, Uxbridge.</i>

6. SOCIAL HOUSING ALLOCATION POLICY - CONSULTATION DRAFT

RESOLVED:

That the Cabinet:

- 1) Approves the Draft Hillingdon Council Social Housing Allocation Policy July 2024 included at Appendix A, for consultation.**
- 2) Agrees to receive the findings of the consultation and any proposals for subsequent changes to the policy for consideration at the Cabinet meeting in November 2024.**

Reasons for decision

Cabinet agreed an updated Social Housing Allocation Policy for consultation. The Cabinet Member for Residents' Services presented the report detailing proposed changes to the policy which aimed to make it more transparent for the Council and residents. It was noted that the current policy resulted in many applicants being grouped in Bands A and B, often with unrealistic expectations of obtaining council housing soon. The proposed changes for consultation would be for smaller bands for a clearer allocation status.

The Leader of the Council expressed the importance of transparency and realism in providing information to those seeking social housing and looked forward to strengthening the policy based on residents' feedback during the consultation phase.

Alternative options considered and rejected

None, as Cabinet considered the policy needed to respond to changes in housing need and to enable the Council to fulfil its functions in an efficient and effective way.

Relevant Select Committee	Residents' Services
Expiry date for any scrutiny call-in / date decision can be implemented (if no call-in)	Cabinet's decisions can be called in by a majority of the select committee by 5pm, Friday 2 August 2024.
Officer(s) to action	Debbie Weller
Directorate	Central Services
Classification	Public <i>The report and any background papers relating to this decision by the Cabinet are available to view on the Council's website or by visiting the Civic Centre, Uxbridge.</i>

7. MONTHLY COUNCIL BUDGET MONITORING REPORT

RESOLVED:

That the Cabinet:

- 1. Note the budget monitoring position and treasury management update as at May 2024 (Month 2), noting the actions proposed by officers as outlined in Part A of this report.**
- 2. Approve the financial recommendations set out in Part B of the report below:**
 - a) Approves rephasing of £39,287k 2023/24 General Fund Major Projects, £11,370k from the Programme of Works expenditure, and £10,701k from General Contingency and associated financing budgets into future years.**
 - b) Approves rephasing of £22,791k 2023/24 HRA capital expenditure and financing budgets into future years as set out in the report.**
 - c) Agree the request to continue existing operational arrangements with Frankham Group whilst new contracts are agreed and formal governance approved.**
 - d) Approve acceptance of £2,759k grant funding from the Department of Energy Security and Net Zero Wave 2.2 funding to contribute towards the cost of £17,696k to undertake decarbonisation works in the Council's Housing properties.**

Reasons for decision

The Cabinet Member for Finance presented a more concise and accessible budget monitoring report covering the latest financial forecast for the year. It was noted that at this early stage, forecasting was challenging due to uncrystallised trends in demand and expenditure. Despite this, potential cost increases from growing demand and inflation were highlighted.

The Cabinet Member noted the zero-based budgeting process was nearing completion, with benefits expected to be reflected in later budget reports. The General Fund revenue account was reported to be breaking even against budget, though areas like homelessness support, adult social care, and asylum provision remained potential pressure points. It was noted that general balances and earmarked reserves were projected to total £35 million by the end of the financial year, with an additional £8 million in unutilised capital receipts. The savings program was also outlined by the Cabinet Member, which totalled £21.5 million, with £6.8 million already delivered or nearly completed.

On the General Fund Capital Budget, it was proposed to rephase £39.3 million of unachieved capital expenditure from 2023/24 into the current year's budget. Progress was reported on the dedicated schools grant, with cost rationalisation measures reducing the forecast in-year deficit by £9.5 million, though it was noted that a £16.1 million deficit was still projected due to underfunding by central Government. It was noted that the Housing Revenue Account was within budget and

the Cabinet Member then moved a number of financial related recommendations related to the rephrasing of capital budgets, contracts and the acceptance of grants.

Alternative options considered and rejected

None.

Relevant Select Committee	Corporate Resources & Infrastructure
Expiry date for any scrutiny call-in / date decision can be implemented (if no call-in)	Cabinet's decisions 2 (a-d) can be called in by a majority of the select committee by 5pm, Friday 2 August 2024
Officer(s) to action	Iain Watters
Directorate	Resources
Classification	Public <i>The report and any background papers relating to this decision by the Cabinet are available to view on the Council's website or by visiting the Civic Centre, Uxbridge.</i>

8. PUBLIC PREVIEW OF MATTERS TO BE CONSIDERED IN PRIVATE

RESOLVED:

That Cabinet note the reports to be considered later in private and Part 2 of the Cabinet agenda and comment on them as appropriate for public information purposes.

Reasons for decision

The Leader of the Council introduced the report which provided a public summary of the matters to be discussed in the private part of the Cabinet meeting later, increasing the Council's transparency.

The Leader highlighted the confidential report on the proposed disposal of Barra Hall in Hayes aimed to enhance the Borough's educational offerings, whilst preserving the building's heritage value.

Alternative options considered and rejected

These were set out in the public Cabinet report.

Relevant Select Committee	
Expiry date for any scrutiny call-in / date decision can be implemented (if no call-in)	This matter is not for call-in, as noting only.
Officer(s) to action	Mark Braddock
Directorate	Central Services
Classification	Public - <i>The report and any background papers relating</i>

9. DISPOSAL OF BARRA HALL, WOOD END GREEN ROAD, HAYES

RESOLVED:

That the Cabinet:

- 1) Declares that Barra Hall, Barra Hall Park, Wood End Green Road, UB3 2SA is surplus to requirements; the Property is shown edged red on the plan at Appendix 1.**
- 2) Declare that the use of the site is for educational purposes only to protect this listed asset.**
- 3) Authorises the sale of the freehold interest of Barra Hall to bidder A on the terms and conditions as detailed in this report.**
- 4) Declares that if bidder A does not complete on the purchase of the Property within the time agreed, the Corporate Director of Place may proceed to dispose of the Property to bidder B.**
- 5) If bidder B does not complete within an agreed timescale, agree that the Corporate Director of Place may proceed to dispose of the Property on the open market, in consultation with the Cabinet Member for Property, Highways and Transport.**
- 6) Authorises the grant of a lease renewal from the Council to Scottish and Southern Electricity Networks of the substation on the site.**
- 7) Delegates all other necessary decisions regarding the disposal to the Corporate Director of Place, in consultation with the Cabinet Member for Property, Highways & Transport.**

Reasons for decision

The Cabinet Member for Property, Highways and Transport introduced a report, which Cabinet agreed, relating to the disposal and sale of the Barra Hall site in Hayes, which was not required for any other Council service use, for educational purposes only and to protect it as a listed asset.

Alternative options considered and rejected

Other options were considered by Cabinet, as set out in the confidential report.

Relevant Select Committee	Corporate Resources & Infrastructure
Expiry date for any scrutiny call-in / date	Cabinet's decisions can be called in by a majority of the select committee by 5pm, Friday 2 August 2024.

decision can be implemented (if no call-in)	
Officer(s) to action	James Raven
Directorate	Place
Classification	<i>Private - Whilst the Cabinet's decisions above are always made public, the officer report relating to this matter is not because it was considered in the private part of the meeting and contained information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighed the public interest in disclosing it in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended).</i>

10. AWARD OF CONTRACTS: SHORT-TERM CARE HOME BEDS

RESOLVED:

That Cabinet accepts a single tender from Gold Care Homes (GCH) North London Limited for the provision to the London Borough of Hillingdon of a block contract of five short-term nursing care home beds at Drayton Village Care Centre for a period of three years from 3 June 2024 at a total cost of £1,014,000.

Reasons for decision

The Cabinet Member for Health & Social Care introduced a report, which Cabinet agreed, regarding a contract to secure five nursing beds at Drayton Village Care Centre to support the timely discharge from hospital of residents who require short-term support in a care home setting and have nursing needs.

Alternative options considered and rejected

Cabinet considered these, as set out in the confidential report.

Relevant Select Committee	Health & Social Care
Expiry date for any scrutiny call-in / date decision can be implemented (if no call-in)	Cabinet's decisions can be called in by a majority of the select committee by 5pm, Friday 2 August 2024.
Officer(s) to action	Gary Collier / Sally Offin
Directorate	Adult Services and Health / Resources
Classification	<i>Private - Whilst the Cabinet's decisions above are always made public, the officer report relating to this matter is not because it was considered in the private part of the meeting and contained information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighed the public interest in disclosing it in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended).</i>

11. YIEWSLEY HOUSING DEVELOPMENT AT OTTERFIELD & FALLING LANE - MAIN CONTRACTOR APPOINTMENT

RESOLVED:

That Cabinet:

- 1. Accept the tender from Bugler Developments Ltd. for Lot 2 (Otterfield Road site) following the procurement exercise as set out in the Tender Appendix A;**
- 2. Notes that it will consider Lot 1 (Falling Lane) at a future time.**
- 3. Agree to Philip Pank Partnership LLP to continue to act as Employers Agents for Lot 2;**
- 4. Agree to the capital release request of £20,156k for Lot 2; and**
- 5. Delegate authority to the Corporate Director of Place, in consultation with the Cabinet Member for Property, Highways & Transport, prior to contract award to undertake any necessary due diligence and also to make any further necessary decisions with regards to the project’s wider implementation thereafter.**

Reasons for decision

The Cabinet Member for Property, Highways and Transport updated Cabinet on the Yiewsley housing and community project. Cabinet agreed to the initial appointment of a contractor for Lot 2 for the redevelopment of the former Yiewsley Swimming Pool site at Otterfield Road. Cabinet also agreed to consider the tender for the redevelopment of Lot 1, the Falling Lane site, at a later date.

Alternative options considered and rejected

Alternative options considered by Cabinet were as set out in the confidential report.

Relevant Select Committee	Corporate Resources & Infrastructure
Expiry date for any scrutiny call-in / date decision can be implemented (if no call-in)	Cabinet’s decisions can be called in by a majority of the select committee by 5pm, Friday 2 August 2024.
Officer(s) to action	Karrie Whelan / Michael Naughton
Directorate	Place
Classification	<i>Private - Whilst the Cabinet's decisions above are always made public, the officer report relating to this matter is not because it was considered in the private part of the meeting and contained information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighed the public interest in disclosing it in accordance with Section</i>

12. FRAMEWORK AGREEMENT FOR MINOR WORKS

RESOLVED:

That the Cabinet:

1. Approves the multi-lot Framework Agreement as set out in this report and Tender Appendix, in relation to minor works for a period of 4 years, noting that here are no direct costs to the Council for the creation of the Framework.
2. Delegates authority to relevant Cabinet Members for any Council Call-Offs made under this Framework where the value exceeds £750k, providing for more flexible decision-making.

Reasons for decision

The Cabinet Member for Property, Highways and Transport introduced a report, which Cabinet agreed, initiating a new framework agreement for minor works to the Council's housing, schools and other public buildings, to enable more efficient and cost-effective contracts for such work. The Leader of the Council noted how this was one example of putting the recent Select Committee's review recommendations on procurement into action.

Alternative options considered and rejected.

Cabinet considered the alternative options as set out in the confidential report.

Relevant Select Committee	Corporate Resources & Infrastructure
Expiry date for any scrutiny call-in / date decision can be implemented (if no call-in)	Cabinet's decisions can be called in by a majority of the select committee by 5pm, Friday 2 August 2024.
Officer(s) to action	Paul Soward
Directorate	Resources
Classification	<i>Private - Whilst the Cabinet's decisions above are always made public, the officer report relating to this matter is not because it was considered in the private part of the meeting and contained information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighed the public interest in disclosing it in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended).</i>

13. DISPOSAL OF DISUSED CAR PARK ADJACENT TO WILLOWTREE MARINA, YEADING

RESOLVED:

That the Cabinet:

- 1) Declares that the disused car park adjacent to Willow Tree Marina, West Quay Drive, Yeading, UB4 9TA is surplus to requirements (the Property is shown edged red on the plan in Appendix 1).**
- 2) Note that no objections were received to the Open Space Notice relating to land at the disused car park adjacent to Willow Tree Marina, West Quay Drive, Yeading, and agrees to dispose of the land under Section 123 (2a) of The Local Government Act 1972.**
- 3) Authorises the sale of the freehold interest in the disused car park to Willow Tree Marina at the value and terms as detailed in the report.**
- 4) Delegates all future decisions regarding this disposal to the Corporate Director of Place, in consultation with the Cabinet Member for Property, Highways & Transport.**

Reasons for decision

The Cabinet Member for Property, Highways and Transport introduced a report, which Cabinet agreed, regarding the disposal of the land to the west of Willow Tree Marina, historically used as a public car park, and currently disused.

Alternative options considered and rejected

Cabinet noted there were limited options for this site, as set out in the confidential report.

Relevant Select Committee	Corporate Resources & Infrastructure
Expiry date for any scrutiny call-in / date decision can be implemented (if no call-in)	Cabinet's decisions can be called in by a majority of the select committee by 5pm, Friday 2 August 2024.
Officer(s) to action	James Raven / Julia Thompson
Directorate	Place
Classification	<i>Private - Whilst the Cabinet's decisions above are always made public, the officer report relating to this matter is not because it was considered in the private part of the meeting and contained information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighed the public interest in disclosing it in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended).</i>

14. ANY OTHER ITEMS THE CHAIRMAN AGREES ARE RELEVANT OR URGENT

One additional report was considered by the Cabinet, in private, under urgency provisions.

15. PROVISION AND SUPPORT OF INTERNET SECURITY / PROXY SERVICE

RESOLVED:

That the Cabinet:

- 1) **Accept the single tender from Cisco via their partner Cisilion Ltd via the SBS Digital Workplace Solutions Framework for the provision of Cisco Enterprise Agreement (EA) Licences to the London Borough of Hillingdon for a 5 Year period from 26th July 2024 to 25th July 2029 and at the value of £681,839,00.**
- 2) **Request the Chair of the Corporate Resources & Infrastructure Select Committee waive the scrutiny call-in period on this matter for the reasons set out in the report.**

Reasons for recommendation

The Cabinet Member for Corporate Services introduced an urgent report, which Cabinet agreed authorising an immediate contract to provide support and maintenance for the Council's Internet Security, Wireless and Network Infrastructure.

Alternative options considered and rejected

The alternative options considered by Cabinet were set out in the confidential report.

Relevant Select Committee	Corporate Resources & Infrastructure
Expiry date for any scrutiny call-in / date decision can be implemented (if no call-in)	Not for call-in. The Chair of the Corporate Resources & Infrastructure Select Committee agreed to waive the scrutiny call-in period. This decision, therefore, comes into immediate effect.
Officer(s) to action	Michael Clarke / Jo Allen
Directorate	Digital & Intelligence / Resources
Classification	Private - <i>Whilst the Cabinet's decisions above are always made public, the officer report relating to this matter is not because it was considered in the private part of the meeting and contained information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighed the public interest in disclosing it in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12 (A) to the Local Government</i>

Act 1972 (as amended).

Urgency provisions – *The Leader of the Council agreed the report relating to this decision as an urgent item. The Chair of the Corporate Resources & Infrastructure Select Committee also agreed the matter was urgent and could not reasonably be deferred in order for it to be considered at Cabinet. This decision was, therefore, taken under special urgency provisions in accordance with the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.*

Other than the urgent matter set out in these minutes, no further additional items were considered by the Cabinet.

The meeting closed at 19.17pm

Internal Use only*	Implementation of decisions & scrutiny call-in
When can these decisions be implemented by officers?	<p>Officers can implement Cabinet’s decisions in these minutes only from the expiry of the scrutiny call-in period, unless otherwise stated in the minutes above, which is:</p> <p>5pm, Friday 2 August 2024</p> <p>However, this is subject to the decision not being called in by Councillors on the relevant Select Committee. Upon receipt of a valid call-in request, Democratic Services will immediately advise the relevant officer(s) and the Cabinet decision must then be put on hold.</p>
Councillor scrutiny call-in of these decisions	<p>Councillors on the relevant Select Committee shown in these minutes for the relevant decision made may request to call-in that decision. The call-in request must be before the expiry of the scrutiny call-in period above.</p> <p>Councillors should use the Scrutiny Call-in App (link below) on their devices to initiate any call-in request. Further advice can be sought from Democratic Services if required:</p> <p>Scrutiny Call-In - Power Apps (secure)</p>
Notice	<p>These decisions have been taken under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.</p> <p>This Cabinet meeting was also broadcast live on the</p>

Council's YouTube channel [here](#) for wider resident engagement.

Please note that these minutes and decisions are the definitive record of proceedings by the Council of this meeting.

If you would like further information about the decisions of the Cabinet, please contact the Council below:

democratic@hillington.gov.uk

Democratic Services: 01895 250636

Media enquiries: 01895 250403

OPTIONS TO THE REDUCE THE IMPACTS ON COMMUNITIES OF TAXIS AND PRIVATE HIRE VEHICLES WAITING IN RESIDENTIAL STREETS NEAR HEATHROW AIRPORT

Cabinet Member(s)	Councillor Eddie Lavery
Cabinet Portfolio(s)	Cabinet Member for Residents' Services
Officer Contact(s)	Richard Webb, Community Safety and Enforcement
Papers with report	Appendix 1 Proposed PSPO PHV & Taxi 2024 Draft Order Appendix 2 PSPO PHV & Taxi Draft Restricted Area Map

HEADLINES

Summary	<p>The Council is aware that residents are being negatively impacted by behaviours associated with taxi and private hire vehicles waiting in residential streets near Heathrow Airport. These impacts include inconsiderate parking, littering, urination and defecation in public places, engine idling creating pollution, noise and abusive behaviour towards residents.</p> <p>The Council has legal options available which could be deployed to reduce these negative impacts. This report proposes a consultation is commenced with local residents, stakeholders and the taxi and private hire trade in order to determine whether to introduce new restrictions which could reduce the problems associated with vehicles waiting near the airport.</p>
Putting our Residents First Delivering on the Council Strategy 2022-2026	<p>This report supports our ambition for residents / the Council of: Be / feel safe from harm</p> <p>This report supports our commitments to residents of: Safe and Strong Communities</p>
Financial Cost	<p>This report proposes a consultation be commenced on whether to introduce new legal restrictions on vehicles waiting in residential streets near Heathrow Airport. A consultation in itself would have no direct financial on the Council. Implementation of any new restrictions that it is determined to be appropriate after consultation could have cost implications which will be set out in the supporting report.</p>
Select Committee	Residents' Services
Relevant Ward(s)	Heathrow Villages, Pinkwell, West Drayton

RECOMMENDATIONS

That the Cabinet:

- 1) **Agrees that public consultation will be undertaken on the introduction of a Public Spaces Protection Order prohibiting private hire vehicle and taxi vehicles waiting on the roadside near Heathrow Airport.**
- 2) **Receives a further report when the consultation has concluded and an equality impact assessment has been prepared to decide whether to introduce a Public Spaces Protection Order and, if so, the scope of that Order.**

Reasons for recommendation

The Council deploys considerable resources to enforce the parking management schemes and anti-social behaviour controls near Heathrow Airport. Despite this, and the work undertaken with partners to deter and provide alternatives to drivers from waiting at the roadside, the Council continues to receive reports which evidence that residents living in the area are continuing to be negatively affected by the behaviours of private hire vehicle (PHV) and taxi drivers who choose to wait at the roadside before collecting passengers at the Airport.

Legal options to provide more effective controls on problematic PHV and taxi driver behaviour in the area have been assessed. Introducing a Public Spaces Protection Order which prohibits taxi and private hire vehicle drivers waiting in the area would provide the Council with new enforcement options which may better deter PHV and taxi drivers from waiting at the roadside near the Airport. Therefore, it is recommended that the Council consults on a proposal to introduce new legal controls in specified areas to enable a decision to be made on whether to introduce those controls.

Alternative options considered / risk management

Alternative options considered are:

- 1) Do nothing/ continue with the current arrangements.
Given the evidence of continued community impacts arising from PHV and taxi drivers waiting at the roadside near the airport, this option is not recommended.
- 2) Further engage with the PHV and taxi trade to encourage drivers not to park/wait in residential roads which impact on local communities.
It is considered that it is unlikely that the Council could make a significant positive impact with this problem through further engagement with the trade.
- 3) Introduce further legal restrictions on all vehicles waiting in streets near the airport.
There is limited evidence that non-PHV or taxi drivers waiting in local roads is having negative impacts on local residents. Therefore, a restriction on all vehicles other than when approved entering or waiting in local streets is not justified by the evidence and any benefits are outweighed by the negative impacts on local residents.

Select Committee comments

None at this stage.

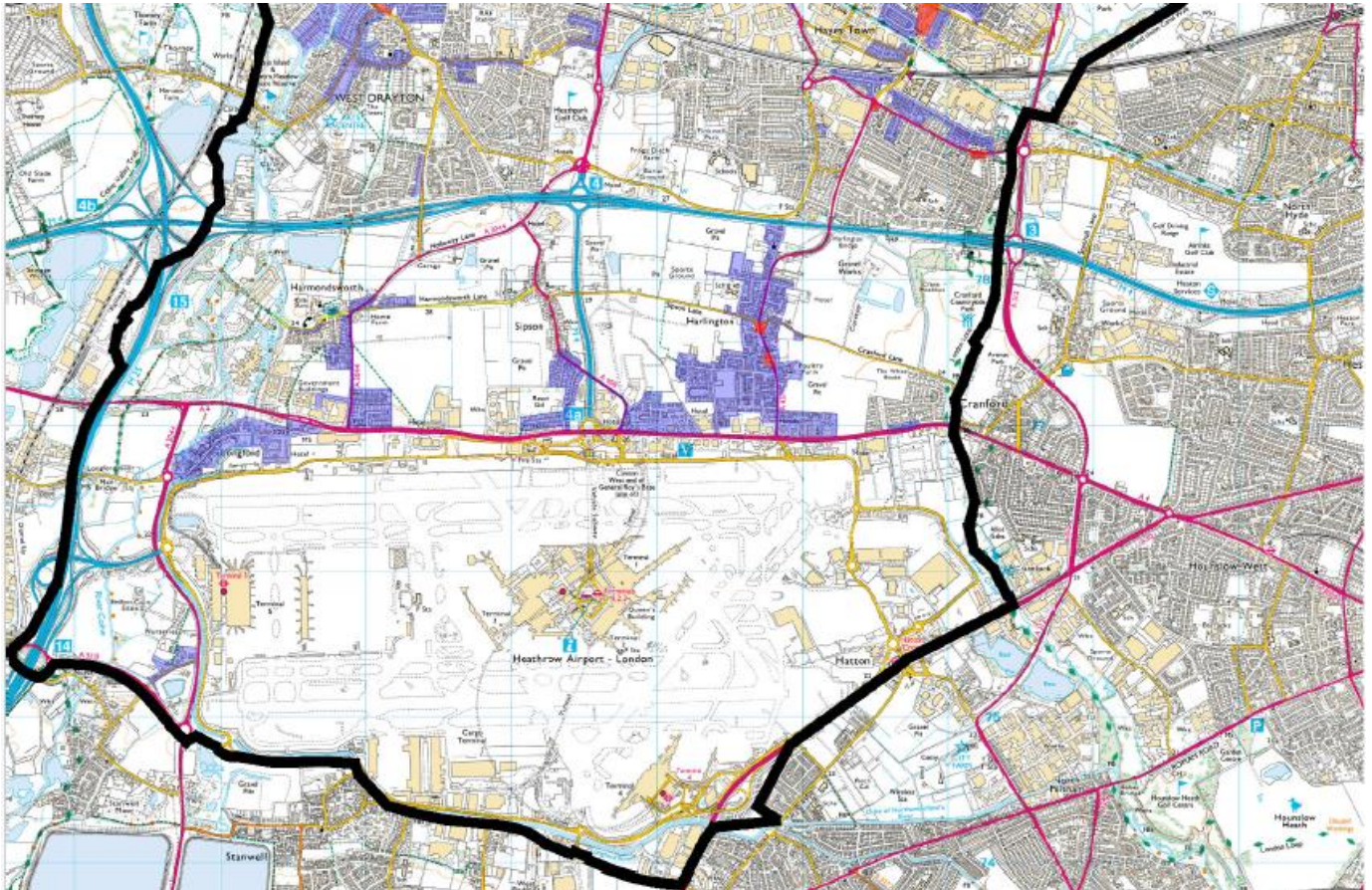
SUPPORTING INFORMATION

1. Background

- 1.1 The practice of Private Hire Vehicles (PHV's) and taxi's using residential streets in Hillingdon Borough to park and wait before collecting passengers at Heathrow Airport has increased in recent years. This has resulted in negative impacts on residents and local communities close to the airport. These impacts include inconsiderate parking, littering, urination and defecation in public places, engine idling creating pollution, noise and abusive behaviour towards residents.
- 1.2 These issues are widely shared by other areas neighbouring the Heathrow site and many have shared accounts of similar issues reported by their residents. Whilst a programme of work by the Council, Airport, Police and others has sought to reduce these negative impacts, the problems experienced by residents close to the airport persist and therefore a new approach may now be necessary to better protect residents.

2. Existing Legal Controls on Taxis and PHVs Parking or Waiting near the Airport

- 2.1 The Council has a range of controls in place which are intended to minimise the impact on local residents from people travelling to the airport. The main measures are Parking Management Schemes and Public Spaces Protection Orders (PSPO's).
- 2.2 The Parking Management Schemes (PMS) enable the Council to restrict parking in designated areas to people who are eligible for, and have obtained, the appropriate permit. The PMS close to the airport are shown in purple on the map below (the red areas indicate limited 'stop and shop' permissions apply).



- 2.3 Parking controls allow the Council to issue Penalty Charge Notices (PCNs) for parking violations, including parking in a PMS without the appropriate permit. However, for the Council to issue a PCN for contravention of a PMS restriction, by law the contravention must first be observed by a designated Civil Enforcement Officer (CEO) for a minimum of 2 minutes before a PCN can be issued. A PCN cannot be issued when the evidence of the contravention has been obtained by a local resident or a camera. As a result, a driver can choose to wait in vehicle within a PMS until a CEO arrives and then drive away before the PCN has been issued. As a consequence, these existing parking restrictions are not proving to be effective in deterring drivers from parking and waiting in the restricted areas before collecting passengers at the airport.
- 2.4 The extent to which taxis and PHVs park or wait in contravention of parking restrictions near Heathrow is most clearly demonstrated by data recorded by the Council's contracted parking enforcement service. Between February 2023 and January 2024, the Hillingdon CEO's recorded over 9000 PHV/Taxi drivers contravening parking restrictions in the four Wards nearest the airport. However, PCN's could not be issued in the majority of these cases since the driver moved away before the observation period had expired.
- 2.5 A Public Spaces Protection Order (PSPO) is in force across the whole borough and restricts behaviours that negatively impact on local communities or the environment. In addition, the Environmental Protection Act 1990 makes it a criminal offence to throw down, drop or otherwise deposit any litter in a public place which is open to the air. The Council can issue Fixed Penalty Notices for breaches of the PSPO or for littering. Evidence for

these contraventions is normally obtained by the Council's contracted Environmental Enforcement Officers who are deployed to the area daily but this evidence can also be obtained from cameras or be provided to the Council by the public. Over the last 12 months, the Council has issued 475 FPN's to PHV drivers in the Heathrow area.

- 2.6 The number of FPNs issued each month for littering or contraventions of the PSPO has remained at similar levels despite the high numbers of FPNs issued. As such, the PSPO is not effective in preventing anti-social behaviour that is impacting on the community.
- 2.7 Despite the continued presence of Council enforcement officers in the areas near Heathrow, local residents report that there are still significant numbers of PHVs and taxis waiting on the roadside, and that there are widespread problems with anti-social behaviour by the drivers of those vehicles. Heathrow Airport launched a Nuisance Parking Portal in April this year to enable local residents to notify them of problems that they are experiencing. There have been 93 reports of PHVs or taxis waiting in Hillingdon's residential streets via this portal so far. The Heathrow engagement team also receive reports from residents directly.
- 2.8 Therefore, whilst the Council does have controls in place to deal with parking and PSPO contraventions and littering, the data from the CEOs, complaints from local residents and information from Heathrow Airport show that these controls are not preventing residents from being impacted by PHVs and taxis parking and waiting in the area. These reported impacts include the loss of parking amenity to those with permits and anti-social behaviour including littering, noise and public urination and defecation by drivers.

3 Recent Developments

- 3.1 In response to the problem of PHVs and taxis parking and waiting south of the airport in the Stanwell Moor area, Spelthorne Council introduced a PSPO which prohibits PHVs and taxis waiting in that area. This PSPO took effect in late May 2024. Whilst it will take some time to establish how effective this PSPO will be in deterring PHV and taxi drivers from parking in the designated area this could displace the problematic parking in that area to other adjacent areas. One local resident has already reported an increase in PHVs and taxis waiting in their road since this PSPO was introduced.
- 3.2 There has also been a recent increase in reports of Transport for London licensed 'black cabs' waiting in local residential streets. This may be due to the introduction of new booking apps which black cabs can use. Previously, black cab drivers who wished to collect from the airport were required to use a designated queuing area to access the official taxi rank. New apps which enable people to effectively book a taxi for a very short time ahead allow taxis to wait locally for a booking before collecting in the short-term car park.
- 3.3 Both these developments are likely to exacerbate the existing problems for residents in Hillingdon.

4 Alternative Options for PHV and Taxi Drivers Collecting at the Airport

4.1 Heathrow Airport have established an 'Authorised Vehicle Area' specifically for PHV drivers. The area provides parking, refreshment, toilet and prayer facilities and is currently charged at £1 per hour. This provides PHV drivers with an option to wait to collect a passenger at a cost far lower than the opportunities available to private individuals (short-stay parking). This facility has been widely promoted amongst the PHV trade. Licensed Hackney Carriage 'Taxi's' wishing to use Heathrow Taxi Ranks must wait in the Taxi feeder park which provides parking, refreshments, toilets and prayer facilities and is currently charged at £3 and provides access to Heathrow's taxi ranks to pick up passengers at no further cost. Taxi drivers using apps, i.e. Uber, Bolt etc. are more likely to be licensed PHV drivers, and therefore could wait in the Authorised Vehicle Area before travelling to the terminal short stay car park pick up zone to collect their passenger(s).

5 Legal Options to Restrict Problematic PHV and Taxi Waiting Near Heathrow Airport

5.1 Given the continued practice of taxi and PHV drivers waiting on the roadside near Heathrow, despite alternatives being available to them and with resulting negative impacts on local residents, legal options to further restrict PHV and taxi parking/ waiting in the area have been reviewed. This is explained further in the table below.

6 Options Assessment

6.1 As outlined above, Heathrow Airport has provided PHV and taxi drivers with a dedicated waiting area for use at low cost prior to collecting passengers from the airport. Despite this, evidence shows many drivers choose to continue to wait in nearby roads. Some of those taxi and PHV drivers ignore the current parking restrictions in this area and prohibitions on anti-social behaviour despite clear signage of those restrictions where they apply. Therefore, it is appropriate for the Council to consider what actions could be taken to reduce the negative impacts on local communities.

6.2 The following options have been considered:

a) Do nothing/ continue with the current arrangements.

This option would result in the existing controls over parking and anti-social behaviour remaining in place and the Council continuing to deploy resources to enforce those restrictions in the areas known to be used by PHVs and taxis for waiting prior to going to the airport. Given the evidence of continued community impacts arising from PHV and taxi drivers waiting at the roadside near the airport, this option is not recommended.

b) Further engage with the PHV and taxi trade to encourage drivers not to park/ wait in residential roads which impact on local communities.

Information provided to the Council shows that the PHV and taxi drivers waiting in residential streets near the airport come from all over the country and therefore engagement with all relevant drivers and businesses is not practicable. There is clear signage of the current restrictions which those drivers are choosing to ignore. Heathrow Airport has undertaken extensive engagement with PHV and taxi drivers in order to discourage waiting other than in designated areas, but this has not solved the problem.

Therefore, it is considered that it is unlikely that the Council could make a significant positive impact on this problem through further engagement with the trade.

- c) Introduce further legal restrictions on all vehicles waiting in streets near the airport.
In addition to parking controls, the Council could look to prohibit any vehicle from entering or waiting on designated roads unless approved (e.g. belonging to or registered by a resident on that road). However, this approach is likely to have significant impacts on local residents, requiring them to register vehicles they wish to be allowed to access roads and potentially limiting their ability to arrange for deliveries or have visitors without pre-planning. There is limited evidence that non-PHV or taxi drivers waiting in local roads is having negative impacts on local residents. Therefore, a restriction on all vehicles other than when approved entering or waiting in local streets is not justified by the evidence and any benefits are outweighed by the negative impacts on local residents.
- d) Introduce further legal restrictions on PHVs and taxis which are likely to be effective in deterring drivers of those vehicles from waiting in designated streets.
As outlined above, the Council does have options available to it which could be utilised which would further restrict the ability of PHV and taxi drivers to wait in streets near the airport. For any new prohibitions to reduce the impact on local communities of these behaviours, it will be important that those restrictions can be effectively enforced, thereby deterring drivers from acting contrary to those restrictions. In practice, this means four criteria need to be met:
1. Since drivers will leave the area if Council officers are seen, it will be necessary to be able to identify the driver of a vehicle when that vehicle is seen to leave the area and is suspected to have contravened a legal restriction.
 2. It is not feasible to deploy resources so that there is a regular physical presence on all the roads currently impacted by this problem. Therefore, for the controls to be effective it will be necessary that evidence can be obtained by Council enforcement officers travelling by vehicle along those roads or from CCTV cameras.
 3. It should be possible to prove the contravention to the standard required to ensure enforcement actions are successful either by evidence from Council officers or from the public.
 4. The enforcement options available to the Council include the issue of a financial penalty (either as the final penalty or as an alternative to prosecution for the person suspected on committing the contravention). For the Council to prosecute a person suspected of a contravention of a legal restriction, an evidential file needs to be prepared and a court hearing scheduled. Financial penalties are a lower cost alternative, removing the burden on the Courts of administering the process, and ensuring that the matter can be concluded swiftly. The person concerned is still able to contest the contravention, either through a court hearing or independent adjudication process depending on whether the contravention is a criminal or civil law breach. Financial penalties are more suitable for less serious legal contraventions which occur frequently.

6.3 The following table assesses the legal options for further prohibitions on PHVs and taxis waiting in roads near Heathrow against the criteria above.

Legal Option	Would enable the Council to require the registered keeper of the vehicle to identify the driver at the time of the contravention?	Enforceable through evidence from mobile officers or CCTV evidence alone?	Enforceable with evidence from a member of the public?	Enforceable through financial penalty option?
PSPO	Yes. By virtue of the Greater London Council (General Powers) Act 1972, section 17 the Council has the power to require the owner of a vehicle to provide details of the driver or person in charge of a vehicle at the time an offence was committed. Failure to do so is an offence.	Yes. A contravention of the prohibition evidenced through images from a CCTV camera or by a witness statement would be actionable.	Yes. If a member of the public provides evidence of the contravention in a witness statement, the Council would be able to take enforcement action.	Yes.
Traffic Regulation Order (TRO)	Yes. Legislation makes the registered keeper of the vehicle concerned liable for contraventions of road traffic orders.	No. Legislation prevents camera based enforcement of a TRO prohibiting parking or waiting and limits enforcement by officers when the vehicle drives away before the officer has observed the contravention for a specified time.	No. Legislation prevents the enforcement of a TRO through evidence from a member of the public.	Yes.
Bye Law	Yes. By virtue of the Greater London Council (General Powers) Act 1972, section 17 the Council has the power to require the owner of a vehicle to provide details of the driver or person in charge of a vehicle at the time an offence was committed. Failure to do so is an offence.	Yes. A contravention of the prohibition evidenced through images from a CCTV camera or by a witness statement would be actionable.	Yes. If a member of the public provides evidence of the contravention in a witness statement, the Council would be able to take enforcement action.	No. A byelaw may require confirmation by the Secretary of State and the financial penalty is limited to a prosecution with a level 2 - £500

6.4 On the basis of the options assessment outlined above, the introduction of a PSPO which prohibits PHVs and taxis from waiting in designated areas would be likely to act as a

deterrent to PHV and taxi drivers and reduce the negative impacts of this behaviour on local communities.

7 Legal Framework for PSPOs

- 7.1 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.
- 7.2 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.
- 7.3 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.
- 7.4 Local Authorities are required to undertake consultation when considering whether to introduce a PSPO. Consultation should include the Police, Mayor of London, owners or occupiers of land within the affected area (where reasonably practicable), and appropriate community representatives.
- 7.5 Consultation on a draft PSPO to address problematic PHV and taxi waiting in specified areas would need to establish:
- a) How the presence of PHV drivers affects the quality of life in the area: For example do they take up all the parking spaces, create litter etc.
 - b) Are the activities time sensitive or seasonal? Is there any time of the day when their presence is more disruptive - i.e. vehicles waiting late at night / early morning for a fare?
 - c) The areas that are used by drivers and whether there has been an increased presence following the recent PSPO by Spelthorne Council.
- 7.6 The consultation would need to explain why it is considered necessary to introduce a PSPO when the existing area is subject to residents parking restrictions and the current PSPO covers anti-social behaviour. The Council would need to show that additional powers are needed to deal with the problems caused by the drivers.
- 7.7 As a public authority, the Council needs to ensure that all its strategies, policies, services 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.

- 7.8 Evidence from the consultation and EIA will need to be weighed up before authorities can determine whether or not it is appropriate and proportionate to introduce a PSPO at all, and if so, whether the draft proposals are suitable. It will also help the Council determine the appropriate scope of the Order and any exemptions (for example times of the day when a behaviour may be prohibited), the area covered by the restrictions, the potential impact of the proposals and any necessary mitigation measures and how each of the restrictions meets the legal test.
- 7.9 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.

8 Financial Implications

Implementation of the recommendations in the report, introducing a Public Spaces Protection Order prohibiting Private Hire Vehicles and taxis waiting near Heathrow airport should result in a revenue neutral impact.

The cost of the Council's enforcement contractors continues to be funded from income generated via the issue of Fixed Penalty Notices. The income from additional fines from PSPO work in the Heathrow area should offset any additional cost of enforcement.

Any impact on costs and income generated via the issue of fines will be reported as part of the budget monitoring cycle and subsequently considered via the next refresh of the Council's MTFP planning process.

RESIDENT BENEFIT & CONSULTATION

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

- 9.1 The introduction of a PSPO which is effective in reducing problematic behaviour of PHV and taxi drivers would have significant benefits for residents living near Heathrow. It would reduce the anti-social behaviour that is evidenced by the reports made to us by residents, leading to cleaner streets. It would also release parking spaces for use by local residents which are currently often occupied by PHVs and taxis waiting to collect passengers from the Airport.
- 9.2 The introduction of further measures which reduce problematic behaviour of PHV and taxi drivers may also release Council resources which are currently deployed to deter these behaviours so those resources can be utilised to resolve the benefit of other local areas in the Borough.

9.3 The recommended consultation process and completion of an equality impact assessment informed by responses to that consultation will provide further information on the benefits for local residents.

10 Consultation carried out or required

10.1 No consultation exercise has been undertaken at this time. This report proposes that a public consultation is commenced to inform the final decision on whether to introduce further controls to deter PHV and taxi waiting near Heathrow.

CORPORATE CONSIDERATIONS

Corporate Finance

Corporate Finance has reviewed this report and concurs with the Financial Implications set out above, noting there are no direct financial implications associated with the recommendation in this report. Furthermore, it is noted that if the introduction of the Public Spaces Protection Order is implemented after the consultation, it is expected that the income from the additional fines will offset the additional costs of enforcement, the impact of additional costs and income generated will be monitored as part of the regular monthly budget monitoring process and as part of the wider MTFF budget setting process.

Legal

As explained in the report, the Council continues to receive complaints about PHV's and taxis taking up parking spaces in residential streets close to Heathrow Airport, despite parking being confined to those with resident permits. This parking not only inconveniences residents but also results in antisocial behaviour including littering, urination, defecation and abusive behaviour. The Council has issued 475 FPN's to Private Hire Drivers over the last 12-month period.

It is confirmed that a PSPO could be introduced in the Heathrow area to counter these problems where the Council is satisfied, following a public consultation, that the activities being complained of are having a detrimental effect on the quality of life in the area, that these activities are of persistent or continuous nature making them unreasonable thereby justifying their prohibition. Section 72 of the Antisocial Behaviour, Crime & Policing act 2014 sets out the consultation procedures and, in order to ensure that all parties affected by the potential PSPO are able to participate, specific efforts should be made to consult with drivers by placing consultation notices on lampposts in streets affected by the proposed PSPO. This will ensure that the consultation is fair and inclusive in accordance with caselaw. Further, more detailed legal advice will be given when this matter returns to Cabinet following the public consultation.

BACKGROUND PAPERS

Papers from the Heathrow Area Transport Forum and Special Interest Group on parking can be seen here- <https://www.hatf.org.uk/2024-meetings/>

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PROPOSED 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"):

1. 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
2. The Order may be cited as the (Private Hire Vehicle and Taxi) Public Spaces Protection Order ("the Order") and came into force on ***** for a duration of 3 years
3. The effect of the Order is to impose the following conditions on the use of the land:

Conditions in the Order which are prohibitions:

1. A person in charge of a motor vehicle being utilised as a taxi, private hire vehicle, chauffeur vehicle or any other type of vehicle used for hire or reward purposes will be guilty of an offence if the park and/or wait within the restricted area described in the schedule below unless:
 - a. The person in charge of the motor vehicle is either collecting or dropping off a passenger/passengers from within the exclusion area, or;
 - b. The person in charge of the motor vehicle resides within the restricted area, or;
 - c. The business operating the motor vehicle (i.e. Taxi/PHV operator) is based within the restricted area and the offence has taken place within the vicinity of the business premises.

Penalty

A person who fails without reasonable excuse to comply with condition 1 above commits an offence under section 67 of the Act and is liable on summary conviction to a fine not exceeding level 3 on the standard scale or fixed penalty notice of a maximum £100.

Any authorised officer may issue a fixed penalty notice to anyone he/she has reason to believe has committed an offence under section 67 of the Act in relation to this order.



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Schedule of the restricted areas:

Wards – Heathrow Villages, Pinkwell and West Drayton. Map attached.

General

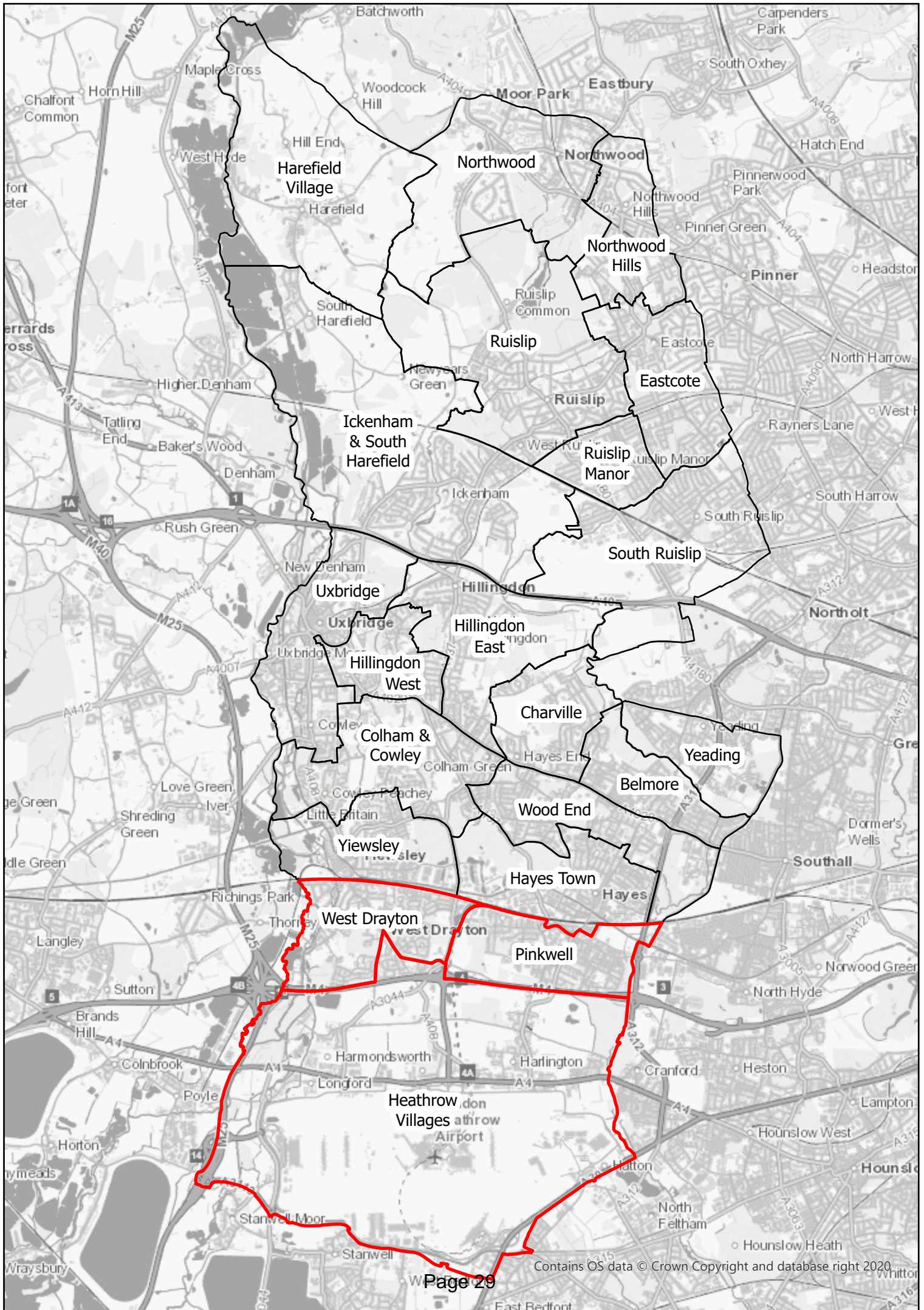
An authorised officer means a Local Authority Employee, a person designated by the Local Authority, a Police Officer or Police Community Support Officer. The Council is satisfied that the conditions set out in sections 59, 64 & 72 of the Act have been satisfied and that it is in all the circumstances 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.

Signed:.....

Designation:

(The officer appointed for the purpose)

Date:



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CARERS' STRATEGY DELIVERY PLAN UPDATE

Cabinet Member(s)	Cllr Jane Palmer
Cabinet Portfolio(s)	Health and Social Care
Officer Contact(s)	Gary Collier – Adult Social Care and Health
Papers with report	Appendix 1: Carers Strategy Delivery Actions Influences Appendix 2: Joint Carers Strategy Delivery Plan Actions

HEADLINES

Summary	This report highlights to Cabinet the key developments in delivering the 2023/24 Carers Strategy Delivery Plan and identifies priorities for 2024/25.
Putting our Residents First Delivering on the Council Strategy 2022-2026	<p>This report supports our ambition for residents / the Council of:</p> <ul style="list-style-type: none"> • Live active and healthy lives. • Staying independent for as long as they are able. <p>This report supports our commitments to residents of:</p> <ul style="list-style-type: none"> • Thriving, Healthy Households <p>This report also supports the delivery of:</p> <ul style="list-style-type: none"> • 2022 – 2025 Joint Health and Wellbeing Strategy. • 2023 – 2025 Better Care Fund Plan.
Financial Cost	There is £1,163k funding to support carers included within the Better Care Fund. There are no additional financial costs arising from this report.
Relevant Select Committee	Health and Social Care
Relevant Ward(s)	All

RECOMMENDATION

That Cabinet notes highlights against the Carers' Strategy delivery plan activity for 2023/24 and the priorities for 2024/25.

Reasons for recommendation

1. The purpose of this report is to highlight to the Cabinet the key developments in delivering the 2023/24 Carers Strategy Delivery Plan and the priorities for 2024/25.

Alternative options considered / risk management

2. None.

Select Committee comments

3. The Health and Social Care Select Committee discussed the Carers' Strategy at its meeting on 24 July 2024. Members were encouraged to see that the consultation on the Strategy has prompted positive changes with regard to accessibility of language used. They were also pleased to note that the Hillingdon Carers Partnership had been providing an effective single point of contact for support and advice for carers for several years as required under the Carer Support Services contract with the Council. The Committee recognised that the Hillingdon Carers Partnership had been hugely successful in putting the voice of carers at the heart of everything that it does, which has helped it to secure significant funding to support its work with carers. This has both enabled the partnership to adapt to the changing needs of carers as well as to manage the increasing demand for its services.
4. Whilst it is recognised that there is a legal requirement for carers assessments to be undertaken before direct support can be provided by the Council, the Committee also noted that this can put additional pressure on carers and the high numbers of carers declining assessments is noted. The Committee looks forward to receiving further information on the learning that is being sought from other local authorities that have higher numbers of carers assessments to see if there is any learning that can be applied in Hillingdon.

SUPPORTING INFORMATION

5. This report is structured as follows:
 - A. Strategic Context
 - B. 2023/24 Delivery Plan Update Highlights
 - C. 2024-2025 Carer Support Priorities

A. Strategic Context

6. Unpaid carers play an important role in our society. They provide vital care, and many carers derive satisfaction and pride from their roles. However, caring can come at a personal cost to carers in terms of their own health, financial situation, employment position and personal independence. In Hillingdon, we want to enable our residents to recognise and identify their role as a carer so that they know where to access the right support to enable them to continue in their caring role for as long as they are willing and able to do so.
7. There are three main sources of information about the numbers of carers in Hillingdon and these are:
 - *The 2021 census*: This is the main source of data about carers in Hillingdon. It showed that there were 22,465 people who identified themselves as carers in March 2021 when the census took place. This was an unexpected drop from 25,905 identified from the 2011 census and reflects the national picture. The Office of National Statistics (ONS) has identified that the co-occurrence of coronavirus lock-down arrangements as well as changes to the questions asked may have influenced how people perceived and

managed their provision of unpaid care, and therefore may have affected how people chose to respond. The tables below provide an age-breakdown and comparison with the 2011 census.

Age Breakdown of Carers in Hillingdon 2011 and 2021 Censuses Compared		
Carer Age Group	2011 Census	2021 Census
0 - 24	2,569	1,875
25 - 64	18,676	16,625
65 +	4,660	3,965
TOTAL	25,905	22,465

Age Breakdown of Carers in Hillingdon 2021 Census Young and Young Adult Age Breakdown	
Carer Age Group	Number
5 - 18	660
19 - 24	1,215
25 - 64	16,625
65 +	3,965
TOTAL	22,465

- *The Carer Register:* The Carer Register was established by Carers' Trust Hillingdon and is maintained by them. Registration by carers is entirely voluntary but is a key route by which information can be targeted by Carers' Trust. There were 1,453 young carers and 5,193 adult carers registered on 31st March 2024, which compares with 1,187 young carers and 4,790 adult carers registered on 31st March 2023. This is positive in that it both enables relevant information to be targeted to carers but also enables partners to obtain a greater understanding about the needs of carers in the borough.
 - *Short and long-term (SALT) return:* This is the annual return that the Council is required by law to provide to NHS Digital about people supported (including carers) under its Care Act responsibilities. The return for 2023/24 showed that 590 carers received support from the Council during that year. The main need being supported by this group of carers is learning disability (41%) followed by personal care need related to physical disability (33%).
 - *Carers Allowance recipients:* This benefit is available to people providing 35 hours of unpaid care a week or more to a severely disabled person. People providing this level of care are most vulnerable to experiencing a deterioration in their own health and wellbeing without support. Data published by the Department for Work and Pensions showed that in November 2023 (the most recent period for which data is available) there were 4,125 people entitled to receive Carers Allowance (CA) and 4,125 in payment, which represented an increase of 23.5% since 2018. However, the value of CA as an indicator of the number of carers is limited as the 2021 census identified 9,105 carers delivering 35 hours of care or more a week, which suggests that there are a significant number of carers who do not qualify for this additional benefit.
8. Data from the National Carers' Survey commissioned jointly by the Department of Health and Social Care (DHSC) and Care Quality Commission (CQC) undertaken in November

2023 provides some qualitative information about adult carers already known to the Council who completed the survey. This survey was commissioned by the Department of Health and Social Care (DHSC) and the Care Quality Commission (CQC) and the data sample, which is carers who received a carer's assessment in the previous twelve-month period, and collection methodology are determined nationally.

9. 563 of Hillingdon's adult carers were sent a survey questionnaire and 30% (170) were returned, which was considered to be statistically valid by DHSC and CQC. The survey return rate was lower than in 2021/22 (34%) and also lower than the mean for other English local authorities with Adult Social Services responsibilities (32.2%). Cabinet may wish to note that the survey identified that the percentage of carers able to take a break away from caring for more than 24 hours (34%) was higher than in 2021/22 (20.6%) and also higher than the mean for England of 16.7%, which indicates that Hillingdon's carers are better supported. London and North West London comparisons will not be available until October 2024. The survey is scheduled to be repeated in November 2025.
10. The main actions identified from the survey results are unchanged from the 2021/22 survey and include:
 - *To explore expansion of Personal Budgets for carers, including as Direct Payments:* The number of carers in receipt of Direct Payments has increased over 2023/24 compared to 2022/23 but is still comparatively low (please see paragraphs 14 and 15).
 - *To work with care home providers to develop flexible short-break options for carers:* Care home providers are reluctant to accept respite placements for less than two weeks, which does not suit many carers. Officers are working on solutions, but these will take time to deliver.
 - *To continue to develop the range of social opportunities for carers, including peer support groups:* Hillingdon Carers Partnership has been very successful at developing a range of social opportunities for carers that provide breaks from caring (please see paragraph 35).

Carer Support Offer Summarised

11. Cabinet is reminded that the main offer of support to young and adult carers in the borough comes through the Carer Support Service contract between the Council and Carers Trust Hillingdon and Ealing (CTHE), which is the lead organisation for the Hillingdon Carers' Partnership. The latter is a consortium of local third sector organisations that has been created to support carers in the borough. In addition to Carers' Trust, the consortium includes the Alzheimer's Society, Harlington Hospice (including their homecare arm called Harlington Care) and Hillingdon Mind. The funding for this service, i.e., £670k, is included in the Better Care Fund (BCF).

Carers Strategy Group

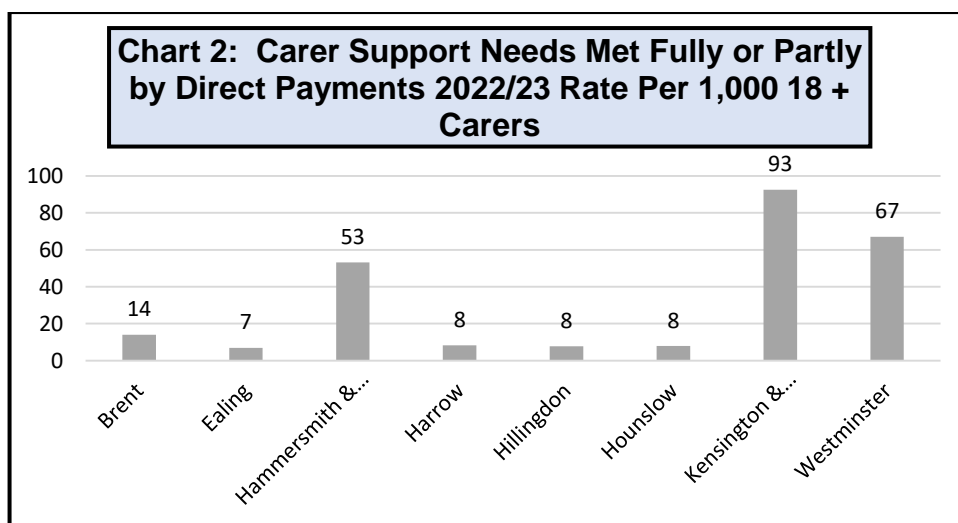
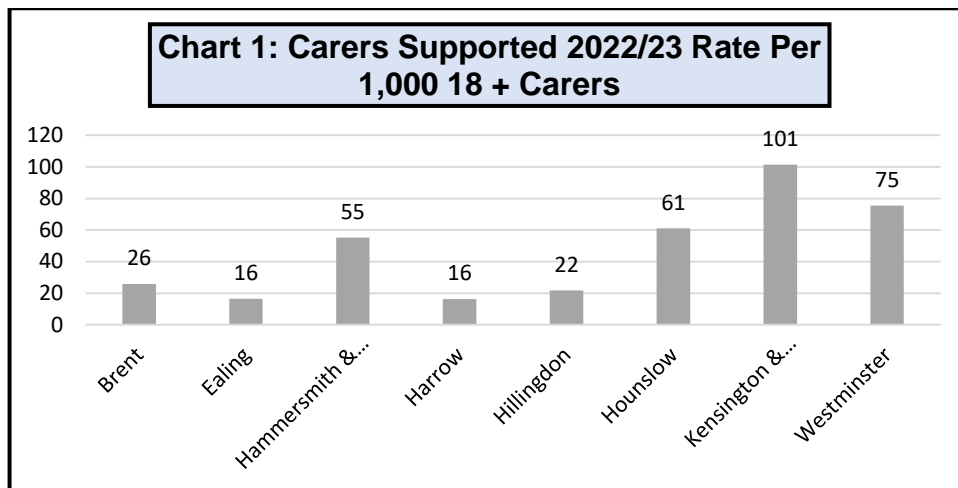
12. The multi-agency Carers' Strategy Group (CSG), which is chaired by the Council, has responsibility for overseeing the development and delivery of the Joint Carers Strategy. Membership of the group includes carer representatives in their capacity as experts by experience.

2023/24 Challenges

13. The challenges for carers previously reported to Cabinet have not significantly changed and include:
- The increase in the number of carers experiencing mental health issues seen during the pandemic continued during 2023/24 and can be seen by the number of carers accessing Hillingdon's Mind Family Support Service, which increased from 83 in 2022/23 to 207 in 2023/24.
 - Financial implications of being a carer, e.g., loss of employment income, being exacerbated by the cost of living crisis.
 - Impact on physical health of carers not taking a break (or not being able to take a break) from their caring responsibilities during the pandemic. This may be a contributing factor to an increase in the number of permanent admissions to care homes seen in 2023/24.
 - Convergence of pressures on mental health of carers from caring role, anxiety about financial concerns and impact on physical health.

Current Performance Information

14. Cabinet is reminded that there are no comparative metrics in respect of young carers. There are two key sources of comparative data in respect of adult carers. One of these is the carer quality of life measures within the Adult Social Care Outcomes Framework (ASCOF), which is tested via the National Carer Survey referred to earlier in this report. The second source is the national short and long-term (SALT) services return that all local authorities with adult social services responsibilities are required to complete annually. There is always a long time lag between submission of data and the publication of national reports to allow for benchmarking.
15. Consequently, the most recent comparative data is for 2022/23. Chart 1 shows Hillingdon's position in comparison with other NWL boroughs. This shows a higher rate of carers supported in Kensington & Chelsea, Westminster, Hounslow, and Hammersmith & Fulham than Hillingdon. Except for Hounslow and as shown in chart 2 below, these boroughs have much higher actual numbers of carers having their assessed support needs met wholly or partly by Direct Payments.



16. Cabinet is asked to note that the data in chart 1 is based on SALT definitions and does not, for example, reflect the carers supported by the Hillingdon Carers Partnership under the Carer Support Service contract. It also does not take into consideration carers who benefit from an adult social care service provided to the cared for person. There is, however, a piece of work to be undertaken to identify if all NWL boroughs are counting carers supported in the same way and also whether there is learning from neighbouring borough practice that could be adopted locally. Cabinet can see in **Appendix 2** that increasing the numbers of carers receiving their support via a DP is one of Hillingdon's priorities for 2024/25 and Members may wish to note that numbers increased from 170 in 2022/23 to 198 in 2023/24.
17. The higher numbers of carers supported by the local authorities referred to in paragraph 14 means that by implication they have higher numbers of carers assessments being completed. There are currently no national measures in respect of carers assessments and officers will be discussing with other NWL boroughs scope for agreeing a measure based on the rate of assessments per 1,000 adult carers. Carers assessment practice in other boroughs will also be investigated to see if there is any learning that could be applied in Hillingdon.

B. 2023/24 Delivery Plan Update Highlights

18. This section includes delivery plan updates additional to what was reported to Cabinet in December 2023. Actions are aligned to the outcomes in the draft Joint Carers Strategy.

Outcome 1: Carers are identified, recognised and able to make a positive contribution.

19. **Re-establish carer leads in six GP Primary Care Networks (PCNs).** *Completed (Green)*. The report considered by Cabinet in December reported that the number of practices with GP leads had reduced to 33. Since that report, all 41 practices that are members of The Confederation have identified leads.

Carer Leads in GP Surgeries: The Role Explained

Key tasks include:

- Proactively identifying and supporting Carers, many of whom do not see themselves as Carers;
- Ensuring that a surgery Carer Register is maintained and updated regularly;
- Ensuring the practice provides active signposting to the Hillingdon Carers Partnership;
- Ensuring that standardised packs of information for Carers are available within the waiting room;
- Feeding into the Confederation and its partners, e.g., Hillingdon Carers Partnership and the CCG, any gaps in provision or requirements to help practices to support Carers further;
- Working with colleagues in the practice to provide enhanced access and flexibility of appointments for Carers;
- Considering how else the practice might facilitate improved carer-health – monthly Carer Health checks for example;
- Attending any training/information sessions that relate to the support of Carers within General Practice.

20. **Hillingdon Hospital: Ensure that the Cerner electronic patient record (EPR) system is developed so that asking if a patient has a carer or is a carer is a mandatory aspect of assessment and triggers appropriate care planning (if possible and where appropriate).** *Slippage (Amber)*: This is part of a large digital technology project and full implementation is expected to be completed by the end of 2024/25.

Outcome 2: The physical and mental health and wellbeing of carers is supported.

21. **Hillingdon Hospitals: Ensure that the Patient Advice and Liaison Service (PALS) has the necessary information and resources to signpost carers and patients with carers to access support.** *Completed (Green)*: A mechanism has now been put in place to ensure that stocks of the *Are you a carer?* booklet are maintained.

Achievements

22. Partner achievements during the review period that are in addition to the specific actions within the 2023/24 delivery plan are highlighted below for Cabinet's consideration.

Council Achievements

23. **Carers Assessments (Adults)**: There were 875 carers' assessments undertaken in 2023/24, which includes 244 assessments completed by Carers' Trust. This compares to 851 assessments in 2022/23 and 286 assessments undertaken by Carers' Trust. Triage assessments are much shorter than the full assessment and are used by Carers' Trust to help a carer identify whether they are likely to receive support from the Council, which would only be obtainable following a full assessment. In 2023/24, Carers' Trust referred 35 carers to the Council for a full assessment.
24. Nearly 84% of carers assessments for adult carers were declined in 2023/24, which reflects the pattern of previous years. At the November 2023 meeting, the Health and Social Care Select Committee requested that officers look into this in more detail and the intention is to review Hillingdon's experience from a broader NWL perspective. Cabinet is reminded that reasons given previously for declining an assessment include people who consider that the assessed care package for the person they are caring for sufficiently addresses their needs; people not wanting to identify themselves as carers, and those who feel that the services available through the Hillingdon Carers Partnership meet their needs.
25. Options for making the assessment form more accessible for carers are being explored and a task and finish group has been established to take this forward; however, it should be noted that the key purpose of the form is to identify whether a person meets the national eligibility criteria for carers, which therefore impacts on the extent to which it can be simplified. Carers who do not wish to go through the carer assessment process may still access the universal services provided under the Carer Support Service contract previously mentioned. This is also the case with carers assessed as not meeting the national eligibility criteria for carers.
26. **Respite and other carer-related service provision**: During 2023/24, 4,789 carers were provided with respite or another carer service at a cost of £2,442k. This compares to 3,970 Carers being supported at a cost of £2,004k during 2022/23. This includes bed-based respite and home-based replacement care funded arranged via the Council as well as supported provided through the Carer Support Service contract and other voluntary sector provided services. It also includes directly purchased services via Direct Payments.
27. The Committee may also wish to note that 2023/24 saw an increase in the number of carers receiving Direct Payments in their own right to address all or part of their assessed needs from 170 in 2022/23 to 204.

More About Direct Payments

With Direct Payments, the Council's financial contribution to meeting assessed social care needs is paid directly to the eligible person either in the form of a pre-paid card or directly into a bank account. This gives the eligible person more flexibility and control to directly employ their own care workers or a personal assistant who will, for example:

- Be the same person and be available when required.
- Speak the same language.
- Understand cultural and/or religious needs.

Hillingdon Carers' Partnership Achievements

28. The section of the report summarises some of the achievements of the Hillingdon Carers Partnership in 2023/24. It is important to note that these achievements relate to activity and targets funded through the Carer Support Service contract.
29. ***New carers registered:*** 910 new adult carers joined the carers register during 2023/24 against a target of 750 and 438 left. 321 new young and young adult carers joined the register in 2023/24 against a target of 50 and 55 left.
30. ***Additional income for carers raised:*** £1,590,549 carer-related benefits were secured against a target of £500k, which benefitted 233 Hillingdon families. This is the largest amount secured in a single year since the start of the Carer Support Service contract in 2016.
31. ***Replacement care:*** 106 adult carers were supported with 8,440 hours of replacement care received by adult carers against a target of 7,000 hours to 120 carers.
32. ***Short breaks (adult carers):*** 2,596 breaks from caring against a target of 1,000 were provided through carer cafés, trips (e.g., visits to arts, crafts, and cultural activities), social groups, and workshops.
33. ***Short breaks (young and young adult carers):*** In 2023/24, there were 2,596 individual breaks from caring, including:
 - 4 residential weekends away for 56 young people.
 - 29 different activity sessions as part of CTH school holiday programme.
 - 104 Young Carer and Young Adult Carer Club sessions.
 - 4 whole family trips attended by 144 family members.
34. ***Psychotherapeutic and family support:*** Via Hillingdon Mind, 91 carers in 2023/24 received psychological crisis counselling support and 207 carers received family support.

35. **Outreach events:** 43 outreach events were held in 2023/24. At its meeting in November 2023, the Committee expressed an interest in receiving more information about the outreach work undertaken by the Hillingdon Carers Partnership. HCP partners will be present at the July meeting and will be able to address any queries that the Committee may have.
36. **External funding attracted to support carers:** In 2023/24, £827k additional funding was secured from external funders, i.e., not local statutory organisations, against an annual target of £100k, and this included £530k from the Big Lottery for adult carers and £189k to support young carers from the Henry Smith Charity, which is an independent charity founded in 1628 to combat disadvantage and poverty.

CNWL Community Adult Mental Health Service Achievements

37. **Triangle of Care roll out across community mental health teams:** £40k was provided by CNWL to fund a post with Hillingdon Mind to support the roll out of the Triangle of Care model (see below) and facilitate CNWL accreditation by Carers Trust UK. The new Carers Engagement Lead started in January 2024 and in the period to 30th June 2024 63 carers of people with mental health needs were referred.

Triangle of Care Expanded

There are six standards to the Triangle of Care, and these are:

1. Carers and the essential role they play are identified at first contact or as soon as possible thereafter.
2. Staff are '*carer aware*' and trained in carer engagement strategies.
3. Policy and practice protocols re: confidentiality and sharing information, are in place.
4. Defined post(s) responsible for carers are in place, e.g., Carers' leads or champions.
5. A carer introduction to the service and staff is available, with a relevant range of information across the care pathway, e.g., an introductory letter from the team or ward explaining the nature of the service provided and who to contact.
6. A range of carer support services is available.

38. **Mental health carer welcome pack:** CNWL and Hillingdon Mind coproduced a new information pack with mental health carers, i.e., carers supporting people living with serious mental illness. The purpose of the pack is to provide mental health carers with the information they need to navigate statutory services as well as making them aware of the support available from third sector organisations.

C. 2024/25 Carer Support Priorities

39. Key influences for actions within the strategy delivery plan and supporting 2024/25 priorities are summarised in **Appendix 1**.
40. Priorities for 2024/25 that extend beyond business as usual can be found in **Appendix 2**.

Financial Implications

41. This strategy commits a total cost of £1,164k in 2024/25. This is fully funded by the Better Care Fund and is reflected in the draft agreement under Section 75 of the NHS Act 2006 between the Council and North West London Integrated Care Board. The Section 75 is a separate item on the agenda for the September Cabinet meeting.
42. The breakdown of committed cost and BCF funding is summarised in the tables below.

Funding to Support Carers Included in the BCF			
Financial Year	LBH (£)	NHS (£)	Total (£)
2024/25	670,907	492,628	1,163,535

Carer Support Services in the BCF			
Service	LBH	ICB	TOTAL
Care Support Service	670,907	0	670,907
Carer Support Worker	0	19,093	19,093
<i>Are you a carer?</i> leaflet	0	1,000	1,000
Dementia Resource Centre	0	200,000	200,000
Support for carers, inc respite	0	88,196	88,196
LD Respite	0	184,339	184,339
TOTAL	670,907	492,628	1,163,535

RESIDENT BENEFIT & CONSULTATION⁴

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

43. The Carers Strategy Delivery Plans demonstrate to residents and carers in Hillingdon the shared commitment to supporting carers across the Council, the NWL Integrated Care System and other partners, and the shared accountability to improving services for carers.

Consultation carried out or required

44. Carers' Trust Hillingdon and Hillingdon Health and Care Partners have been consulted on the content of this report. Consultation on the draft strategy has been supportive of the intended outcomes and delivery proposals. The main feedback has been about the accessibility of some of the language used and this will be addressed in the final strategy document.

CORPORATE CONSIDERATIONS

Corporate Finance

45. Corporate Finance have reviewed this report and note that there are no direct financial implications associated with the recommendation in this report. Furthermore, it is noted that the support to Carers is funded through the Better Care Fund, with £1,164k being available to support this group in 2024/25, which is included in the approved budget for the Council.

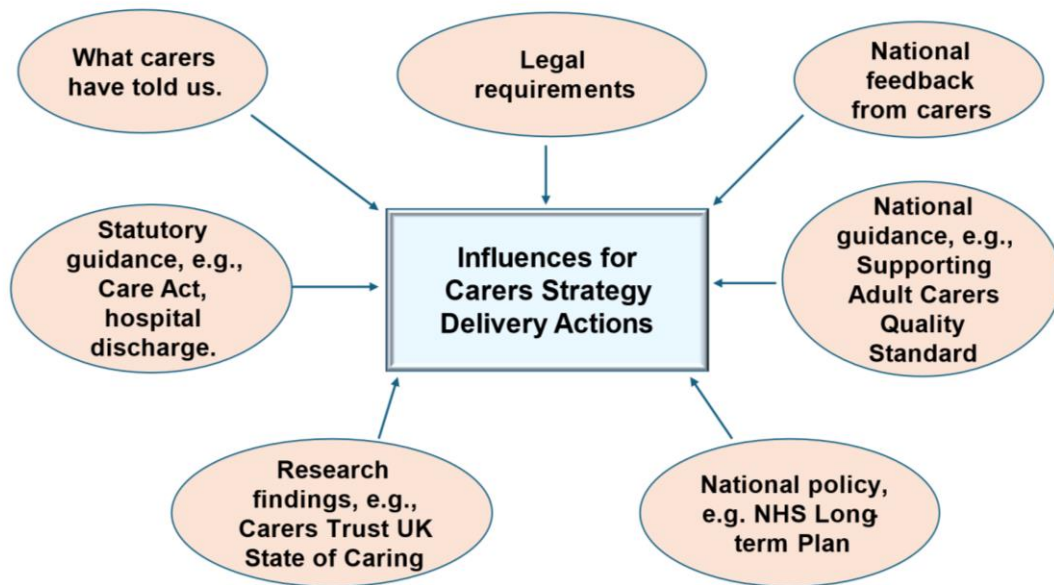
Legal

46. Legal Services confirm that the Council is responsible for the functions addressed in this report under various statutory provisions, including sections 4, 10, 20, 60, 62, 63, and 64 of the Care Act 2014, and sections 17ZA, 17ZC, 17ZD and 17ZF of the Children Act 1989.
47. There are no legal impediments directly arising from the recommendation set out in this report. Whenever necessary, legal advice is given in relation to specific issues as they arise to ensure that the Council always meets its legal obligations.

BACKGROUND PAPERS

[2022-2025 Joint Health and Wellbeing Strategy](#)

Carers Strategy Delivery Actions Influences



Joint Carers Strategy 2024/25 Delivery Plan

Key	
CTH	Carers Trust Hillingdon
HCP	Hillingdon Carers Partnership
LBH	London Borough of Hillingdon
THH	The Hillingdon Hospitals Trust

More About the Accelerated Reform Fund

This is non-recurrent government funding to support innovation projects developed collaboratively with others such as the NHS, care providers, voluntary and community sector groups to support priority groups such as unpaid carers.

Outcome 1: Carers are identified, recognised and able to make a positive contribution.		
	Activity	Lead Organisation
1.1	Implement the Carers Card Plus + project funded through the Accelerating Reform Fund for Adult Social Care	LBH/CTH
1.2	Expand the number of GP practice members of The [GP] Confederation with identified carer leads.	The [GP] Confederation
1.3	In consultation with adult carers and parent carers, review needs assessment process to simplify it as much as possible.	LBH
1.4	Make changes to the new electronic patient record system at Hillingdon Hospitals to support identification of carers.	THH
1.5	Continue the roll out of ' <i>open visiting</i> '* across wards at Hillingdon Hospitals.	THH

**Open visiting* refers to the principle of unrestricted visiting hours in a hospital setting to enable carers, relatives, and friends to visit at any time.

Outcome 2: Carers have access to quality information and advice at any point in their caring journey and know where to find this.

	Activity	Lead Organisation
2.1	Include information about support for carers on web pages of 100% GP practice.	The Confederation
2.2	Develop a programme to ensure that information and advice is accessible to Hillingdon's diverse communities.	CTH

Outcome 3: The physical and mental health and wellbeing of carers is supported and have a life alongside caring.

	Activity	Lead Organisation
3.1	Retender the Carer Support Service contract to comply with procurement regulations and secure service stability for up to eight years.	LBH
3.2	Explore options for increasing the percentage of adult carers supported by the Council having needs met via Direct Payments.	LBH

Outcome 6: Young carers are supported from inappropriate caring and provided with the support they need to learn, develop, and thrive and enjoy being a young person.

	Activity	Lead Organisation
6.1	Working with young carers, review the young carer assessment process to ensure that it is fit for purpose.	LBH
6.2	Increase the number of schools participating in a young carer recognition programme.	CTH
6.3	Support schools to develop their own support provision for young carers.	CTH
6.4	Develop and deliver support sessions in school for the most disadvantaged young carers, e.g., those caring for a parent with mental ill health and/or substance misuse.	CTH

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REVIEW OF STATEMENT OF GAMBLING POLICY

Cabinet Member(s)	Councillor Eddie Lavery
Cabinet Portfolio(s)	Residents' Services
Officer Contact(s)	Daniel Ferrer, Licensing
Papers with report	Appendix A - Listing of proposed policy changes Appendix B - Draft Statement of Gambling Policy Appendix C - Equality Impact Assessment

1.0 HEADLINE INFORMATION

Summary	<p>The Council's Statement of Gambling Policy is being reviewed in accordance with legislative requirements and the Council's objectives.</p> <p>This report seeks Cabinet approval to undertake a six-week public consultation on the updated draft of this Policy.</p> <p>The Statement of Gambling Policy is deemed as 'Policy Framework' under the Council's Constitution and so requires approval by full Council.</p>
<p>Putting our Residents First</p> <p>Delivering on the Council Strategy 2022-2026</p>	<p>This report supports our ambition for residents/the Council of: An efficient, well-run, digital-enabled council working with partners to deliver services to improve the lives of all our residents</p> <p>This report supports our commitments to residents of: Modern, Well-Run Council</p>
Financial Cost	The resources required for the consultation will be managed within existing revenue budgets.
Relevant Select Committee	Residents' Services Select Committee.
Relevant Ward(s)	All

2.0 RECOMMENDATIONS

2.1 That the Cabinet:

- a) Agrees to a public consultation for the draft Statement of Gambling Policy to take place between 13th September 2024 and 25th October 2024.
- b) Notes that a further report will be submitted to Cabinet, post consultation, highlighting any consultation responses for Cabinet to consider for inclusion in the final policies.
- c) Notes that the Statement of Gambling Policy is then required to be referred to the full Council for adoption as a policy framework document.

Reasons for recommendation

- 2.2 The review of the Statement of Gambling Policy and the accompanying consultation support effective and efficient delivery of licensing functions, in accordance with legislation and the Council's objectives and allow for stakeholder views to be taken into account.

Alternative options considered/risk management

- 2.3 To not review the Policy nor undertake a consultation. If the policy was not reviewed and consulted on as required, then the Council would not meet its statutory obligations in this respect and legal challenges may follow.

Select Committee comments

- 2.4 None at this stage, though comments will be sought during the consultation process.

3.0 SUPPORTING INFORMATION

- 3.1 The Council is required to review its Statement of Gambling Policy at regular intervals to ensure that it is carrying out licensing functions in accordance with current legislation.
- 3.2 During this review, consideration has been given to how changes might improve the way in which services are being delivered, to make them more efficient and customer friendly.
- 3.3 An updated Statement of Gambling Policy has been produced with relatively minor changes. This Policy now needs to be consulted upon, prior to final consideration by the Cabinet for recommendation to the full Council. An overview of this Policy and the reasons behind the review are detailed below.

Statement of Gambling Policy

- 3.4 The Gambling Act 2005 sets out how gambling in Great Britain is regulated. It came fully into force in September 2007, and covers arcades, betting shops, bingo premises, casinos, gaming machines, society lotteries, and remote gambling (including online gambling). It also created and set the functions and objectives of the Gambling Commission as the principal regulator. The Council is required to review the Statement of Gambling Policy every three years. The current policy was last formally reviewed in 2022 and therefore requires updating and adopting in 2025.
- 3.5 In the intervening time there have been only minor changes to legislation and guidance and as such, there are very few changes proposed to this policy. The changes proposed in the revised policy are largely administrative and to aid clarity. No substantive change of Council policy is proposed. Where changes are required to reflect changes to the relevant legislation and guidance, these have been incorporated into the revised policy. The proposed changes are listed in Appendix A in detail and within the updated Policy in Appendix B in track changes, but in summary they relate to:
- Sentence Structure: Improved in various paragraphs.
 - Terminology Updates: Words like “empowered” replaced with “authorised”, “not complied with” replaced with “breached”.
 - Additions: New sentences and sections added, such as Representations, Direct Marketing, and Duty to Protect/Martyn’s Law.
 - Authority References: “Council” replaced with “Licensing Authority”
 - Guidance Inclusions: New paragraphs added for ‘Think 25’ guidance and Appeals section.
 - Equality Act: Added reference to the Equality Act 2010 and the Public Sector Equality Duty.
 - Contact Details: Updated in Annex B for Responsible Authorities.

An equalities impact assessment has also been undertaken.

3.6 Relevant appendices are:

- Appendix A - Listing of proposed policy changes
- Appendix B - Draft Statement of Gambling Policy
- Appendix C - Equality Impact Assessment

Financial Implications

- 3.7 The consultation on the draft policy has no direct financial implications. There have been no legislative changes to the set licensing fees for Gambling licence applications. The fees remain statutory and have not been amended since the Gambling Act was brought into force in September 2007. Resourcing for the consultation process can be managed within existing revenue budgets.

The timetable for policy implementation (as a policy framework document)

12 th September 2024	Draft Policy to Cabinet for consultation
13 th September 2024	Consultation period started
24 th September 2024	Residents' Services Select Committee
9 th October 2024	Licensing Committee consulted
25 th October 2024	Consultation period ended
12 th December 2024	Final draft policy to Cabinet post-consultation to recommend
16 th January 2025	Statement of Gambling Policy considered and, if agreed, adopted at Full Council, subject to Cabinet recommendation

4.0 RESIDENT BENEFIT & CONSULTATION

- 4.1 The recommendations will give residents and businesses the opportunity to provide feedback to the Council on the proposed policy through the consultation process.
- 4.2 This report requests Cabinet approval for a public consultation on the policy. Following approval by Cabinet, the policy may be considered by the Licensing Committee, sub-committees of which make licensing decisions with reference to the policy.
- 4.3 As a policy framework document, the Residents' Services Select Committee will have the opportunity to submit comments on the policy prior to resubmission to Cabinet for consideration of responses received.
- 4.4 The draft policy will be sent to statutory consultees, Members of the Authority and any person on request. The draft policy will also be displayed on the Council's website. It is anticipated that Cabinet will be advised of the outcome of the consultations and presented with proposed final drafts of the policies at the scheduled meeting of 12th December 2024.

CORPORATE CONSIDERATIONS

Corporate Finance

Corporate Finance has reviewed this report and concurs with the Financial Implications set out above, noting there are no direct financial implications associated with the recommendations of the report.

Legal

Legal Services confirm that there are no specific legal implications arising at the current time. Further, more detailed legal advice will be given as necessary once the outcome of the consultation is known.

BACKGROUND PAPERS

- Current Statement of Gambling Policy
- Gambling Commission - Guidance to Licensing Authorities last updated April 2023
- Gambling Commission – Licence Conditions & Codes of Practice last updated April 2024
- Gambling Act 2005
- Summer 2023 Consultation – proposed changes to LCCP and RTS:
- High Stakes: Gambling Reform for the Digital Age, April 2023

Appendix A - Overview of proposed policy changes

Draft Statement of Gambling Policy

The Council is required by the Gambling Act 2005 to review the Statement of Gambling Policy every three years. The current policy was last formally reviewed in 2022 and therefore requires updating and adopting in 2025.

In the intervening time there have been only minor changes to legislation and as such there are very few changes proposed to this policy.

The current policy works well and acts as a valuable framework for ensuring the principles of the legislation are upheld.

The detailed policy amendments are shown at Appendix B (the draft revised policy) in **bold underlined for new text** and ~~strikethrough for deleted text~~:

- Front page – Effective dates amended.
- Para 1.1, Line 4 – amended to improve sentence structure.
- Para 1.1, Line 7 – “empowered” replaced by “authorised”.
- Para 1.1, Line 9 – New sentence after “committed” and “or” replaced with “This includes...”
- Para 1.1, Line 10 – “not complied with” replaced with “breached”.
- Para 1.1, Line 11 – “and the promotion of the Licensing Objectives under the Act” added.
- Para 1.2 – “we” replaced by “the Licensing Authority”.
- Para 1.3 – “We are” replaced with “the Licensing Authority is”.
- Para 1.5 – “us” replaced with “the Licensing Authority”.
- Para 1.6 – “application or” formatted correctly
- Para 1.8 – “decision making” corrected to “decision-making”
- Para 1.9, Line 2 – “Authority” added after “Licensing” and at line 3 “three year” amended to “three-year”
- Para 1.12 – Relevant consultation dates added.
- Para 1.17 – “Council” replaced by “Licensing Authority”.
- Para 1.37 – new section regarding Representations and details what is a ‘relevant’ representation.
- Para 1.39 – “the” added before “Licensing Authority”.
- Para 1.50 – “The Licensing Authority” added.
- Para 1.53 – “Licensing Authority” added.
- Para 1.66 – New “Direct Marketing” section added
- Paras 1.68 & 1.69 – New section to consider Duty to Protect/Martyn’s Law which is due to come into force.
- Para 2.11 – Line 1, “Race Tracks” amended to “racetracks”. Line 8, “off course” amended to “off-course”. Para 2.12 – “Apart” to correct “part”.
- Para 2.23 – Line 4, “under age” amended to “underage”.

- Para 5.2 – “people” amended to “persons including companies”.
- Para 5.3 – New para referring to where fees can be viewed
- Para 5.6 – “Hillingdon Council” replaced by “Licensing Authority”.
- Para 5.8 – “s” added to recommends and paragraph amended to improve sentence structure
- Para 5.9 – “s” added to “premises” and capitals used for “Licensing Authority”
- Para 5.12 – “Council” replaced by “Licensing Authority”.
- Para 5.17 – “Council” replaced by “Licensing Authority”.
- Para 5.42 - New para added to include ‘Think 25’ guidance
- Para 5.45 – “is suspicious” amended to “has concerns”.
- Para 5.49 – New para added to include ‘Think 25’ guidance.
- Para 5.51 - “Council” replaced by “Licensing Authority”.
- Para 5.52 - “Council” replaced by “Licensing Authority” and “the” added before “licensing objectives”.
- Para 5.62 & 5.63 - Capital “L” and capital “A” to amend “licensing authority”.
- Para 5.65 – “Adult Gaming Centre” added to correct formatting.
- Para 5.66– New para added to include ‘Think 25’ guidance
- Para 5.72 - New para added to include ‘Think 25’ guidance
- Paras 5.84 to 5.88, new ‘Appeals’ section added.
- Para 7.1 – “as regards” amended to “regarding”.
- Para 7.6 – “email” amended to “E-mail”.
- Para 9.4 – “the Equality Act 2010 and the Public Sector Equality Duty” added.
- Annex B – updated contacted details for the Responsible Authorities

Page, paragraph numbers and formatting will be updated on the final policy document.

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HILLINGDON

LONDON

Statement of Gambling Policy
The Gambling Act 2005

Effective ~~2023-25~~ 2025-2028

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**PART 1
THE GAMBLING ACT 2005**

INTRODUCTION

1.1 The London Borough of Hillingdon Council is the Licensing Authority under the Gambling Act 2005. This means that the Council is responsible for granting Premises Licences in respect of betting premises, bingo premises, casino premises, adult gaming centres and family entertainment centres. The Licensing Authority also as well as issuing a range of gaming permits and other authorisations for gambling within the Borough. As a Licensing Authority, we are also authorised ~~empowered~~ under the Act to impose conditions and review licences, as well as take enforcement action when an offence under the Act has been committed, ~~or~~ This includes when premises or activities are unlicensed, or licence conditions are breached ~~not complied with~~. This is coupled with powers of entry and inspection to ensure compliance and the promotion of the Licensing Objectives under the Act.

The Licensing Framework

1.2 In exercising most of our decision-making functions ~~we~~ the Licensing Authority must have regard to the three Licensing Objectives set out in Section 1 of the Gambling Act, namely:

- Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime
- Ensuring that gambling is conducted in a fair and open way
- Protecting children and other vulnerable persons from being harmed or exploited by gambling

1.3 ~~We are~~ The Licensing Authority is also bound by section 153 of the Act, which requires us, in making decisions concerning Premises Licences and Temporary Use Notices, to aim to permit the use of premises for gambling insofar as we think fit, subject to such decisions being:

- In accordance with any relevant code of practice under Section 24 of the Act, the Licence Conditions and Codes of Practice (LCCP)
- In accordance with any relevant guidance issued by the Gambling Commission
- Reasonably consistent with the licensing objectives; and
- In accordance with this Statement of Licensing Principles

1.4 The effect of this duty is that the Licensing Authority must approach our functions in a way that seeks to regulate gambling by using our powers to moderate its impact on the licensing objectives rather than initially starting out to preventing it all together.

The Policy

- 1.5 Section 349 of the Act requires us the Licensing Authority to publish a *Statement of Principles* (or policy) that we will apply when exercising our various functions under the Act. This Statement of Principles fulfils that statutory requirement and details throughout the document the Council's general approach to the making of licensing decisions.

- 1.6 Nothing in this policy will override the right of any person to make an application under the Act and have that application considered on its individual merits. Equally, nothing in this policy will undermine the right of any person to make representations on an ~~application~~, or application or seek a review of a licence where there is a legal power to do so.
- 1.7 This document should be read in conjunction with the Act, Regulations made under the Act and Guidance issued by the Gambling Commission. Our Statement of Principles is designed to be a strategic (Gambling) Licensing Policy, not an operational guide to the Gambling Act or a guide to the application process.
- 1.8 This policy is supplemented by guidance documents for residents and the trade on the application and licensing process. These documents will assist applicants and objectors in understanding their rights and responsibilities under the Act in respect of:
- Applying for licenses and other gambling permissions.
 - Making representations.
 - Complaints about a premises licensed under the Act and review rights.
 - Committee hearings and the ~~decision-making~~decision-making process.
 - The information is available on the Council's website or on request by contacting the Licensing Authority.
- 1.9 The licensing authority's policy will have effect for a maximum of three years and must be reviewed thereafter, but the Licensing Authority may review and alter the Policy at any time during the ~~three year~~three-year period. Where the Policy is reviewed and changes proposed the licensing authority must consult on any revision.

CONSULTATION

- 1.10 The Council has, in accordance with the section 349(3) of the Gambling Act, consulted with:
- a. London Borough of Hillingdon Council Licensing Authority
 - b. The Gambling Commission
 - c. The Chief Officer of Police for the London Borough of Hillingdon
 - d. London Fire & Emergency Planning Authority, Hillingdon Fire Station
 - e. London Borough of Hillingdon Council Planning Authority
 - f. Hillingdon Local Safeguarding Board
 - g. HM Revenue and Customs
 - h. Authority for Vulnerable Adults
 - i. A Licensing Authority in whose area the premises are situated (*i.e. the Council itself and also any adjoining Council where premises straddle the boundaries between the two*).
 - j. Persons who appear to this authority to represent the interests of persons carrying on gambling businesses in the borough of Hillingdon and

neighbouring boroughs

- k. Persons who appear to us to represent the interests of persons who are likely to be affected by the exercise of this authority's functions under the Gambling Act 2005.

1.11 A comprehensive list of the persons and/or bodies we have consulted is attached at Annex A. —A summary of the consultation responses can be found on the Council's website. The full list of comments made and consideration given to those responses is available on request by contacting the Authority's Licensing Service.

1.12 Our consultation took place between 13²th September 2024³ and 25⁴th October 2024².

DECLARATION

1.13 In producing the final Statement of Principles, this Licensing Authority declares that it has had regard to the Licensing Objectives, the Gambling Act 2005, the Guidance issued by the Gambling Commission and responses from those consulted on the policy statement.

AUTHORISED ACTIVITIES

1.14 Gambling' is defined in the Act as either gaming, betting or taking part in a lottery:

- Gaming means playing a game of chance for a prize

-

- Betting means making or accepting a bet on the outcome of a race, competition, or any other event; the likelihood of anything occurring or not occurring; or whether anything is true or not true

-

- A Lottery is where persons are required to pay in order to take part in an arrangement, during the course of which one or more prizes are allocated by a process that relies wholly on chance.

1.15 Private gaming in private dwellings and on domestic occasions is exempt from licensing or registration providing that no charge is made for participating; only equal chance gaming takes place; and it does not occur in a place to which the public have access. Domestic betting between inhabitants of the same premises or between employees of the same employer is also exempt.

1.16 Non-commercial gaming and betting (where no parts of the proceeds are for private gain) may be subject to certain exemptions. Further advice should be sought from the Council's Licensing Team where appropriate.

LICENSING AUTHORITY FUNCTIONS

1.17 Under the Act, the ~~Council~~ Licensing Authority will be responsible for:
4.17

- Licensing of premises where gambling activities are to take place by issuing premises licences.
- Issuing Provisional Statements.
- Regulating Members' Clubs and Miners' Welfare Institutes who wish to undertake certain gaming activities via issuing club gaming permits and/or club machine permits.
- Issuing Club Machine Permits to commercial clubs.
- Granting permits for the use of certain lower stake gaming machines at unlicensed Family Entertainment Centres.
- Receiving Notifications from Alcohol Licensed premises (under the Licensing Act 2003) of the use of two or less gaming machines.
- Granting licensed premises gaming machine permits for premises licensed to sell/supply alcohol for consumption on the licensed premises, under the Licensing Act 2003, where more than two machines are required.
- Registering Small Society Lotteries below prescribed thresholds.
- Issuing Prize Gaming Permits.
- Receiving and endorsing Temporary Use Notices.
- Receiving Occasional Use Notices.
- Providing information to Gambling Commission regarding details of Licenses issued (see section on Information Exchange).
- Maintaining Register of Licenses and Permits issued under these functions.
- Exercising its powers of enforcement under the Act in partnership with the Gambling Commission and other relevant responsible Authorities.

1.18 It should be noted that licensing authorities are not involved in licensing remote gambling at all, which is regulated by the Gambling Commission via operating licenses.

RESPONSIBLE AUTHORITIES

1.19 These are generally public bodies that must be notified of all applications and who are entitled to make representations to the Council if they are relevant to the licensing objectives.

1.20 Within the meaning of Section 157 of the Act, those authorities are:

- a) London Borough of Hillingdon Council Licensing Authority.
- b) The Gambling Commission.
- c) The Chief Officer of Police for the London Borough of Hillingdon (where relevant, Chief Officer of Police for Heathrow).
- d) London Fire & Emergency Planning Authority, Hillingdon Fire Station.
- e) London Borough of Hillingdon Council Planning Authority.
- f) London Borough of Hillingdon Council Environmental Protection Unit (*i.e. authority responsible for pollution and harm to human health*).
- g) Hillingdon Local Safeguarding Board.
- h) HM Revenue and Customs.
- i) Authority for Vulnerable Adults.

- j) A Licensing Authority in whose area the premises are situated (*i.e. the Council itself and also any adjoining Council where premises straddle the boundaries between the two*).

For Vessels only:

Section 211(4) of the Act provides that the following are Responsible Authorities in addition to the authorities listed under section 157 of the Act:

- A. The Navigation Authority (*whose statutory functions are in relation to waters where the vessel is usually moored or berthed*)
- B. The Environment Agency,
- C. British Waterways and
- D. The Secretary of State for Digital, Culture, Media and Sport (DDCMS).

- 1.21 Subject to any other person being prescribed in Regulations by the Secretary of State. The contact addresses for these authorities are illustrated at Annex B, or available via the Council's website.

DESIGNATED BODY PROTECTING CHILDREN FROM HARM

- 1.22 The Council is required by regulations to state the principles it will apply in exercising its powers under Section 157(h) of the Act to designate, in writing, a body which is competent to advise the Licensing Authority about the protection of children from harm.

- 1.23 The principles are that:

- The designated body must be responsible for an area covering the whole of the Licensing Authority's area.
- The designated body must be answerable to democratically elected persons, rather than any particular vested interest group etc.

- 1.24 In accordance with the Gambling Commission's Guidance for local authorities this authority designates the Local Safeguarding Children Board for this purpose.

- 1.25 The remit of the Board is to co-ordinate and scrutinise arrangements for safeguarding and promoting the welfare of Hillingdon's children. It operates throughout the Borough, is responsible for the area covered by the Licensing Authority and this Policy; and has specialist knowledge and experience in the protection of children to fulfil this role.

INTERESTED PARTIES

- 1.26 Interested parties can make representations about licence applications, or apply for a review of an existing licence. (see annex A with regard to Councillors making representations). For the purposes of the Gambling Act 2005 interested parties will include persons who:
- Live sufficiently close to premises carrying out gambling activities.
 - Have business interests that might be affected; and
 - Represent persons listed above.
- 1.27 We are required by regulations to state the principles we will apply in exercising our powers under the Gambling Act 2005 to determine whether a person is an interested party. This Licensing Authority's principles are set out in the following paragraphs:
- 1.28 Each case will be decided upon its merits. We will not apply a rigid rule to our decision-making. In the case of doubt, the benefit will be given to the party making the representation until the contrary can be shown.
- 1.29 Interested parties can include trade associations and unions; and residents' or tenants' associations, providing that they can show they represent someone who would be classed as an interested party in their own right. Within the meaning of the Act, interested parties can also be persons who are democratically elected such as Councillors and MPs.
- 1.30 Generally, the principles we will apply when deciding whether or not a person is an interested party will include looking at the size of the premises where larger premises may be considered to affect people over a broader geographical area compared to smaller premises offering similar facilities and the nature of the activities being conducted on the premises. As to the different elements of the definition of "Interested Party", the Licensing Authority will take into account the following specific matters of principle:
- 1.31 **Persons living "Sufficiently Close"**
- The Licensing Authority recognises "sufficiently close to be likely to be affected" could have a different meaning for, for instance, a private resident, a residential school for children with problems and a residential hostel for vulnerable adults and will therefore deal with each representation on its individual merits.
- 1.32 In determining whether someone lives sufficiently close to a particular premises as to likely to be affected by the authorised activities the Council may take account of the:

- Size of the premises.

- Nature of the premises.
- Nature of the authorised activities being proposed.
- Distance of the premises from the person making the representation.
- Characteristics of the complainant.
- Potential impact of the premises.

1.33 Persons with business interests likely to be affected

With regard to those persons with business interests that could be affected, the Licensing Authority will (in addition to the factors set out in paragraph 1.38 above) need to be satisfied that the relevant business is indeed likely to be affected and the following factors will therefore be taken into account:

- The 'catchment' area of the premises (i.e. how far people travel to visit);
- Whether the person making the representation has business interests in that catchment area that might be affected.
- Whether or not the representation is purely based on 'competition' as the Licensing Authority does not consider this to be a relevant representation.

1.34 Persons/bodies representing persons named above

With regard to persons representing persons living sufficiently close and persons having business interests that may be affected, the Licensing Authority will include trade associations and unions.

1.35 Where a Councillor represents an interested party, in order to avoid conflict of interest, the Councillor cannot be part of the Licensing Committee dealing with the licence application. When in doubt, Councillors are asked to contact the Council's Legal Services to gain further advice.

1.36 Other than Councillors and MPs, this authority will require written evidence that a person represents someone who either lives sufficiently close to the premises to be likely to be affected by the authorised activities and/or business interests that might be likewise affected. A letter from one of these persons confirming their wish to be represented will be sufficient.

Representations

1.37 'Interested Parties' and 'Responsible Authorities' may make comments to an application in the form of a Representation. Representations must be 'relevant' and should therefore include one or more of the following:

- relate to the licensing objectives
- relate to this gambling policy
- relate to Gambling Commission's Guidance
- relate to the Gambling Commission's Codes of Practice
- relate to the premises concerning that application
- are not frivolous nor vexatious

Exchange of Information

4.371.38 Under the Gambling Act, we will have a key role in providing information to the Gambling Commission to assist it in carrying out its functions. This Licensing Authority recognises the need to work closely with the Gambling Commission in exchanging information as and when required.

4.381.39 As ~~the~~ Licensing Authority we are required to include in our policy statement the principles we intend to apply in exercising the functions under sections 29 and 30 of the Act with respect to the exchange of information between us and the Gambling Commission, and the functions under section 350 of the Act with

respect to the exchange of information between us and the other persons listed in Schedule 6 to the Act.

Statement of Principles

4.391.40 This Licensing Authority will act in accordance with the provisions of the Gambling Act 2005 in its exchange of information which includes the provision that the General Data Protection Regulations 2018 will not be contravened. The Licensing Authority will also have regard to any Guidance issued by the Gambling Commission to Local Authorities on this matter, as well as any relevant regulations issued by the Secretary of State under the powers provided in the Gambling Act 2005.

4.401.41 Details of applications and representations which are referred to a Licensing Sub-Committee for determination will be published in reports that are made publicly available in accordance with the Local Government Act 1972 and the Freedom of Information Act 2000. Personal details of people making representations will be disclosed to applicants and only be withheld from publication on the grounds of personal safety where the Licensing Authority is asked to do so.

4.441.42 The Licensing Authority will normally share the information it holds about licensed premises with the Gambling Commission, Local Police Enforcement in Hillingdon; and with other Responsible Authorities where there is a need for exchange of information on specific premises.

4.421.43 We are aware that the Gambling Commission recommends in its Guidance to Local Authorities that a Protocol for the sharing of such information should be established between, us, the Licensing Authority, the Gambling Commission itself and relevant Responsible Authorities in order to target agreed problem and high risk premises that require greater attention while providing a lighter touch in respect of well-run, low risk premises.

Partnership Working

4.431.44 The local authority shall work in partnership with the Gambling Commission to regulate gambling. In doing so the Commission will tend to focus on operators and issues of national or regional significance whilst the Licensing Authority will take the lead on regulating gambling locally.

4.441.45 The Commission and licensing authorities may work directly together on particular issues. By working in collaboration jointly we are able to prevent such risks growing into a more widespread problem and to ensure that both the Commission and Licensing Authority resources are used efficiently.

4.451.46 Licensing authorities should aim to work with local businesses to reduce the risk to the licensing objectives to acceptable levels. The Act does not envisage regulation by either the Commission or licensing authorities being aimed at preventing legitimate gambling.

Enforcement

4.461.47 Licensing authorities are required by regulation under the Gambling Act 2005 to state the principles to be applied by the authority in exercising the functions under Part 15 of the Act with respect to the inspection of premises; and the powers under section 346 of the Act to institute criminal proceedings in respect of the offences specified.

4.471.48 This Licensing Authority's principles are that:

- It will be guided by the Gambling Commission's Guidance for local authorities and it will endeavour to be:

- **Proportionate:**

- we will only intervene when necessary, remedies will be appropriate to the risk posed, and costs identified and minimised.

- **Accountable,**

- with decisions being justifiable, and be subject to public scrutiny.

- **Consistent:**

- rules and standards will be joined up and implemented fairly.

- **Transparent and Open:**

- Licence conditions will be kept simple and user friendly.

- **Targeted:**

- Regulation will be focused on the problem, and minimise side effects.

- The Council will avoid duplication with other regulatory regimes so far as possible.

- This licensing authority will also keep itself informed of developments as regards the work of the Better Regulation Executive in its consideration of the regulatory functions of local authorities. Furthermore, the licensing authority will take into account any guidance issued by the Better Regulation Executive.

-

- We note the Gambling Commission's guidance that: in order to ensure compliance with the law, this Licensing Authority must prepare a Risk-based Inspection Programme and that we carry out regular 'routine'

day time programmed inspections, based on risk assessment in the categories High, Medium and Low; and that we also carry out 'non routine' evening programmed inspections. Where one-off events are taking place under a Temporary Use Notice or Occasional Use Notice, the Licensing Authority may also carry out inspections to ensure the Licensing Objectives are being promoted.



- High-risk premises are those premises that require greater attention with low-risk premises needing only a lighter touch so that resources are effectively concentrated on problem premises.

4.481.49 Enforcement may include test purchasing activities to measure compliance of licensed operators with aspects of the Gambling Act. When undertaking test purchase activities, this licensing authority will undertake to liaise with the Gambling Commission and the operator to determine what other, if any, test purchasing schemes may already be in place. Irrespective of the actions of an operator on their overall estate, test purchasing may be deemed an appropriate course of action.

4.491.50 **The Licensing Authority** -should consult with operators in the first instance where they have concerns about the underage access and age verification policies or whose -they plan to test purchase. This will enable the Licensing Authority to identify what programmes are in place to manage the business risk and take these into account in planning a test purchase exercise.

4.501.51 The Licensing Authority should consult with the Gambling Commission before undertaking any test purchasing operations. This is to ensure that there is no conflict between any ongoing investigation or enforcement activity related to either the premises or the operator. Furthermore, the Licensing Authority shall share any test purchasing results with the Gambling Commission.

4.541.52 The main enforcement and compliance role for this licensing authority in terms of the Gambling Act 2005 will be to ensure compliance with the Premises Licences and other permissions which is authorises.

4.521.53 Authorised persons of the licensing authority exercise their inspection powers in accordance with the Act, the guidance and the principles set out in the **L**icensing **A**uthority's policy.

4.531.54 Any -enforcement action taken in relation to the duties of this Licensing Authority under the Gambling Act 2005 will comply with the London Borough of Hillingdon Council's current 'Prosecutions and Sanctions Policy'

4.541.55 Enforcement Officers will also comply with 'The Code for Crown Prosecutors

published by the Crown Prosecution Service which can be accessed at:

~~4.55~~ <https://www.cps.gov.uk/publication/code-crown-prosecutors>

~~4.56~~

~~4.57~~~~1.56~~ The Gambling Commission will be the enforcement body for the Operator and Personal Licences. Concerns about manufacture, supply or repair of gaming machines will not be dealt with by the licensing authority but will be notified to the Gambling Commission. This authority also understands that the Gambling Commission will be responsible for compliance as regards unlicensed premises.

~~4.58~~~~1.57~~ In considering enforcement action, the Licensing Authority will bear in mind the Human Rights Act 1998, in particular:

- i) Article 1 of the First Protocol: that every person is entitled to the peaceful enjoyment of his or her possessions, including for example the possession of a licence.
- ii) Article 6: that in the determination of civil rights and obligations everyone is entitled to a fair hearing within a reasonable time by an independent and impartial tribunal established by law.
- iii) Article 8: that everyone has the right to respect for his or her home and private family life.
- iv) Article 10: that everyone has the right to freedom of expression within the law.

↵ **Equality Duty**

~~4.59~~

~~4.60~~~~1.58~~ The Licensing Authority have a public sector equality duty to the following protected characteristics:

- Age
- Disability
- Sex, gender reassignment, sexual orientation
- Pregnancy and maternity
- Race, religion or belief
- Marriage and civil partnership

~~4.61~~

~~4.62~~~~1.59~~ Under s.149 of the Equality Act 2010 a Public Authority must in the exercise of its function have due regard to the need to:-

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the 2010 Act
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it

~~4.63~~~~1.60~~ The Licensing Authority has considered the Equality and Diversity issues that may arise from the Policy. The Licensing Authority considers that this policy does not raise any concerns with regard to equality and diversity

Modern Day Slavery

~~4.64~~

1.61 The Licensing Authority acknowledges the implementation of the Modern Day Slavery Act 2015 and will therefore fully take on their responsibilities and statutory duties under the Act.

1.62 This Licensing Authority recognises the role it can play in proactively preventing modern slavery, which includes consideration of:-

- Identification and referral of victims during inspections and visits
- Reporting and referring for investigation via the National Crime Agency's national referral mechanism any of its licence holders or managers of premises as a cause for concern
- Assisting partners with Community safety services and disruption activities.

• Primary Authority

1.65—The Primary Authority (PA) scheme, administered by the Office for Product Safety and Standards provides for a statutory partnership to be formed between a business and a single authority. That single authority, the PA, can provide a national inspection strategy within which other local regulators can operate (Primary Authority statutory guidance), to improve the effectiveness of visits by local regulators and enable better sharing of information between them. The PA scheme therefore aims to ensure that local regulation is consistent at the national level.

1.63

1.66—Since October 2013, the PA scheme has been extended to include age-restricted sales of gambling in England and Wales. It does not apply to any other aspect of the Act. This means that the Licensing Authority must follow any age restricted sales of gambling national inspection plans and strategies that are published on the PA register when considering proactive age restricted sales (gambling) activity including testing.

1.64

Advertising

~~4.67~~1.65 The Act permits the advertising of gambling in all forms, provided that it is legal and there are adequate protections in place to prevent such advertisements undermining the licensing objectives. The Advertising Standards Authority (ASA) is the UK's independent regulator of advertising. It enforces the UK Advertising Codes (the Codes), written by the Committees of Advertising Practice. The Codes cover the content and placement of advertising and are designed to ensure that advertisements for gambling products are socially responsible, with particular regard to the need to protect children, young persons under 18 and other vulnerable persons from being harmed or exploited. The Codes also require that advertisements for gambling products or services do not mislead. Any complaint about the content and placement of advertising or marketing communications

should be sent directly to the ASA.

4.68 Direct Marketing

4.69

4.70 1.66 Gambling premises are required to provide customers with options to opt-in to direct marketing based on the product types (for example betting, bingo and casino) they are interested in and the channels (for example email, SMS) through which they wish to receive marketing.

Human Rights

4.71

4.72 1.67 When considering applications and taking enforcement action, the Licensing Authority will be subject of the Human Rights Act 1998 and should bear in mind

- Article 1 – peaceful enjoyment of possessions.
- Article 6 – right to a fair hearing
- Article 8 – respect for private and family life
- Article 10 – right to freedom of expression

Counter- Terrorism

1.68 Applicants for gambling premises are encouraged to consider:

- Undertaking a terrorism threat risk assessment to ensure that any security related concerns are identified and, appropriate reasonable and proportionate steps are taken to reduce any risks from a terrorist attack, and
- Undertaking an ACT security plan, including completion of a preparedness plan, information sharing and training.

1.69 More relevant information and advice regarding counter terrorism measures can be found on the Protect UK Website:

www.protectuk.police.uk

**PART 2
PROMOTING THE LICENSING OBJECTIVES**

- 2.1 In exercising its functions under the Gambling Act 2005, London Borough of Hillingdon Council will have regard to the three statutory licensing objectives, which are:
- (i) Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.
 - (ii) Ensuring that gambling is conducted in a fair and open way.
 - (iii) Protecting children and other vulnerable persons from being harmed or exploited by gambling.
- 2.2 In promoting these objectives, the Council has considered the Gambling Commission's Guidance to Local Authorities and makes the following observations as to the principles it intends to apply when considering the three objectives:

PREVENTING GAMBLING FROM BEING A SOURCE OF CRIME OR DISORDER, BEING ASSOCIATED WITH CRIME OR DISORDER OR BEING USED TO SUPPORT CRIME.

- 2.3 The Gambling Commission will play a leading role in preventing gambling from being a source of crime and will maintain rigorous licensing procedures that aim to prevent criminals from providing facilities for gambling.
- 2.4 Anyone applying to the Council for a Premises Licence will have to hold an Operating Licence from the Gambling Commission before a licence can be issued. Therefore, the Council will not generally be concerned with the suitability of an applicant. However, if during the course of considering a Premises Licence application or at any other time, the Licensing Authority receives such information that causes it to question the suitability of the applicant; those concerns will be brought to the immediate attention of the Gambling Commission.
- 2.5 If an application for a licence or permit is received in relation to premises which are in an area noted for particular problems with organised crime or crime directly associated with gambling premises, the Council will, in consultation with the Police and other relevant Responsible Authorities, consider whether specific controls need to be applied to prevent those premises from being a source of crime. In appropriate circumstances, the Licensing Authority may consider appropriate conditions to be attached to the Licence, such as Door Supervisors.
- 2.6 Issues of disorder should only be dealt with under the Act if the disorder amounts to a form of activity, which is more serious and disruptive than mere nuisance and it can be shown that gambling is the source of that disorder. A disturbance

might be serious enough to constitute disorder if police or ambulance assistance was required to deal with it. Another factor which could be taken into account is how threatening the behaviour was to those who could see or hear it, and whether those people live sufficiently close to be affected or have business interests that might be affected.

- 2.7 The Licensing Authority recognises that disorder may be focused on premises and therefore recommends an applicant takes such controls as necessary to prevent such disorder and nuisance. Examples may include thought given to the way that gambling is conducted on the premises, sighting of large payout machines, levels of noise from public address systems that should ideally be sited at the back of the premises away from residential areas.
- 2.8 Where there are persistent levels of disorder, the Licensing Authority will liaise closely with the Gambling Commission to consider the suitability of the applicant as an operator. In addition, the Licensing Authority will strive to have a good working relationship with the Police in accordance with any protocol that is currently in place.

ENSURING THAT GAMBLING IS CONDUCTED IN A FAIR AND OPEN WAY

- 2.9 All gambling should be fair in the way it is played with transparent rules such that players know what to expect. Examples may include easily understandable information being made available on the rules and probability of winning/losing, ensuring the rules are fair and that advertising is not misleading. Further recommendations would be to ensure that the results of competitions/events are made public; and that machines, equipment and software meet the required standards set by the Gambling Commission.
- 2.10 Generally, it is for the Gambling Commission to ensure this Licensing Objective is complied with through the Operating and Personal Licence regime covering the management of a gambling business and the suitability and actions of an individual.
- 2.11 However, with regard to [Race Tracks](#)~~racetracks~~, where Betting Track Operators do not need an Operator's Licence from the Gambling Commission, the role of the Licensing Authority is more significant. The Licensing Authority, in certain circumstances, may seek to impose conditions to ensure that the environment in which betting takes place is suitable. The Licensing Authority may wish to know the nature of the venue, have sight of a plan of the track which would include access to the tent where gambling is to take place, where the operators will conduct on course betting and whether or not there are any ~~off-course~~[off-course](#) betting operators.

PROTECTING CHILDREN AND OTHER VULNERABLE PERSONS FROM BEING HARMED OR EXPLOITED BY GAMBLING

- 2.12 Apart from one or two limited exceptions, the intention of the Act is that children and young persons should not be allowed to gamble and should therefore be prevented from entering gambling premises which are 'adult-only' environments.
- 2.13 This Authority notes and endorses the Gambling Commission statement that: "The requirement in relation to children is explicitly to protect them from being harmed or exploited by gambling".
- 2.14 In practice, steps will generally be taken to prevent children from taking part in, or being in close proximity to, gambling, where they are not legally permitted to do so, especially with regard to premises situated in areas where there may be a high rate of reported truancy. There may also be restrictions on advertising so that gambling products are not aimed at children or advertised in such a way that makes them particularly attractive to children. The advertising of Gambling services is regulated by the Gambling Commission under the Gambling (Licensing and Advertising) Act 2014. In relation to casinos only, the Gambling Commission will be issuing a code of practice about access to casino premises for children and young persons.
- 2.15 When considering whether to grant a premises licence or permit the Council will consider whether any measures are necessary to protect children or vulnerable young persons from being harmed or exploited by gambling, such as the supervision of entrances, the segregation of gambling from areas frequented by children and the supervision of gaming machines in non-adult gambling specific premises, such as pubs, clubs, betting tracks etc. These measures will be particularly relevant on mixed use premises, tracks where children have freedom of movement in betting areas on race days and in particular to the non-gambling areas of casinos. Other such measures may include appropriate signage, location of machines and numbers of staff on duty.
- 2.16 Whilst the Gambling Act does not prohibit vulnerable groups in the same manner as children and young persons, with regard to vulnerable people, the Licensing Authority will consider whether or not any measures have been taken to protect such a group. Any such considerations will be balanced against the Licensing Authority's aim to permit the use of premises for gambling; each application will be treated on its own merit. The term "vulnerable persons" has not been defined under the Act, but in seeking to protect vulnerable people the Council will consider that "vulnerable persons" include (but not limited to):
- (i) People who gamble more than they want to.
 - (ii) People who gamble beyond their means, and
 - (iii) People who may not be able to make informed or balanced decisions about gambling, perhaps due to a mental impairment, alcohol or drugs.

2.17 Gambling operators will be expected to demonstrate that they have adequate training and staffing procedures in place to ensure that vulnerable persons are

protected from gambling related harm. Staff working at gambling premises will also need to be aware of challenges present in the local area and vicinity of the licensed premises which may impact on the protection of children and vulnerable persons.

- 2.18 Children (defined in the Act as under 16s) and young persons (16-17s) may take part in private and non-commercial betting and gaming but the Act contains a number of restrictions on the circumstances in which they may participate in gambling or be on premises where gambling is taking place. An adult is defined as 18 and over. In summary:
- i) Betting Shops cannot admit anyone under the age of 18.
 - ii) Bingo Clubs may admit those under the age of 18 but must have policies to ensure they do not gamble, except on category D machines.
 - iii) Adult Entertainment Centres cannot admit those under the age of 18.
 - iv) Family Entertainment Centres and premises with an alcohol premises licence such as pubs) can admit under-18s, but they may not play category C machines which are restricted to those over the age of 18.
 - v) Clubs with a Club Premises Certificate can admit under-18s, but they must have policies to ensure those under the age of 18 do not play machines other than category D machines.
 - vi) Tracks will be required to have policies to ensure that under 18s do not participate in gambling other than on category D machines.
- 2.19 With this Licensing Objective in mind, the Licensing Authority will take particular care when considering applications for more than one licence for a building and those relating to a discrete part of a building used for other non-gambling purposes, such as shopping malls or airport terminals. Where relevant, applicants will be expected to take measures to ensure young persons, and children are not in close proximity to gambling. Such measures could include sighting machines at the back of a premises so as to ensure young children do not have sight of such machines, not advertising gambling so as to encourage children and ensuring there is no accidental access to observe or enter premises used for gambling.
- 2.20 The Licensing Authority recommends that measures are taken to ensure entrances and exits from parts of a building covered by one or more licences are separate and identifiable so that people do not drift into a gambling area in error. Such measures could include appropriate signage, physically separating Family Entertainment Centres and Adult Gaming Centres, and supervision of entrances.
- 2.21 The Licensing Authority will pay particular attention to applications where access to the licensed premises is through another premises and will consider whether or not children can gain access; the compatibility of the two establishments and its ability to comply with the requirements of the Gambling Act. The Licensing Authority will also consider whether the co-location of the licensed premises with

other facilities will create an arrangement that is likely to be prohibited under the Act.

- 2.22 The Licensing Authority will consider multiple licences carefully and applicants are recommended to configure these buildings carefully if they seek to develop multipurpose developments and in particular consider how they will protect children from being harmed by gambling as well as preventing children from being in close proximity to gambling. Applicants are also requested to consider entrances and exits from parts of the building covered by one or more licences. These exits and entrances should be separate and identifiable to ensure children do not 'drift' into a gambling area.
- 2.23 The Licensing Authority recommends that all staff are suitably trained and aware of the Gambling laws, social responsibility and statutory requirements related to age restrictions on gaming machines. Appropriate measures should be taken to prevent ~~under-age~~underage use of such machines, including clear and appropriate signage, an approved Proof of Age scheme, a requirement for staff to be vigilant and aware at all times and ensuring the Adult Gaming area is not visible from the street.
- 2.24 The Council will always treat each case on its own individual merits and when considering whether specific measures are required to protect children and other vulnerable people it will balance its considerations against the overall principle of aiming to permit the use of premises for gambling.
- 2.25 When determining the location of proposed gambling facilities, this Licensing Authority in appropriate circumstances, will have regard to any Local Risk Assessment detailed in this policy and will consider very carefully the following factors when considering applications for Premises Licences, permits and other permissions:
- i) Proximity of premises to local schools.
 - ii) Proximity of premises to centres that pose a high risk to vulnerable and young persons.
 - iii) Proximity of premises to residential areas where there is a high concentration of children and young people.

PART 3
INTEGRATING STRATEGIES AND OTHER REGULATORY REGIMES

INTEGRATING STRATEGIES

- 3.1 The Council considers that the Licensing Statement of Principles should provide clear indications of how we, as Licensing Authority, will secure the proper integration of this policy with local crime prevention, planning, transport, tourism, equalities and diversity schemes together with other Council plans introduced for the management of town centres and the night-time leisure economy. Many of these strategies are not directly related to the promotion of the three licensing objectives, but indirectly impact upon them. Coordination and integration of such policies, strategies and initiatives, so far as is possible and consistent with the licensing objectives, is therefore important to us. We will liaise with the relevant authorities or its directorates with regard to this and in doing so adopt a multi-disciplinary approach to ensure proper integration of local and national strategies to promote the licensing objectives, including making arrangements for the Council's Licensing Committee to receive reports from time to time on the:
- i) Needs of the local tourist economy;
 - ii) Cultural strategy for the area;
 - iii) Employment situation in the area and the need for new investment and employment where appropriate;
 - iv) Local Crime Prevention Strategies;
 - v) Race Equality Schemes;
 - vi) Enforcement Policy.
- 3.2 Reports to the Licensing Committee from other relevant departments should enable the various agencies or departments with their own strategies, aims and objectives to keep the Licensing Committee aware of the wider picture in pursuance of the licensing objectives. It is our intention that we will, through the Council's Licensing Committee, monitor how the matters above set out impact on the licensing of gambling activities and facilities and other functions in order to achieve seamless integration of our licensing function with other relevant strategies and initiatives.
- 3.3 In order to avoid duplication with other statutory regimes, the Licensing Authority will not attach conditions to a licence unless they are considered necessary for the promotion of the licensing objectives. Conditions will generally be considered unnecessary if they are already adequately covered by other legislation.
- 3.4 Similarly, where other legislation confers powers on inspection and enforcement agencies in relation to separate activities and concerns relating to licensed premises, this policy does not affect the continued use of such powers by the relevant agency.

- 3.5 This authority will seek to avoid any duplication with other statutory or regulatory systems where possible, including the statutory planning regime.
- 3.6 We emphasise that under section 210 of the Act this Licensing Authority is not entitled to have regard to whether or not a proposal by the applicant is likely to be permitted in accordance with the law relating to planning or building control.
- 3.7 The Planning Department are a Responsible Authority under this Act and have the opportunity to make representations should they desire so to do. The Licensing Authority will therefore consider relevant representations from the local planning authority about the effect of the grant of a premises licence on an extant planning permission where this relates to the licensing objectives, a Commission code of practice, or this Statement of Policy. This authority will also listen to, and consider carefully, any concerns about conditions that cannot be met by licensees due to planning restrictions, should such a situation arise. Otherwise, the two regimes will be treated as completely separate.

PART 4

LOCAL RISK ASSESSMENTS AND LOCAL AREA PROFILE

Local Risk Assessments

- 4.1 The Gambling Commission's Licence Conditions and Code of Practice (LCCP) which were revised and published in October 2020 formalised the need for operators to consider local risks.
- 4.2 Social Responsibility (SR) code 10.1.1 requires licensees to assess the local risks to the licensing objectives posed by the provision of gambling facilities at each of their premises, and to have policies, procedures and control measures to mitigate the risks. In undertaking the risk assessments, they must take into account the relevant matters identified in this policy statement.
- 4.3 Licensees are required to undertake a local risk assessment when applying for a new premises licence. Their risk assessment must also be updated:
- 4.3
- When applying for the variation of a premises licence.
 - To take account of significant changes in local circumstances, including those identified in this policy statement.
 - Where there are significant changes licensee's premises that may affect their mitigation of local risks.
- 4.4 The SR provision is supplemented by an ordinary code provision that requires licensees to share their risk assessment with the licensing authority when applying for a premises licence or applying for a variation to existing licensed premises, or otherwise at the request of the licensing authority.
- 4.5 Where concerns do exist, perhaps prompted by new or existing risks, the licensing authority will request that the licensee share a copy of its own risk assessment which will set out the measures the licensee has in place to address specific concerns. This practice should reduce occasions on which a premises review and the imposition of licence conditions are required.
- 4.6 Where this policy statement sets out its approach to regulation with clear reference to local risks, the licensing authority will facilitate operators being able to better understand the local environment and therefore proactively mitigate risks to the licensing objectives. In some circumstances, it might be appropriate to offer the licensee the opportunity to volunteer specific conditions that could be attached to the premises licence.

Local Area Profile

- 4.7 The licensing authority can complete their own assessment of the local environment as a means of '-mapping out' local areas of concern, which will be reviewed and updated to reflect changes to the local landscape. Such an assessment is known as the local area profile. There is no statutory duty on the licensing authority to complete a local area profile; however benefits for both the licensing authority and operators would be in having a better awareness of the local area and risks. Importantly, risk in this context includes potential and actual risk, thereby taking into account possible future emerging risks, rather than reflecting current risks only.
- 4.8 There is no mandatory requirement to have a local area profile and the licensing authority will, where appropriate, engage with responsible authorities ensure any new or variation application assessed taking the local area profile and any risks into account.

PART 5 PREMISES LICENCES

GENERAL PRINCIPLES

5.1 Premises Licences authorise the provision of gambling facilities on the following:

- i) Casino Premises.
- ii) Bingo Premises.
- iii) Betting Premises, including race tracks used by betting intermediaries
- iv) Adult Gaming Centres.
- v) Family Entertainment Centres.

5.2 Except in the case of Tracks (where the occupier may not be the person offering gambling), Premises Licences will only be issued to ~~people~~ **persons, including limited companies** with the relevant Operating Licences.

5.3 **The Gambling premises fees are set out in The Gambling (Premises Licence Fees) (England and Wales) Regulations 2007 and can be viewed at:**

www.hillingdon.gov.uk/gambling

~~5.25.4~~ Premises Licences will be subject to the permissions/restrictions set out in the Gambling Act 2005 and regulations, as well as specific mandatory and default conditions which will be detailed in Regulations issues by the Secretary of state.

~~5.3~~

~~5.45.5~~ We as the Licensing Authority will be able to exclude default conditions and also attach other conditions, where we believe it to be appropriate.

~~5.55.6~~ Under the Act, ~~the Licensing Authority Hillingdon Council~~ has no discretion to grant Premises Licences in circumstances where that would mean departing from the Gambling Commission Guidance and Codes of Practice and this Licensing Authority's own Statement of Licensing Principles. Therefore, our primary focus shall be to aim to permit the use of premises for gambling in so far as we think it is:

- i) In accordance with the 'Licence Conditions and Codes of Practice', issued by the Gambling Commission.
- ii) In accordance with the 'Guidnce to Licensing Authorities', ~~with the 'Guidance to Licensing Authorities'~~, issued by the Gambling Commission.
- iii) Consistent with the Licensing Objectives.
- iv) In accordance with this Statement of Licensing Principles.

~~5.65.7~~ The Council appreciates that gambling can be an emotive subject but acknowledges and endorses the Gambling Commission Guidance that "moral objections to gambling are not a valid reason to reject applications for premises

licences “(except as regards any “no casino resolution”) and also that unmet demand is not a criterion for a Licensing Authority.

~~5.75.8~~ We recognise that the responsibility for an individual's gambling is his or her own and that the responsibility to exercise a duty of care lies with the site operator. However, the Licensing Authority recommends applicants for Adult Gaming and Family Entertainment Centres consider adopting relevant guidance published by the British Amusement Catering Trade Association (BACTA)

Definition of Premises

~~5.85.9~~ The Council will act in accordance with the gambling commission guidance on ensuring the primary activity of the licensed premises. Gaming machines may be available in licensed betting premises only at times when there are also sufficient facilities or betting operators. They will also need to demonstrate that betting will continue to be the primary activity of a premises when seeking variations to licences.

In making this determination, the Licensing Authority will have regard to the six indicators on betting as a primary gambling activity:

- The offer of established core product (including live events pictures and its range).
- The provision of information on products and events.
- The promotion of gambling opportunities and products.
- The actual use made of inspecting facilities.
- The size of premises.
- The delivery of betting facilities.

~~5.95.10~~ Premises are defined in the Act as “any place”. Different premises licences cannot apply in respect of a single premise at different times. It is however possible for a single building to be subject to more than one premises licence, providing that each licence is for a different part of the building and such different parts can reasonably be regarded as different premises.

~~5.11~~ The Council Licensing Authority will judge each case on its individual merits to decide as a matter of fact, whether different parts of a building can be properly regarded as being separate premises.

~~5.10~~—In addition to

5.12 ~~In addition to~~ other relevant factors, the Licensing Authority Council will have regard to the Gambling Commission guidance which lists the following factors which may be taken into account:

- Do the premises have a separate registration for business rates?
- Is the premises' neighbouring premises owned by the same person or someone else?
- Can each of the premises be accessed from the street or public passageway?
- Can the premises only be accessed from another gambling premises?

~~5.14~~5.13 We note that the Gambling Commission, in their guidance, do not consider that areas of a building that are artificially or temporarily separate can be properly regarded as different premises. We support this view.

~~5.15~~5.14 This licensing authority takes particular note of the Gambling Commission's Guidance for Local Authorities, which states that:

- i) Licensing Authorities should take particular care in considering applications for multiple licences for a building and those relating to a discrete part of a building used for other (non-gambling) purposes. In particular, they should be aware that entrances and exits from parts of a building covered by one or more licences should be separate and identifiable so that the separation of different premises is not compromised and that people do not 'drift' into a gambling area.
- ii) Licensing authorities should pay particular attention to applications where access to the licensed premises is through other premises (which themselves may be licensed or unlicensed). Clearly there will be specific issues that authorities should consider before granting such applications, for example, whether children can gain access; compatibility of the two establishments; and the ability to comply with the requirements of the Act. But in ~~addition~~addition, an overriding consideration should be whether, taken as a whole, the co-location of the licensed premises with other facilities has the effect of creating an arrangement that otherwise would, or should, be prohibited under the Act.

Provisional Statement

5.15 Under the Act an applicant may apply for a Provisional Statement where a premises is under construction. The Gambling Commission has advised that reference to the term, "the premises" are to the premises in which gambling may now take place. Therefore, a licence to use premises for gambling will only be issued in relation to premises that are ready to be used for gambling **or are intended to be used for gambling.**

5.135.16 It is a question of fact and degree whether premises are finished to a degree that they can be considered for a premises licence. The Gambling Commission emphasises that requiring the building to be complete ensures that the Licensing Authority can, if necessary, inspect it fully, as can other responsible authorities, with inspection rights under the Act.

5.145.17 In deciding whether a premises licence can be granted where there are construction works, at existing premises, the Licensing Authority Council will determine applications on their merits, applying a two-stage consideration process:

- First, whether the premises ought to be permitted to be used for gambling.
- Second, whether appropriate conditions can be put in place to cater for that situation.

5.155.18 Applicants should note that the Council is entitled to decide that it is appropriate to grant a licence subject to conditions, but it is not obliged to grant such a licence.

Location

5.165.19 The Gambling Commission Guidance stipulates that demand issues cannot be considered in relation to the location of premises but that considerations made in terms of the licensing objectives can.

5.175.20 In accordance with the Gambling Commission's Guidance for Local Authorities, this Licensing Authority will pay particular attention to the protection of children and vulnerable persons from being harmed or exploited by gambling, as well as issues of crime and disorder.

5.185.21 This authority has not adopted any specific policy in relation to areas where gambling premises should not be located. Should any such policy be decided upon, this policy statement will be updated accordingly. It should be noted that any such future policy will not preclude any application being made with the onus upon the applicant showing how any potential concerns can be overcome.

5.195.22 Each case will be decided on its merits and will depend, to a large extent, on the type of gambling that it is proposed will be offered on the premises.

5.205.23 If an applicant can demonstrate appropriate measures to overcome concerns, that will be taken into account by the Council.

Conditions

~~5.24~~5.24 Any conditions attached to licences will be proportionate and will be:

- i) Relevant to the need to make the proposed building suitable as a gambling facility.
- ii) Directly related to the premises and the type of licence applied for;
- iii) Fairly and reasonably related to the scale and type of premises: and
- iv) Reasonable in all other respects.

5.28 Decisions upon individual conditions will be made on a case-by-case basis, although there will be a number of control measures this licensing authority will consider utilising should there be a perceived need, such as the use of door supervisors, supervision of adult gaming machines, appropriate signage for adult-only areas etc. There are specific comments made in this regard under each of the licence types below.

5.29 This policy acknowledges that there are conditions that the licensing authority cannot attach to premises licences:

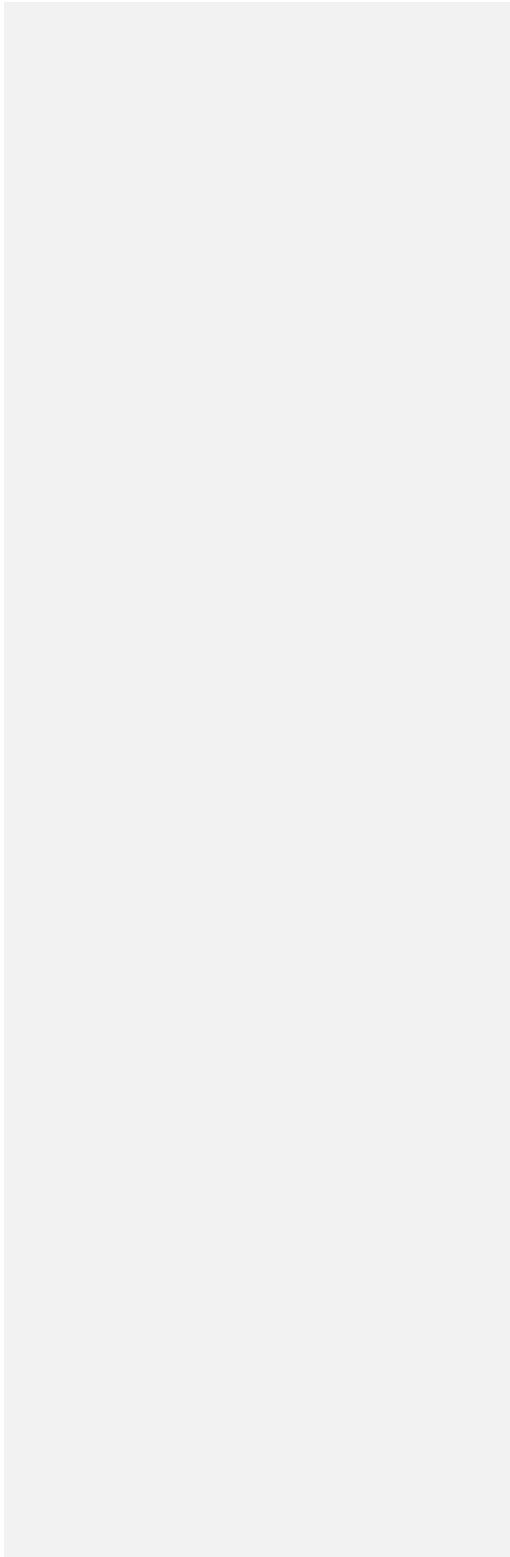
- i) Any condition on the premises licence which makes it impossible to comply with an operating licence condition.
- ii) Conditions relating to gaming machine categories, numbers, or method of operation.
- iii) Conditions which provide that membership of a club or body be required (the Gambling Act 2005 specifically removes the membership requirement for casino and bingo clubs and this provision prevents it being reinstated).
- iv) Conditions in relation to stakes, fees, winning or prizes.

Door Supervisors

5.30 The Gambling Commission advises in its Guidance for local authorities that Licensing Authorities may consider whether there is a need for door supervisors in terms of the licensing objectives of protection of children and vulnerable persons from being harmed or exploited by gambling, and also in terms of preventing premises becoming a source of crime.

5.31 This policy recognises that door supervisors at bingo or casino premises cannot be licensed by the Security Industry Authority (SIA). This Licensing Authority does not have specific requirements for door supervisors working at bingo or casino premises. Each case will be determined on its individual merits.

5.32 It is noted that for premises other than casinos and bingo premises, operators and licensing authorities may decide that supervision of entrances or machines is appropriate for particular cases but it will need to be decided whether these need to be SIA licensed or not. It will not be automatically assumed that they need to be.



CASINO PREMISES

- 5.33 To date, the Licensing Authority has chosen not to pass a resolution under section 166 (5) of the Gambling Act to prohibit casinos in the Borough.
- 5.34 Should the Council choose to make such a resolution, this will be a resolution of full Council following considered debate and the reasons for making the resolution will be given.

BINGO PREMISES

- 5.35 Bingo is a class of equal chance gaming and is permitted in alcohol licensed premises and in clubs provided it remains below a certain threshold, otherwise it will be subject to a bingo operating licence which will have to be obtained from the Gambling Commission.
- 5.36 The holder of a Bingo Operating Licence will be able to provide any type of bingo game including cash and prize bingo. Where bingo is permitted in alcohol licensed and non-gambling premises, this must not become a predominant commercial activity; otherwise a bingo operating licence will be required.
- 5.37 Commercial bingo halls will require a bingo premises licence from the Council. Amusement arcades providing prize bingo will require a prize gaming permit from the Council.
- 5.38 In each of the above cases it is important that where children are allowed to enter premises licensed for bingo, in whatever form, they are not allowed to participate in any bingo game, other than on category D machines. When considering applications of this type the Council will therefore take into account, among other things, the location of the games or machines, access to those areas, general supervision of the premises and the display of appropriate notices.
- 5.39 The Licensing Authority recognises that there is no ban on children or young people having access to Bingo premises, that it is illegal for Under 18s to play or use Category B and C machines and that they cannot be employed in providing facilities for gambling or bingo premises. In any event, children under 16 cannot be employed in any capacity at a time when facilities for playing bingo are being offered. 16 and 17 year olds may be employed while bingo is taking place provided the activities on which they are employed are not connected with the gaming or gaming machines. Where children aged 16 and 17 are employed in bingo premises, the Licensing Authority would expect to see sufficient controls restricting access to Category B and C machines.

~~5.40~~ A limited number of gaming machines may also be made available at Bingo licensed premises. A list of categories of gaming machines is on ~~page 43~~ page 57

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5.40 category C or above machines are available in premises to which children are admitted, the licensing authority will seek to ensure that:

- i) All such machines are located in an area of the premises separated from the remainder of the premises by a physical barrier which is effective to prevent access other than through a designated entrance.
- ii) Only adults are admitted to the area where these machines are located.
- iii) Access to the area where the machines are located is supervised.
- iv) The area where the machines are located is arranged so that it can be observed by staff of the operator or the licence holder and
- v) At the entrance to, and inside any such area there are prominently displayed notices indicating that access to the area is prohibited to persons under the age of 18.

5.41 The Council will expect applicants to offer their own measures to meet licensing objectives however appropriate measures / licensing conditions may cover issues such as:

- Proof of age schemes.
- CCTV – this should be of sufficient quality that it will use evidence.
- the provision of entrances/machine areas
- physical separation areas
- location of entry
- notices/signage
- specific opening hours
- self-exclusion schemes - these are schemes whereby individuals who acknowledge they have a gambling problem ask to be barred from certain premises
- provision of information leaflets/helpline numbers for organisations such as GamCare

This list is not mandatory, nor exhaustive, and is merely indicative of example measures that the Council can consider implementing.

5.42 Licensees should have procedures that require their staff to check the age of any customer who appears to be under 25.

5.425.43 With regard to segregation of Category B and C machines from Category D machines, there is a requirement that there must be clear segregation between these types of machine so that children do not have access to Category B or C machines and the Licensing Authority will take into account any guidance issued by the Gambling Commission in the light of any regulations made by the Secretary of State.

Members' Clubs and Commercial Clubs

5.435.44 Bingo may be provided at clubs and institutes either in accordance with a permit or providing that the limits in section 275 of the Act are complied with. These

restrictions limit the aggregate stake or prizes within any seven days to £2000, and require the Commission to be notified as soon as is reasonably practicable if that limit is breached. Stakes or prizes above that limit will require a Bingo Operators Licence and the corresponding Personal and Premises licences.

~~5.44~~5.45 With regard to turnover, where the Licensing Authority has concerns ~~is suspicious has concerns~~ that a licensee or club exceeds the turnover in the required 7-day period, the Licensing Authority will inform the Gambling Commission accordingly.

~~5.45~~5.46 The Licensing Authority will take into account any additional guidance issued by the Gambling Commission in relation to the suitability and layout of bingo premises.

BETTING PREMISES

~~5.46~~5.47 The Licensing Authority is responsible for issuing and monitoring Premises Licences for all betting premises. Anyone wishing to operate a betting office will require a Betting Premises Licence from the Council.

5.48 Children and young people will not be able to enter premises with a betting premises licence.

~~5.47~~ Licencees should have procedures that require their staff to check the age of any customer who appears to be under 25.

~~6.45~~6.49

~~6.44~~5.50

~~6.42~~5.51 5.48 Betting premises will be able to provide a limited number of gaming machines and some betting machines. A table showing the number and category of gaming machines permitted in betting premises is on page 44

~~6.43~~ In premises licensed for alcohol consumption, the Licensing Authority Council has the power to restrict the number of gaming machines, their nature and the circumstances in which they are made available. It will not generally exercise this power though unless there are good reasons to do so taking into account, among other things: the size of the premises, the level of management, supervision and ability of staff to monitor the use of machines especially where children and young or vulnerable people are concerned; and the number of counter positions available for person-to-person transactions.

5.52

~~6.44~~5.53 The Licensing Authority Council will expect applicants to offer their own measures to meet the licensing objectives however appropriate measures / licensing conditions may cover issues such as:

- Proof of age schemes.
- CCTV – this should be of sufficient quality that it will use evidence.
- the provision of entrances/machine areas
- physical separation areas
- location of entry
- notices/signage
- specific opening hours
- self-exclusion schemes - these are schemes whereby individuals who acknowledge they have a gambling problem ask to be barred from certain premises

- provision of information leaflets/helpline numbers for organisations such as GamCare

This list is not mandatory, nor exhaustive, and is merely indicative of example measures that the Council can consider implementing.

TRACKS

- 5.53 Only one Premises Licence can be issued for any particular premises at any time unless the premises is a 'track'. A track is a site where races or other sporting events take place.
- 5.54 Track operators are not required to hold an 'Operators Licence' granted by the Gambling Commission. Therefore, premises licences for tracks, issued by the Council are likely to contain requirements for premises licence holders about their responsibilities in relation to the proper conduct of betting. Track operators will have an important role to play, for example in ensuring that betting areas are properly administered and supervised.
- 5.55 Although there will primarily be a betting premises licence for the track, there may be a number of subsidiary licences authorising other gambling activities to take place. Unlike betting offices, a betting premises licence in respect of a track does not give an automatic entitlement to use gaming machines.
- 5.56 Licensing authorities have a power under the Gambling Act 2005 to restrict the number of betting machines, their nature and the circumstances in which they are made available, by attaching a licence condition to a betting premises licence. When considering whether to exercise its power to restrict the number of betting machines at a track the Council will consider the circumstances of each individual application and, among other things will consider the potential space for the number of machines requested, the ability of track staff to supervise the machines, especially if they are scattered around the site, and the ability of the track operator to prevent children and young persons and vulnerable people betting on the machines.
- 5.57 This Licensing Authority is aware that the Gambling Commission may provide further specific guidance as regards tracks. We have taken note of the Guidance from the Gambling Commission which highlights that tracks are different from other premises in that there may be more than one premises licence in effect and that the track operator may not be required to hold an operator licence as there may be several premises licence holders at the track which will need to hold their own operator licences.
- 5.58 There may be some specific considerations with regard to the protection of children

and vulnerable persons from being harmed or exploited by gambling and this authority would expect the premises licence applicants to demonstrate suitable measures to ensure that children do not have access to adult only gaming facilities. It is noted that children and young person's will be permitted to enter track areas where facilities for betting are provided on days when dog- racing and/or horse racing takes place, although they are still prevented from entering areas where gaming machines (other than category D machines) are provided.

5.59 Measures such as the use of self-barring schemes, provision of information leaflets and helpline numbers for organisations such as GamCare will be considered suitable in relation to the protection of children and vulnerable people.

5.60 Where appropriate, in order for the Licensing Authority to gain a proper understanding of what it is being asked to licence, applicants will be asked to:

- i) Provide a detailed plan of the grounds indicating where the betting is to take place and the location of the race track;
- ii) In the case of dog tracks and horse racecourses, indicate the location of any fixed and mobile pool betting facilities operated by the Tote or track operator as well as any other proposed gambling facilities;
- iii) Evidence measures taken to ensure the third Licensing Objective will be complied with;
- iv) Indicate what arrangements are being proposed for the administration of the betting; the Gambling Commission and Licensing Authority recommend that betting takes place in areas reserved for, and identified as being for that purpose.
- v) Define the areas of the track that will be used by on course operators visiting the track on race days.
- vi) Define any temporary structures erected on the track for providing facilities for betting.
- vii) Define the location of any gaming machines (if any).

5.61 Plans should make clear what is being sought for authorisation under the track betting premises licence and what, if any, other areas are to be subject to a separate application for a different type of premises licence.

Betting Machines at Tracks

[5.62](#) In addition to the comments above at betting machines in betting premises, similar considerations apply in relation to tracks, where the potential space for such machines may be considerable, bringing with it significant problems in relation to the proliferation of such machines, the ability of track staff to supervise them if they are scattered around the track and the ability of the track operator to comply with the law and prevent children betting on the machine. The Licensing Authority may consider restricting the number and location of betting machines, in the light of the circumstances of each

application for a track betting premises licence.

5.62

5.63 This Licensing Authority notes the Commission's view, that it would be preferable for all self-contained premises operated by off-course betting operators on tracks to be the subject of separate premises licences. This would ensure that there was clarity between the respective responsibilities of the track operator and the off-course betting operator running a self-contained unit on the premises.

Condition on rules being displayed

5.64 In line with guidance from the Gambling Commission the Council will attach a condition to track premises licences requiring the track operator to ensure that the rules are prominently displayed in or near the betting areas, or that other measures are taken to ensure that they are made available to the public. For example, the rules could be printed in the race-card or made available in leaflet form from the track office.

ADULT GAMING CENTRES

5.65 As no one under the age of 18 is permitted to enter an Adult Gaming Centre, this Licensing Authority will specifically have regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to satisfy the Licensing Authority that there will be sufficient measures to ensure that under ~~18-year-olds~~**18-year-olds** do not have access to the premises. Applicants are recommended to consider this Licensing Objective very carefully when applying for an **Adult Gaming Centre**.

~~5.65~~ Licensees should have procedures that require their staff to check the age of any customer who appears to be under 25. **Adult Gaming Centre.**

5.66

~~5.66~~**5.67** The Council will expect applicants to offer their own measures to meet licensing objectives however appropriate measures / licensing conditions may cover issues such as:

- Proof of age schemes.
- CCTV – this should be of sufficient quality that it will use evidence.
- the provision of entrances/machine areas
- physical separation areas
- location of entry

- notices/signage
- specific opening hours
- self-exclusion schemes - these are schemes whereby individuals who acknowledge they have a gambling problem ask to be barred from certain premises
- provision of information leaflets/helpline numbers for organisations such as GamCare

This list is not mandatory, nor exhaustive, and is merely indicative of example measures that the Council can consider implementing.

~~5.67~~5.68 Where the Adult Gaming Centre is situated in a complex such as an airport, shopping area or motorway service station, the Licensing Authority will pay particular attention to the location of entry so as to minimise opportunities for children gaining access.

~~5.68~~5.69 A table showing the number and category of gaming machines permitted in adult gaming centres is on page 44

FAMILY ENTERTAINMENT CENTRES (FECs)

~~5.69~~5.70 There are two classes of family entertainment Centres. Licensed FECs provide Category C and D machines and require a Premises Licence. Unlicensed FECs provide Category D machines only and are regulated through FEC Gaming Machine Permits.

(Licensed) Family Entertainment Centres

5.71 Children and young persons may enter FECs but are not permitted to play Category C machines. This licensing authority will specifically have regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to ensure that there will be sufficient measures to prevent under 18 year olds having access to the adult only gaming machine areas.

~~5.70~~ [Licensees should have procedures that require their staff to check the age of any customer who appears to be under 25.](#)

5.72

~~5.74~~5.73 With regard to vulnerable persons, the Licensing Authority will consider measures such as the use of self-barring schemes, provision of information leaflets/help line numbers for organizations such as GamCare as appropriate measures.

~~5.72~~5.74 With regard to segregation of Category C machines in licensed FECs, there is a requirement that there must be clear segregation between the two types of machine so that children do not have access to Category C machines and the Licensing Authority will take into account any guidance issued by the Gambling Commission in the light of any regulations made by the Secretary of State.

~~5.73~~5.75 Applicants are recommended to visit the Gambling Commission's website in order to familiarise themselves with the conditions applicable to these premises.

Statement of Principles

5.745.76 As these premises are open to children and young persons, the Licensing Authority will wish to see additional information, such as:

- i) A plan of the premises showing clear segregation of Category C and D machines.
- ii) Clear Notices excluding under ~~18-year-olds~~18-year-olds from the designated areas where Category C machines are located;
- iii) Age Restriction Policy;

- iv) Evidence of ongoing staff training in administering all aspects of age restriction policy;
- v) Solid physical barriers separating adult gaming area from the main floor, i.e. the barriers to be a min. of 1 metre in height from the floor;
- vi) Completion of a training programme in social awareness in respect of gambling
- vii) Evidence of compliance with BACTA's Code of Practice

TRAVELLING FAIRS

5.755.77 Travelling fairs do not require any permit to provide gaming machines but must comply with the legal requirements on the way the machine operates. They may provide an unlimited number of Category D gaming machines and it will fall to the licensing authority to decide whether, where category D machines and/or equal chance prize gaming without a permit is to be made available for use at travelling fairs, the statutory requirement that the facilities for gambling amount to no more than an ancillary amusement at the fair is met.

5.765.78 The Licensing Authority will consider whether or not a travelling fair falls within the statutory definition of a travelling fair and recognises that the 27 day statutory maximum for the land being used as a fair, is per calendar year, and that it applies to the piece of land on which the fairs are held, regardless of whether it is the same or different travelling fairs occupying the land. The Licensing Authority will work with neighbouring authorities to ensure that land that crosses joint boundaries is monitored so that the statutory limits are not exceeded.

REVIEW OF PREMISES LICENCES

5.775.79 A premises licence may be reviewed by the Licensing Authority of its own volition or following receipt of an application for a review, which is essentially a request by a third party to the Licensing Authority to review a particular licence.

5.785.80 However, it is for the Licensing Authority to decide whether or not the review is to be carried out. This will be on the basis of whether the request for the review is relevant to the matters listed below as well as consideration as to whether the request is

frivolous, vexatious, will certainly not cause the Authority to wish to alter/revoke/suspend the licence or whether it is substantially the same as previous requests for review.

5-795.81 The review will be:

- i) In accordance with any relevant Code of Practice issued by the Gambling Commission.
- ii) In accordance with any relevant Guidance issued by the Gambling Commission.

- iii) Reasonably consistent with the Licensing Objectives and
- iv) In accordance with the Licensing Policy Statement.

~~5.80~~5.82 Licensing Authority officers may be involved in the initial investigations of complaints leading to a review, or may try informal mediation or dispute resolution before a full review is conducted. An application for review must be granted, unless it decides to reject the application in accordance with the act.

5.83 The Licensing Authority can also initiate a review of a licence on the basis of any reason that it thinks is appropriate with regard to the licensing objectives. This can extend to a review of a class of licences where it considers particular issues have arisen.

APPEALS

5.84 Appeals against decisions by a licensing authority are set out in s.206-209 of the Act and relate to decisions made under Part 8 of the Act. These include:

- Applications for a premises licence
- Applications to vary or transfer a premises licence
- Applications for provisional statements
- Reviews of premises licences

5.85 An appeal against a decision of the Licensing Authority has to be made to the Magistrates' Court.

5.84—The appellant must give notice of their appeal within 21 days of their having received notice of the relevant decision. During that period, and until any appeal that has been brought has been finally determined, a determination or other action by the licensing authority will not have effect unless the licensing authority so directs.

5.86

5.87 The Magistrates' may decide to:

- Dismiss the appeal
- Substitute the decision with any other decision that could have been made by the Licensing Authority
- Remit the case back to the licensing authority to deal with the appeal in accordance with the direction of the Court.

5.88 Once the appeal decision has been notified to all parties, the Licensing Authority shall not delay its implementation. Therefore, necessary action should be taken immediate on receipt of the decision.

PART 6 GAMING PERMITS

INTRODUCTION TO PERMITS

- 6.1 Permits are required when premises provide a gambling facility but either the stakes and prizes are very low or gambling is not the main function of the premises. The permits regulate gambling and the use of gaming machines in a specific premises.
- 6.2 The Licensing Authority is responsible for issuing the following permits:
- Family Entertainment Centre (FEC) Gaming Permits
 - Club Gaming Permits and Club Machine Permits
 - Alcohol –licensed Premises Gaming Machine Permits
 - Prize Gaming permits
- 6.3 The Licensing Authority may only grant or reject an application for a permit and cannot impose or attach any conditions.
- 6.4 There are different considerations to be taken into account when considering the different types of permit applications. Please refer to the relevant parts of this below.

GAMING MACHINES

- 6.5 A gaming machine can cover all types of gambling activity, which can take place on a machine, including betting on virtual events. A machine is not a gaming machine if the winning of a prize is determined purely by the player's skill. However, any element of chance imparted by the action of the machine would cause it to be a gaming machine.
- 6.6 Where the Licensing Authority is uncertain of whether or not a machine is a gaming machine as defined under the Act, it will seek the advice of the Gambling Commission.
- 6.7 There are four classes of gaming machines: Categories A, B, C and D, with category B further divided into sub-categories B1, B2, B3, B3A and B4. The table below sets out the current maximum stakes and prizes that apply to each category:

CATEGORIES OF GAMING MACHINES

CATEGORY	MAXIMUM STAKE	MAXIMUM PRIZE
A	Unlimited	Unlimited
B1	£5	£10,000*
B2	£100 (in multiples of £10) £2 effective April 2019	£500
B3	£2	£500
B3A	£2	£500
B4	£2	£400
C	£1	£100
D**	-	-
D non-money prize (other than crane grab machine)	30p	£8
D non-money prize (crane grab machine)	£1	£50
D money prize (other than a coin pusher or penny falls machine)	10p	£5
D combined money and non-money prize (other than coin pusher or penny falls machines)	10p	£8 (of which no more than £5 may be a money prize)
D combined money and non-money prize (coin pusher or penny falls machine)	20p	£20 (of which no more than £10 may be a money prize)

* Category B1 where the prize value available through its use is wholly or partly determined by reference to use made of one or more other subcategory B1 machines, no more than £20,000

** Category D machines with a 10p stake are entitled to offer prizes of up to £5 in cash, or up to £5 in cash and £3 in non-monetary prizes. Category D machines with a 30p stake can offer £8 in non-monetary prizes only.

- 6.8 The Gambling Act also prescribes the maximum number and category of gaming machines that are permitted in each type of gambling premises. This includes premises with permit entitlements, as well as licensed premises (see table on page 35):

NUMBER OF GAMING MACHINES BY PREMISES TYPE

TYPE	GAMING MACHINES
BINGO PREMISES	<p>MAXIMUM OF 20% OF THE TOTAL NUMBER OF GAMING MACHINES WHICH ARE AVAILABLE FOR USE ON THE PREMISES FOR CATEGORIES B3 AND B4.</p> <p>NO LIMIT ON CATEGORY C AND CATEGORY D MACHINES</p>
BETTING PREMISES	<p>MAXIMUM OF 4 GAMING MACHINES CATEGORIES B2 TO D (EXCEPT B3A MACHINES)</p>
TRACK BETTING PREMISES WHERE POOL BETTING LICENCE HELD	<p>MAXIMUM OF 4 GAMING MACHINES CATEGORIES B2 TO D (EXCEPT B3A MACHINES)</p>
ADULT GAMING CENTRE	<p>MAXIMUM OF 20% OF THE TOTAL NUMBER OF GAMING MACHINES WHICH ARE AVAILABLE FOR USE ON THE PREMISES FOR CATEGORIES B3 AND B4.</p> <p>NO LIMIT ON CATEGORY C AND CATEGORY D MACHINES</p>
FAMILY ENTERTAINMENT CENTRE WITH PREMISES LICENCE	<p>NO LIMIT ON CATEGORY C AND CATEGORY D MACHINES</p>
FAMILY ENTERTAINMENT CENTRE WITH GAMING PERMIT	<p>NO LIMIT ON CATEGORY D MACHINES</p>
MEMBERS CLUB PREMISES	<p>MAXIMUM OF 3 GAMING MACHINES IN CATEGORIES B3A OR B4 TO D (ONLY ONE B3A MACHINE CAN BE SITED AS PART OF THIS ENTITLEMENT)</p>
COMMERCIAL CLUBS	<p>MAXIMUM OF THREE GAMING MACHINES IN CATEGORIES B4 TO D</p>
ON SALES ALCOHOL LICENSED PREMISES	<p>MAXIMUM OF 2 GAMING MACHINES IN CATEGORIES C TO D BY NOTIFICATION NUMBER OF</p>
ON SALES ALCOHOL LICENSED PREMISES WITH GAMING MACHINE PERMIT	<p>CATEGORY C TO D MACHINES AS SPECIFIED ON PERMIT</p>

(UNLICENSED) FEC GAMING MACHINE PERMITS

6.9—Where Premises do not hold a Premises Licence but wishes to provide gaming machines, it may apply to the licensing authority for this permit. It should be [noted that under](#)

6.9 ~~noted that under~~ section 238 the applicant must show that the premises will be wholly or mainly used for making gaming machines available for use.

6.10 The Act states that a licensing authority may prepare a statement of principles that they propose to consider in determining the suitability of an applicant for a permit. In preparing that statement, and/or considering applications, it need not (but may) have regard to the licensing objectives and shall have regard to any relevant guidance issued by the Commission under section 25.

6.11 A FEC gaming machine permit may be granted only satisfied that the premises will be used as an unlicensed FEC, and if the Chief Officer of Police has been consulted on the application. The Licensing Authority may grant or refuse a permit but cannot impose conditions upon the grant of a permit. Therefore the licensing authority will wish to be satisfied as to the applicant's suitability before granting a permit. Unlicensed FECs, by definition, will not be subject to scrutiny by the Gambling Commission as no operating (or other) licences will be applied for and issued.

Statement of Principles

6.12 Applicants will be expected to show that there are policies and procedures in place to protect children from harm. Harm in this context is not limited to harm from gambling but includes wider child protection considerations. The efficiency of such policies and procedures will each be considered on their merits. However, they may include background checks on staff, training for staff in dealing with unsupervised very young children being on the premises, or children causing perceived problems on or around the premises.

6.13 Applicants will be expected to demonstrate:

- i) A full understanding of the maximum stakes and prizes of the gambling that is permissible in unlicensed FECs.
- ii) That the applicant has no relevant convictions (those that are set out in Schedule 7 of the Act).
- iii) That staff are trained to have a full understanding of the maximum stakes and prizes; and
- iv) An awareness of local school holiday times and how to identify the local education office should truants be identified.

6.14 Compliance with the Code of Practice in relation to FECs, issued by BACTA, will be taken by the Licensing Authority as evidence that (apart from the criteria relating to criminal convictions) the applicant has met the above.

6.15 As these premises are open to children and young persons, the Licensing Authority will require additional information when an applicant applies for this Permit, as follows:

- (i) A plan of the premises to a scale of 1:100. If a 1:100 scaled plan cannot be submitted the plans must be clear and legible in all material respects. All plans must show the exits/entrances to the premises, location of gaming machines, and the location of safety equipment such as fire extinguishers and indicating the location of appropriate clear and prominent notices and barriers, such Notices to state:
 - (a) That no unaccompanied child will be permitted to remain on the premises if that person is required by law to attend school;
 - (b) Highlighting the need to play responsibly;
 - (c) The number and location of Category D machines;
 - (ii) Evidence of staff training by way of a Premises Log Book, covering how staff would deal with unsupervised very young children being on the premises, or children causing perceived problems on/around the premises;
 - (iii) The amount of space around gaming machines to prevent jostling of players or intimidation;
 - (iv) Location and supervision of Automated Teller Machines;
 - (v) Proof of Age scheme;
 - (vi) Evidence that the applicant has complied with Health and Safety and Fire Safety legislation;
 - (vii) Details of opening hours;
 - (viii) Details of external appearance of premises;
 - (ix) Numbers of staff employed;
 - (x) Insurance documents and any other such information the Licensing Authority will from time to time require;
 - (xi) Any other policies or procedures in place to protect children from harm.
- 6.16 The above statement of principles will apply in relation to initial applications only and not renewals.
- 6.17 With regard to renewals, the Licensing Authority may refuse an application for renewal of a permit only on the grounds that an authorised local authority officer has been refused access to the premises without reasonable excuse, or that renewal would not be reasonably consistent with pursuit of the licensing objectives.
- 6.18 Where an applicant fails to comply with the above requirements, the Licensing Authority may refuse the application. Where there is such a refusal, the Licensing Authority will notify the applicant of its intention to refuse and the reasons for the refusal. The applicant will then have an opportunity to make representations orally, in writing or both and will have a right of appeal against any decision made.

- 6.19 Where the Permit has been granted the Licensing Authority will issue the permit as soon as is reasonably practicable and in any event in line with the Regulations issued by the Secretary of State. The permit will then remain in effect for 10 years unless surrendered or lapsed.
- 6.20 As these premises particularly appeal to children and young persons, the Licensing Authority will give weight to child protection issues and will also consider an applicant's suitability for FEC permits and factors taken into account will include the Applicant's criminal record and previous history and experience of running similar premises, if any.

CLUB GAMING AND CLUB MACHINES PERMITS

- 6.21 Members Clubs and Miners' Welfare Institutes (not Commercial Clubs) may apply for a Club Gaming Permit or Club Gaming Machine Permit.
- 6.22 **Club Gaming Permit**
Club gaming permits allow the premises to provide:
- i) Up to three machines of categories B, C or D.
 - ii) Equal chance gaming; and
 - iii) Games of chance as set out in regulations.
- 6.23 **Club Gaming Machine Permit**
A club gaming machine permit will enable the premises to provide up to three machines of categories B, C or D.
- 6.24 Before granting a permit, the Licensing Authority will wish to be satisfied that applicants for these permits meet the statutory criteria for members' clubs contained in sections 266 and 267 of the Gambling Act and may grant the permit provided the majority of members are over 18 years of age.
- 6.25 The Licensing Authority recognises that there is a 'fast track' procedure for premises holding a Club Premises Certificate under the Licensing Act 2003 and that there is no opportunity for objections to be made by the Commission or the Police and the grounds upon which the Licensing Authority can refuse a permit are reduced.

ALCOHOL LICENSED PREMISES GAMING MACHINE PERMITS

- 6.26 There is provision in the Act for premises licensed to sell alcohol for consumption on the premises, to automatically have two gaming machines, of categories C and/or D. The premises licence holders merely need to notify the Licensing Authority that they intend to exercise their automatic entitlement to gaming machines in their premises.

- 6.27 Under section 284 the Licensing Authority can remove the automatic authorisation in respect of any particular premises if:
- i) Provision of the machines is not reasonably consistent with the pursuit of the licensing objectives.
 - ii) Gaming has taken place on the premises that breaches a condition of section 282 of the Gambling Act (i.e. that written notice has been provided to the Licensing Authority, that a fee has been provided and that any relevant code of practice issued by the Gambling Commission about the location and operation of the machine has been complied with).
 - iii) The premises are mainly used for gaming; or
 - iv) An offence under the Gambling Act has been committed on the premises.
- 6.28 Should it necessary to issue section 284 order, the licence-holder will be given at least twenty-one days' notice of the intention to make the order, and consider any representations which might be made. The authority will hold a hearing if the licensee requests it.
- 6.29 If a premises wishes to have more than 2 machines, then it needs to apply for a permit and the licensing authority must consider that application based upon the licensing objectives, any guidance issued by the Gambling Commission issued under Section 25 of the Gambling Act 2005, and "such matters as they think relevant."

Statement of Principles

- 6.30 This Licensing Authority considers that such matters will be decided on a case by case basis but generally there will be regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to satisfy the authority that there will be sufficient measures to ensure that under-18 year olds do not have access to the adult-only gaming machines.
- 6.31 Measures which will satisfy the authority that there will be no access may include the adult machines being in sight of the bar, or in the sight of staff that will monitor that the machines are not being used by those under 18. Notices and signage may also be helpful. As regards the protection of vulnerable persons applicants may wish to consider the provision of information leaflets/helpline numbers for organisations such as GamCare.
- 6.32 The Licensing Authority will usually expect holders of gaming machine permits to ensure that the gaming machines are sited in accordance with any relevant code of practice issued by the Gambling Commission and to ensure that they can be adequately supervised whilst in use.

- 6.33 It is recognised that some alcohol-licensed premises may apply for a premises licence for their non-alcohol licensed areas. Any such application would need to be applied for, and dealt with as an adult entertainment centre premises licence.
- 6.34 It should be noted that the Licensing Authority is empowered to grant the application with a smaller number of machines and/or a different category of machines than that applied for. Conditions (other than those restricting the number or category of machines) cannot be attached.
- 6.35 It should also be noted that the holder of a permit must comply with any Code of Practice issued by the Gambling Commission about the location and operation of the machine.

PRIZE GAMING PERMITS

- 6.37 The licensing authority may prepare a statement of principles which they propose to apply in exercising their functions which may, in particular, specify matters that the licensing authority proposes to consider in determining the suitability of the applicant for a permit.
- 6.38 Prize gaming may be provided in bingo premises as a consequence of their bingo operating licence. Any type of prize gaming may be provided in adult gaming centres and licensed family entertainment centres. Unlicensed family entertainment centres may offer equal chance prize gaming under a gaming machine permit. Prize gaming without a permit may be provided by travelling fairs providing none of the gambling facilities at the fair amount to more than an ancillary amusement. Children and young people may participate in equal chance gaming only.
- 6.39 In making its decision on an application for this permit the Licensing Authority does not need to have regard to the licensing objectives but must have regard to any Gambling Commission guidance.
- 6.40 Applicant should set out the types of gaming they are intending to offer and should be able to demonstrate:
- i) That they understand the limits to stakes and prizes that are set out in Regulations; and
 - ii) That the gaming offered is within the law.
- 6.41 It should be noted that there are conditions in the Gambling Act 2005 by which the permit holder must comply, but that the Licensing authority cannot attach conditions. The conditions in the Act are:
- i) The limits on participation fees, as set out in regulations, must be complied with.

- ii) All chances to participate in the gaming must be allocated on the premises on which the gaming is taking place and on one day; the game must be played and completed on the day the chances are allocated; and the result of the game must be made public in the premises on the day that it is played.
- iii) The prize for which the game is played must not exceed the amount set out in regulations (if a money prize), or the prescribed value (if non-monetary prize); and
- iv) Participation in the gaming must not entitle the player to take part in any other gambling.

6.42 Applications may only be made by people who occupy or plan to occupy the premises, are aged 18 or over (if an individual), and no premises licence or club gaming permit under the Gambling Act 2005 may be in force.

Statement of Principles

- 6.43 This licensing authority considers that such matters will be decided on a case by case basis but generally there will be regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to satisfy the authority that there will be sufficient measures to ensure that under-18 year olds do not have access to unequal chances prize gaming.
- 6.44 A plan must accompany applications indicating where, and what type, of prize gaming is to be provided.
- 6.45 The grounds for decision making as regards renewals are the same as for initial applications.
- 6.46 Where the Licensing Authority intends to refuse the application for a permit, it will notify the applicant of its intention to refuse it stating the reasons and offering the applicant an opportunity to make representations orally or in writing or both.

**PART 7
TEMPORARY AND OCCASIONAL USE NOTICES**

TEMPORARY USE NOTICES (TUN)

- 7.1 A Temporary Use Notice (“TUN”) is a notice which authorises a person or an organisation to conduct gaming activities for a temporary period of time, at a particular premises. However, a TUN may only be granted if the premises user is already in possession of a relevant Operating Licence. The London Borough of Hillingdon is bound by a number of statutory limits ~~regarding as regards~~ TUNs. Section 218 of the Act refers to a ‘set of premises’ and provides that a set of premises is the subject of a temporary use notice if ‘any part’ of the premises is the subject of a TUN.
- 7.2 The reference to a ‘set of premises’ prevents one large premise from having a temporary use notice in effect for more than 21 days in a year by giving notification in relation to different parts of the premises and re-setting the clock.
- 7.3 The Licensing Authority will decide what constitutes a ‘set of premises’ where Temporary Use Notices are received relating to the same building/site.
- 7.4 In considering whether a place falls within the definition of a ‘set of premises’ the Licensing Authority will look at the ownership/occupation and control of the premises and the Licensing Authority will consider whether different units are in fact different ‘sets of premises’. An example would be a large exhibition centre with different exhibition halls. This would be considered properly as one premise and would not be granted a temporary use notice for each of its exhibition halls.
- 7.5 A TUN must be lodged with the Licensing Authority not less than three (3) months and one (1) day before the day on which the gambling event will begin. The person who is giving the TUN must ensure that the notice and copies are with the Licensing Authority and named responsible authorities within seven (7) days of the date of the notice.
- 7.6 On receipt of a TUN the Licensing Authority will send a written acknowledgement as soon as is reasonably practicable and this may be by way of ~~e~~E-mail.
- 7.7 If no objections are made within 14 days of the date of the temporary use notice, the Licensing Authority will grant and return the notice with an endorsement of validity.
- 7.8 If objections are received within 14 days of the date of notice, a hearing will be held to consider the issue of a TUN. Those who raise objections may offer modifications to the notice that will resolve their objections. If all participants to a hearing agree that a hearing is unnecessary, the hearing may be dispensed with.

- 7.9 The Licensing Authority may object to notices where it appears that their effect would be to permit regular gambling in a place that could be described as one set of premises. The Licensing Authority and other bodies to which the notice is copied may give notice of objection but they must have regard to the Licensing Objectives and where there are such objections, they must give a notice of objection to the person who gave the TUN, such notice will be copied to the Licensing Authority.

OCCASIONAL USE NOTICES (OUN)

- 7.10 An Occasional Use Notice may be used where there is betting on a track on 8 days or less in a calendar year. The OUN dispenses with the need for a Betting Premises Licence for a track and the Licensing Authority will maintain a register of all applications.
- 7.11 The licensing authority has very little discretion as regards these notices aside from ensuring that the statutory limit of 8 days in a calendar year is not exceeded. The licensing authority will need to consider the definition of a 'track' and whether the applicant is permitted to avail him/herself of the notice.
- 7.12 Tracks are normally thought of as permanent race courses, but the meaning of track not only covers horse racecourses or dog tracks, but also any other premises on any part of which a race or other sporting event takes place or is intended to take place. Although the track need not be a permanent fixture, land used temporarily as a track providing races or sporting events may qualify.

**PART 8
REGISTRATION OF SMALL SOCIETY LOTTERIES**

DEFINITION OF SMALL SOCIETY LOTTERY

- 8.1 The Gambling Act repeals the Lotteries and Amusements Act 1976. The Licensing Authority will register and administer smaller non-commercial lotteries. Promoting or facilitating a lottery will fall within 2 categories:
- i) Licensed Lotteries (requiring an Operating Licence from the Gambling Commission); and
 - ii) Exempt Lotteries (registered by the Licensing Authority).
- 8.2 Exempt Lotteries are lotteries permitted to run without a licence from the Gambling Commission and these are:
- i) Small Society Lotteries;
 - ii) Incidental Non-Commercial Lotteries;
 - iii) Private Lotteries;
 - iv) Private Society Lottery;
 - v) Work Lottery;
 - vi) Residents' Lottery;
 - vii) Customer Lotteries.
- 8.3 Societies may organise lotteries if they are licensed by the Gambling Commission or fall within the exempt category, and therefore registered by the Licensing Authority, because their proceeds are below specified levels. The Licensing Authority recommends those seeking to run lotteries take their own legal advice on which type of lottery category they fall within. However, guidance notes with regard to all lotteries, limits placed on small society lotteries and information setting out financial limits will be made available on the Council's website or by contacting the Licensing Authority.

THE LICENSING AND REGISTRATION SCHEME

- 8.4 Applicants for lottery licences must apply to the Licensing Authority in the area where their principal office is located. Where the Licensing Authority believes that the Society's principal office is situated in another area it will inform the Society as soon as possible and where possible, will inform the other Licensing Authority.
- 8.5 Lotteries will be regulated through a licensing and registration scheme, conditions imposed on licences by the Gambling Commission, Codes of Practice and any Guidance issued by the Gambling Commission. In exercising its functions with regard to small society and exempt lotteries, the Licensing Authority will have due regard to the Gambling Commission's Guidance.

- 8.6 The Licensing Authority will keep a Public Register of all applications and will provide information to the Gambling Commission on all lotteries registered by the Licensing Authority. As soon as the entry on the Register is completed, the Licensing Authority will notify the applicant of his registration. In addition, the Licensing Authority will make available for inspection by the public; the financial statements/returns submitted by societies in the preceding 18 months and will monitor the cumulative totals for each society to ensure the annual monetary limit is not breached. If there is any doubt, the Licensing Authority will notify the Gambling Commission in writing, copying this to the Society concerned.
- 8.7 The Licensing Authority will refuse applications for registration if in the previous five years, either an Operating Licence held by the applicant for registration has been revoked, or an application for an Operating Licence made by the applicant for registration has been refused. Where the Licensing Authority is uncertain as to whether or not an application has been refused, it will contact the Gambling Commission to seek advice.
- 8.8 The Licensing Authority may refuse an application for registration if in their opinion:
- i) The applicant is not a non-commercial society;
 - ii) A person who will or may be connected with the promotion of the lottery has been convicted of a relevant offence; or
 - iii) Information provided in or with the application for registration is false or misleading.
- 8.9 The Licensing Authority will ask applicants to set out the purposes for which the Society is established and will ask the Society to declare that they represent a bona fide non-commercial society and have no relevant convictions. The Licensing Authority may, however, seek further information from the Society.
- 8.10 Where the Licensing Authority intends to refuse registration of a Society, it will give the Society an opportunity to make representations and will inform the Society of the reasons why it is minded to refuse registration and supply evidence on which it has reached that preliminary conclusion. In any event, the Licensing Authority will make available on its website its procedures on how it handles representations.
- 8.11 The Licensing Authority may revoke the registered status of a society if it thinks that they would have had to, or would be entitled to; refuse an application for registration if it were being made at that time. However, no revocations will take place unless the Society has been given the opportunity to make representations. The Licensing Authority will inform the society of the reasons why it is minded to revoke the registration and will provide an outline of the evidence on which it has reached that preliminary conclusion.

- 8.12 Where a Society employs an external lottery manager, they will need to satisfy themselves that they hold an Operator's Licence issued by the Gambling Commission and the Licensing Authority will expect this to be verified by the Society.
- 8.13 The Licensing Authority will expect registered small society lottery societies to renew their registrations each year. It is not the responsibility of the Licensing Authority to issue reminders to small society lottery societies to advice of renewals. Registrations will expire if they are not renewed in a timely way. Cancellation of a small society lottery will be confirmed in writing by the Licensing Authority.

PART 9 DECISION MAKING

THE LICENSING COMMITTEE

- 9.1 The Licensing Committee will consist of at least 10 Members. Licensing Sub-committees consisting of 3 Committee Members will hear any relevant representations from Responsible Authorities and interested parties. Any of these individuals or groups may specifically request a representative to make representations on the applicant's behalf. This could be a legal representative, a friend, an MP or a Ward Councillor.
- 9.2 Where a Councillor who is a member of the Licensing Sub-Committee is making or has made representations regarding a licence on behalf of an interested party, in the interests of good governance they will disqualify themselves from any involvement in the decision-making process affecting the licence in question.
- 9.3 Licensing Authorities must have regard to the licensing objectives when exercising their functions in relation to premises licences, temporary use notices and some permits.
- 9.4 The decision determined by the Sub-Committee will be accompanied with clear, cogent reasons for that decision, having had due regard to being reasonably consistent with the Licensing Objectives; the Human Rights Act 1998; [the Equality Act 2010](#), [the Public Sector Equality Duty](#); any relevant code of practice under Section 24 of the Gambling Act 2005; any relevant guidance issued by the Commission under Section 25 of the Gambling Act 2005; and this Statement of Policy. The decision and the reasons for that decision will be sent to the Applicant and those who have made relevant representations as soon as practicable.

DELEGATION OF DECISION MAKING RESPONSIBILITIES

- 9.5 The Council will be involved in a wide range of licensing decisions and functions and has established a Licensing Committee to administer them.
- 9.6 Appreciating the need to provide a speedy, efficient and cost-effective service to all parties involved in the licensing process, decisions on all licensing matters will be taken in accordance with an approved scheme of delegation, as attached at Annex C.
- 9.7 Many of the decisions and functions will be purely administrative in nature and the grant of non-contentious applications, including for example, those licences and permits where no representations have been made, will be delegated to Council Officers.

PART 10

ANNEX A

SCHEDULE OF CONSULTEES TO DRAFT POLICY

PERSONS OR BODIES REPRESENTING THE INTERESTS OF THOSE CARRYING ON GAMBLING BUSINESSES IN THE BOROUGH

Association of British Bookmakers
Association of Licensed Multiple
Retailers
British Amusement Catering
Association
British Beer and Pub Association
National Casino Industry Forum
British Holiday & Home Parks
Association
Greyhound Board of Great Britain
British Institute of Inn keeping
Business in Sport and Leisure Ltd
Casino Operators Association, UK
Community Trade Union
Federation of Licensed Victuallers
Gamcare
AGE UK
Hillingdon Chamber of Commerce
Remote Gambling Association
Responsibility in Gambling Trust
Rugby Football Union
The Bingo Association
The Football Association
The Lotteries Council
The Working Men's Club & Institute
Union

PERSONS OR BODIES REPRESENTING THE INTERESTS OF THOSE WHO ARE LIKELY TO BE AFFECTED BY THE EXERCISE

OF THE AUTHORITY'S FUNCTIONS

All Elected (Ward) Councillors,
London Borough of Hillingdon
Council
All "Responsible Authorities" as
defined under the Gambling Act (see
*Appendix C for list and contact
details*)
Alcoholics Anonymous (AA)
Gamblers Anonymous
Government Organisations: (LGA,
ODPM, LACORS)
Hillingdon Action Group for Addiction
Management (HAGAM)
Hillingdon Association of Voluntary
Services
Hillingdon's Children and Young
People's Partnership Board
(CYPSPB)
Hillingdon Community and Police
Consultative Group
Hillingdon Drug and Alcohol Services
Hillingdon Law Centre
Hillingdon Mind
Hillingdon NHS
Hillingdon Salvation Army
Hillingdon Samaritans
Hillingdon Youth Offending Service
Hillingdon Tenants and Residents
Associations
Hillingdon Federation of Community
Associations & similar bodies
Local Licensing Solicitors in
Hillingdon
Local Strategic Partnership Uxbridge
Initiative
Uxbridge Magistrates Court

NEIGHBOURING LONDON,
COUNTY AND DISTRICT
COUNCIL'S

London Boroughs of: Brent, Ealing,
Hammersmith & Fulham, Harrow
and Hounslow
(*West London Alliance Members*)

And:
Slough Borough Council
Spelthorne Borough Council
Hertfordshire County Council
South Bucks District Council
Three Rivers District Council

Note: This list was not intended to be exhaustive. Comments and observations were welcomed from anyone affected by this policy.

ANNEX B

SCHEDULE OF RESPONSIBLE AUTHORITIES

For the purposes of the Act, Responsible Authorities are public bodies that must be notified of all applications and who are entitled to make representation in relation to Premise

Hillingdon Licensing Authority
The Licensing Service
London Borough of Hillingdon Civic Centre,
Uxbridge
UB8 1UW
licensing@hillingdon.gov.uk

The Gambling Commission
4th Floor
Victoria Square House
Birmingham
B2 4BP
info@gamblingcommission.gov.uk

Police Licensing Uxbridge Police Station 1
Warwick Place
Uxbridge
UB8 1PG
Licensing-xh@met.pnn.police.uk

London Fire Brigade
169 Union Street London
SE1 0LL
Attn: North West Area Team
FSR-AdminSupport@london-fire.gov.uk

Head of Development Planning
London Borough Of Hillingdon
Civic Centre
Uxbridge
UB8 1UW
Planning@hillingdon.gov.uk

Authority for Pollution & Harm to
Human Health
c/o Antisocial Behaviour &
Environment Team
London Borough of Hillingdon Civic
Centre, Uxbridge
UB8 1UW
sset@hillingdon.gov.uk
asbinvestigations@hillingdon.gov.uk

Local Safeguarding Children Board
c/o Director of Childrens Services
London Borough of Hillingdon Civic
Centre, Uxbridge
UB8 1UW
safeguardingchildrenadmin@hillingdon.gov.uk

HM Revenue & Customs
Betting and Gambling Department Portcullis
House
21 India Street Glasgow
G2 4PZ
nru.betting&gaming@hmrc.gsi.gov.uk

[Food, Health & Safety](#)
[London Borough of Hillingdon Civic Centre,](#)
[Uxbridge](#)
[UB8 1UW](#)
foodhealthandsafety@hillingdon.gov.uk

ANNEX C

SUMMARY OF DELEGATION OF POWERS AS ALSO SET OUT IN THE COUNCIL'S
CONSTITUTION

FUNCTION	COUNCIL / CABINET	SUB- COMMITTEE	OFFICER
Approval of the three year Statement of Gambling Policy	Cabinet and Full Council		
Policy not to permit casinos	Full Council		
Fee Setting - when appropriate	Cabinet		
Application for premises licences		If representation made	If no representation made
Application for a variation to a licence		If representation made	If no representation made
Application for a transfer of a licence		Where representations have been received from the Commission	Where no representations received from the Commission
Application for a provisional statement		If representation made	If no representation made
Review of a premises licence		X	
Application for club gaming /club machine permits		If representation made	If no representation made
Cancellation of club gaming/ club machine permits		X	
Applications for other permits			X
Cancellation of licensed premises gaming machine permits			X

Consideration of temporary use notice			X
Notifications and applications for two or three gaming machines			X
	COUNCIL / CABINET	SUB-COMMITTEE	OFFICER
Applications for four to five gaming machines			Officers in consultation with the Chairman of the Licensing Sub-Committee
Applications for more than five gaming machines		By way of a report	
Decision to give a counter notice to a temporary use notice		X	
Section 284 Order to revoke the automatic entitlement for 2 gaming machine notifications		X	

ANNEX D

Ward Councillor Call-in

Where a Ward Councillor makes representations upon an application within their ward, in writing, to the relevant Head of Service for Licensing, within the appropriate statutory period of consultation for the application, and this representation has been forwarded to the Licensing Authority, that application shall be scheduled to be heard by the Licensing Sub-Committee for determination. The Ward Councillor must include in their representations the reasons why they wish the application to be determined by the Sub- Committee and how the application adversely affects the licensing objectives.

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HILLINGDON
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Appendix C - Equality 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

The review of the Council's Statement of Gambling Policy which takes place every 3 years and must be in place by January 2025.

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

London Borough of Hillingdon – 'The Licensing Authority'

Date assessment completed and approved by accountable person

25th July 2024

Names and job titles of people carrying out the assessment

Daniel Ferrer, Licensing Team Manager

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

Comprehensive review and consultation to implement the Council's new Statement of Gambling Policy. As a result, it is intended that this assessment will support effective and efficient delivery of licensing functions and the Council's objectives and allow for stakeholders views to be taken into account.

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

The main users of the service that will be affected will be the actual applicants. Looking at previous applications and licences granted for premises licence holders, it is clear that they are mainly limited companies such as William Hill, Ladbrokes and Jennings. Therefore, we do not foresee any issues as their relevant applications and documentation will be dealt with by agents or their solicitors.

However, service users who may be affected are potentially customers using certain licenced premises and their services. For example, there are a number of betting shops in the south parts of the Borough such as Hayes. From inspections and general patrols around these premises, some of the equality profile of customers come from a Black, Asian, Minority and Ethnic Background.

Furthermore, another relevant key service user will be residents. Again, residents who are generally based geographically in the south may be affected. They maybe potentially made from a Black, Asian, Minority and Ethnic background and have always played an important role when submitting representations/objections and therefore providing a voice for the local community.

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

Stakeholders	Interest
Applicants and licence holders	Ensure that they are supported by the Authority in making their applications and kept fully informed of the process and the implications of the reviewed Statement of Gambling Policy.
Residents and Businesses	Ensuring that specific requirements have been met by the applicant/licence holder and they are able to submit their objection/representation if it is valid under the legislation.
Licensing Committee, Cabinet & Council	Ensuring processes are followed in accordance with licensing legislation and that all information is presented to them in full so appropriate, reasonable and proportionate decisions can be made.
Chief Executive, Corporate Directors & Staff	Ensuring processes are followed in accordance with licensing legislation and that all information is presented to them in full so appropriate, reasonable and proportionate decisions can be made.

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

Only tick the boxes which relate to the data you have in A2.

Age	✓	Religion or belief	✓
Disability	✓	Sex	✓
Gender reassignment	✓	Sexual Orientation	✓
Marriage or civil partnership	✓	Community Cohesion	✓
Pregnancy or maternity	✓	Community Safety	✓
Race/Ethnicity	✓	Other – please state	

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

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

The main source of data and information are the current records kept by the Licensing Authority such as applications for premises licences and gambling permits. In addition, there is the information and feedback received from officers who engage with applicants on the phone or with Management and staff face to face during site visits. It is noted that some customers at licenced gambling premises in the geographical south of the borough are from a Black, Asian, Minority and Ethnic Background. This is particularly the case with premises in areas such as Hayes. This is evident when inspections have been carried out to premises such as betting shops and pubs where gaming machines are present.

Consultation

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

Please tick ✓ NO ✓ YES

If no, explain why:

It was not felt necessary to complete consultation as part of this assessment however, in the implementation of the policy, there will be ongoing engagement with relevant parties during formal consultation.

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

The new Statement of Gambling Policy is not anticipated to have a significant impact as there is a strong degree of consistency between the old and new document, it is merely reflecting minor updates to legislation and guidance.

On the whole, the amendments proposed have been drafted to clarify, formalise and, in some cases, simplify the processes in relation to applications under the Gambling Act 2005. The principles governing the Statement of Gambling Policy and the statutory fees remain consistent with the previous policy statement and recognise the wider community impacts that the Licensing Authority, residents, business community and other stakeholders must be aware of when participating in the licensing process. The new Statement of Gambling Policy recognises the need for a balance between the rights of businesses and the community.

The Licensing Authority have a public sector equality duty to the following protected characteristics:

- Age
- Disability
- Sex, gender reassignment, sexual orientation
- Pregnancy and maternity
- Race, religion or belief
- Marriage and Civil Partnership

Under the Equality Act 2010 (S.149) a public authority must, in the exercise of its functions, have due regard to the need to:-

- (a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the 2010 Act
- (b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- (c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it

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
Applications from a Black, Asian, Minority and Ethnic background	There may be customers and residents who have potential difficulties with submitting representations. The Licensing Team will offer advice on the telephone and will accommodate appointments during office hours. In addition, consideration will be given to officers carrying out site visits to meet potential objectors so they are able to gain a better understanding of any proposed applications and an effective way of submitting representations.

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

Equality Group	Impact on this group and actions you need to take
Applications from a Black, Asian, Minority and Ethnic background	Better quality of representations being submitted and as a result residents, responsible authorities and members of the Licensing Committee being well informed to make decisions when considering applications. Residents will feel valued and felt heard when they will be able to communicate their views on behalf of their community. Furthermore, better relationships will be formed between Council Officers, members of the public and businesses.

D) Conclusions

The Licensing Team has identified that there will be a number of gambling premises whose customers are from a Black, Asian, Minority and Ethnic background. This will be particularly the case where premises are located in the south of the Borough. In addition, residents in this geographical area will be of a similar background.

Literacy issues may be an issue within these communities and will therefore need to be considered. Local residents may require some assistance with applications, supporting documentation and explanation of Government guidance and the Council's Statement of Gambling Policy.

Licensing Officers will take appropriate steps to educate customers of these licensed premises and members of the public when it comes to Gambling queries and relevant applications. The Licensing Team will offer telephone advice to residents and customers and consideration will be given to meeting residents and customers at Council Offices to assist them in clarifying relevant application forms.

A handwritten signature in black ink, appearing to read 'D. Ferrer', with a horizontal line above it.

Signed and dated: 25.07.24

Name and position: Daniel Ferrer, Licensing Team Manager

PUBLIC PREVIEW:

MATTERS TO BE CONSIDERED LATER IN PRIVATE

Cabinet Member(s)	As appropriate
Cabinet Portfolio(s)	As appropriate
Officer Contact(s)	Mark Braddock – Democratic Services
Papers with report	None

HEADLINES

Summary	<p>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.</p> <p>This will enable Cabinet Members to openly discuss such matters generally in public, and via the Council’s live broadcast of the meeting, without prejudicing their later consideration in private.</p>
<p>Putting our Residents First</p> <p>Delivering on the Council Strategy 2022-2026</p>	<p>This report supports our ambition for residents / the Council of: An efficient, well-run, digital-enabled council working with partners to deliver services to improve the lives of all our residents</p> <p>This report supports our commitments to residents of: A Digital-Enabled, Modern, Well-Run Council</p>
Financial Cost	As set out in the report.
Relevant Select Committee	As set out in this report under each item – however, this item is not for scrutiny call-in as it is information only.
Ward(s)	As set out in the report

RECOMMENDATION

That Cabinet note the reports to be considered later in private and Part 2 of the Cabinet agenda and comment on them as appropriate for public information purposes.

Reasons for recommendation

Why are certain reports considered in private?

As a transparent, democratic organisation, the Council's Cabinet will consider matters in public on Part 1 of this Cabinet agenda. However, there will inevitably be some reports that will need to be considered in private. These would generally relate to contracts, property transactions or commercially sensitive information, for example, tender bids from commercial organisations, which if made public, could prejudice the Council's ability secure value-for-money for resident taxpayers.

This information is also called 'exempt' information and is considered in Part 2 of any Cabinet agenda by applying the relevant section of the Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended), in that the report contains certain information and that the public interest in withholding that information outweighs the public interest in disclosing it.

How can the public find out more about the private reports?

To ensure maximum transparency when the Cabinet considers such private reports:

- 1) They are first given advance notice on the Cabinet's Forward Plan in summary form setting out the reason why they will be considered in private. The [Forward Plan](#) is a public document setting out all the expected decisions the Cabinet will make over the coming year, except those that are urgent, and is available on the Council's website to view;
- 2) This report provides a fuller public preview of the matters to be discussed in Part 2 of this Cabinet meeting and gives an opportunity for Cabinet Members to highlight issues of significance within and for public information purposes, without prejudicing their later fuller consideration in private. It also sets out the recommendations in general terms that are being proposed for a decision on.
- 3) Consideration of this report will also be broadcast live on the Council's YouTube channel: Hillingdon London, and available for viewing afterwards, for wider democratic engagement.
- 4) After these private reports are considered in Part 2 of this Cabinet meeting, Cabinet's full decisions on them will then be published on the Council's website the day after the Cabinet meeting, along with the decisions on the other matters already considered in public.

Alternative options considered

Cabinet could resolve to release any private report into the public domain in extraordinary or highly exceptional cases, where it considers the public interest in disclosing the information outweighs the public interest in withholding it. However, to ensure greater transparency on all private matters considered, this public preview item is advised as the most suitable way forward.

Legal comments

Such private matters are considered in accordance with Local Government Act 1972 (as amended) Access to Information provisions and also The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012. This report enables such matters to be discussed in public as far as is possible under the relevant legislation.

SUPPORTING INFORMATION

ITEM 10 - PROPERTY DECISIONS IN RESPECT OF THE CURRENT UXBRIDGE LIBRARY, HIGH STREET FOLLOWING THE DECISION TO RELOCATE THE LIBRARY TO THE CIVIC CENTRE SITE IN UXBRIDGE

Relevant Cabinet Portfolio(s)	Property, Highways and Transport Residents' Services
Relevant Ward(s)	Uxbridge
Relevant Select Committee	Corporate Resources & Infrastructure

Information

The purpose of this report to Cabinet is to progress property matters regarding the existing Uxbridge Library, following the decision to relocate the library to the Civic Centre site in Uxbridge on 15 February 2024. The relocation aims to provide a more accessible and modern library facility for residents. The Council is committed to ensuring that the new library location will better meet the needs of the community. Planning permission for the relocation to the Civic Centre was granted on 16th July 2024.

The report considers the existing library building's lack of suitability for public service needs, particularly in terms of accessibility, evacuation lift requirements and carbon emission issues.

This report to Cabinet will detail the future property options available for the existing library building, for Cabinet to make the necessary decisions, and to ensure the effective transition of public library services from the existing site to the new site.

ITEM 11 - CONTRACT AWARD FOR WASTE SERVICES

Relevant Cabinet Portfolio(s)	Residents' Services
Relevant Ward(s)	All
Relevant Select Committee	Residents' Services

Information

The report outlines the tendering exercise for the provision of services for the treatment of mixed bulky waste and street litter across the Borough and collected from Harlington Road Depot and the collection and processing of excavated material from the Borough's cemeteries. Cabinet will consider a contract for such services, which will support the Council's commitment to sustainable waste management, with no waste expected to be sent to landfill, and ensure community engagement to promote waste reduction, reuse and recycling.

ITEM 12 - SOCIAL CARE CATERING SERVICES	
Relevant Cabinet Portfolio(s)	Health & Social Care Children, Families & Education
Relevant Ward(s)	All
Relevant Select Committee	Health & Social Care Children, Families & Education
Information	
<p>The report considers extending the current contract in respect of Social Care Catering Services. This includes meals to Hillingdon residents living in four extra-care schemes, catering staff for the Queens Walk Adult Resource Centre, and meals for children at three early years centres.</p> <p>The report considers incremental changes to the catering services to further promote residents' independence and healthy living and the outcome of a 4-week consultation with residents in two of the extra care units, Cottesmore House and Triscott House, regarding the proposed changes.</p>	

ITEM 13 - FLEET REPLACEMENT PROGRAMME	
Relevant Cabinet Portfolio(s)	Finance
Relevant Ward(s)	N/A
Relevant Select Committee	Corporate Resources & Infrastructure
Information	
<p>The report outlines the Council's 7-year fleet replacement programme, which involves the procurement of 96 vehicles required across Housing, Maintenance and Green Spaces. The Council aims to replace these front-line service vehicles, many which have now reached the end of their serviceable life and are now subject to daily ULEZ fees.</p> <p>The Council also now has a viable choice between electric and diesel replacements for its light commercial fleet, supporting the Council's climate targets.</p> <p>Cabinet will make the necessary procurement decisions in relation to the fleet.</p>	

**ITEM 14 - DISPOSAL OF LAND OPPOSITE 90 PEMBROKE ROAD
RUISLIP HA4 8NX**

Relevant Cabinet Portfolio(s)	Property, Highways and Transport
Relevant Ward(s)	Ruislip Manor
Relevant Select Committee	Corporate Resources & Infrastructure

Information

This report seeks a decision on the disposal of a small parcel of land opposite 90 Pembroke Road, Ruislip, which is currently used for unauthorised car parking and not required for any service use.

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Exempt information by virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972 (as amended).

Agenda Item 10

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Agenda Item 12

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