



HILLINGDON
LONDON



Residents' Services Select Committee

Councillors on the Committee

Councillor Wayne Bridges (Chair)
Councillor Peter Smallwood (Vice-Chair)
Councillor Darran Davies
Councillor Ekta Gohil
Councillor Scott Farley (Opposition Lead)
Councillor Janet Gardner
Councillor Kamal Preet Kaur

Date: THURSDAY, 13 JUNE 2024

Time: 7.00 PM

Venue: COMMITTEE ROOM 5 -
CIVIC CENTRE

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

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Published: Wednesday, 5 June 2024

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Terms of Reference

Residents' Services Select Committee

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

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

Statutory Crime and Disorder Scrutiny

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

Cross-cutting topics

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

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

Agenda

- 1 Apologies for Absence
- 2 Declarations of interest in matters coming before this meeting
- 3 To receive the minutes of the previous meetings dated 16 April 2024 and 9 May 2024 1 - 10
- 4 To confirm that the items of business marked as Part I will be considered in public and those marked Part II will be considered in private

Part I - Members, Public and Press

- 5 Review of Homelessness and the Customer Journey: Witness Session 3 11 - 22
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Minutes

RESIDENTS' SERVICES SELECT COMMITTEE

9 May 2024



HILLINGDON
LONDON

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

	<p>Committee Members Present: Councillors Wayne Bridges (Chair), Ekta Gohil, Darran Davies, Scott Farley (Opposition Lead), Janet Gardner and Kamal Preet Kaur</p> <p>Apologies: Councillor Smallwood</p>
1.	<p>ELECTION OF CHAIR (<i>Agenda Item 1</i>)</p> <p>RESOLVED: That Councillor Bridges be elected as Chair of the Residents' Services Select Committee for the 2024/2025 municipal year.</p>
2.	<p>ELECTION OF VICE-CHAIR (<i>Agenda Item 2</i>)</p> <p>RESOLVED: That Councillor Smallwood be elected as Vice-Chair of the Residents' Services Select Committee for the 2024/2025 municipal year.</p>
	<p>The meeting, which commenced at 9.05 pm, closed at 9.10 pm.</p>

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

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Minutes

RESIDENTS' SERVICES SELECT COMMITTEE

16 April 2024



HILLINGDON
LONDON

Meeting held at Committee Room 5 - Civic Centre

	<p>Committee Members Present: Councillors Wayne Bridges (Chair), Colleen Sullivan (Vice-Chair), Scott Farley (Opposition Lead), Janet Gardner, Ekta Gohil, Sital Punja and Philip Corthorne</p> <p>Officers Present:</p> <p>Mark Braddock, Senior Democratic Services Manager Nicola Herbert, Head of Waste Stuart Hunt, Head of Green Spaces Dan Kennedy, Corporate Director of Central Services</p> <p>Witnesses Present: Carys Hedley, Director of Services – Trinity</p>
66.	<p>APOLOGIES FOR ABSENCE (<i>Agenda Item 1</i>)</p> <p>Apologies for absence were received from Councillor Peter Smallwood with Councillor Philip Corthorne substituting.</p>
67.	<p>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>There were no declarations of interest.</p>
68.	<p>TO RECEIVE THE MINUTES OF THE PREVIOUS MEETING (<i>Agenda Item 3</i>)</p> <p>RESOLVED: That the minutes of the meeting dated 13 March 2024 be agreed as an accurate record.</p>
69.	<p>TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED AS PART I WILL BE CONSIDERED IN PUBLIC AND THOSE MARKED PART II WILL BE CONSIDERED IN PRIVATE (<i>Agenda Item 4</i>)</p> <p>It was confirmed that all items of business were in Part I and would be considered in public.</p>
70.	<p>REVIEW OF HOMELESSNESS AND THE CUSTOMER JOURNEY: WITNESS SESSION 2 (<i>Agenda Item 5</i>)</p> <p>The Committee held its second witness session relating to its review of homelessness and the customer experience and heard from Dan Kennedy, Corporate Director of Central Services, and from Carys Hedley representing a partner organisation, Trinity.</p> <p>The Corporate Director of Central Services began by discussing the challenges local authorities faced regarding homelessness, highlighting a reduction in private rental accommodation, and increasing unaffordability. He emphasised the difficulty for non-</p>

priority individuals, often single people, to access affordable housing and the Council's reliance on the voluntary sector i.e. organisations such as Trinity and Thames Reach for support. The Select Committee heard that the Council had been working successfully in partnership with Trinity for a number of years.

Carys Hedley, Director of Services at Trinity, addressed the Select Committee detailing Trinity's provision of 231 supported spaces and 41 long-term unsupported accommodation places in Hillingdon. She mentioned the support offered to families fleeing war and the reconnection service available to assist with tenancy sustainment.

Members heard that Trinity worked closely with the Council and most of the referrals they received came from the local authority. Trinity had been experiencing considerable challenges in recent years, particularly in relation to Local Housing Allowance (LHA) rates. It was now cheaper for people to stay in Trinity accommodation than move into the private rental sector. This was having a significant impact, and the service was becoming stagnant; people were ready to move on but were unable to afford private rentals therefore had nowhere to go. At times, people were offered accommodation outside of the Borough, but they were often reluctant to move away from a familiar area and their support network in Hillingdon. Another concern raised related to the pressure from the number of families and single homeless individuals housed in hotels.

The Select Committee was informed that the current supported housing offered floating support but did not have staff on site full time. Many of the referrals received were from those with complex needs including drug, alcohol and mental health needs. Trinity therefore planned to create a new service offering a specialist housing programme with full-time live-in support, in addition to the supported housing currently provided. However, it was acknowledged that this was extremely challenging given the lack of housing stock in the Borough.

Councillors sought further clarification regarding the nature of the specialist housing offer. It was explained that the plan was for this housing to assist in addressing the need for supported housing with on-site support for individuals with complex needs, including drug, alcohol, and mental health issues.

Members enquired about the impact of other boroughs placing residents in Hillingdon and vice versa. It was confirmed that Trinity prioritised Hillingdon residents but sometimes accepted others due to lack of suitable referrals. The difficulty in encouraging residents to accept housing offers outside their familiar borough was also highlighted.

The Select Committee sought to understand the processes of working with the Council and how to improve them. The strong relationship between Trinity and the rough sleeper team was highlighted but it was noted that there were challenges such as perceived lack of empathy from housing officers, communication issues, and the intimidating environment of the Civic Centre. A rotating system for housing officers to avoid burnout, retraining on language used with clients, and creating a more welcoming environment at the Civic Centre were suggested. It was noted that a rota system to ensure housing officers were not always working in a client-facing role would be beneficial. It was also recommended that staff receive further training regarding the use of appropriate language when dealing with people seeking housing support; these individuals were often in a desperate situation, and it was very difficult for them to hear that they were not considered a priority.

Members acknowledged the need for better systems and technology for case

handovers and welcomed suggestions for improving the Civic Centre environment. The Director of Services at Trinity recommended that security staff be trained to be more approachable and friendly when clients presented for support with housing matters. It was suggested that plants would make the environment appear more welcoming as would smiling friendly staff. A family-friendly environment with sofas and toys for the children was also suggested.

The Select Committee sought further information regarding the support for tenants to sustain tenancies. The importance of correct referrals in the first place and comprehensive support to assist clients to live independently and prevent a cycle of homelessness was affirmed.

In response to Members' concerns regarding safeguarding young people, it was confirmed that Trinity conducted individual risk assessments and worked closely with local services to ensure support and safety. If young people were considered too high risk, it was unfortunately not possible to provide housing for them.

Councillors enquired about the impact of asylum seekers in hotels on homelessness. Members heard that Trinity predicted worsening conditions due to quick eviction notices from hotels which was adding to the street homelessness problem. It was noted that the Home Office's strategy to accelerate asylum claims had led to a high number of single, non-priority individuals needing housing.

Members addressed the empathy factor and staff turnover in housing teams. To safeguard the mental health of staff, the Director of Services at Trinity recommended well-being measures, such as regular team meetings where staff could discuss difficult cases, flexible working hours, 'double up working' for challenging cases, away days, regular annual leave, and enforced rest periods to ensure staff members got the respite they needed.

The Corporate Director acknowledged the challenge for officers of not having immediate housing solutions for evicted individuals and emphasised the need for a strong prevention strategy and a healthy supply of affordable housing. The Council was working towards this, but it was proving very challenging. With regard to support for officers, Members were informed that the Council had invested more resources to create a wellbeing room for staff. Case work support supervision had also been introduced. Improvements were being made but there was still a long way to go. It was confirmed that workforce planning and development was a key part of future plans, but it was acknowledged that recruiting and retaining staff was challenging.

Councillors discussed the mental health of housing staff and the "perfect storm" of reliance on affordable private rented accommodation. The Corporate Director agreed on the importance of good communication and outlined plans to improve customer experience and engagement. It was noted that residents often had to call up repeatedly to request an update on their housing case which was frustrating and upsetting. The Council was working to address this – one possible solution would be for housing officers to provide residents with a weekly update. It was acknowledged that there was room for improvement, but plans were in place to achieve this.

Members raised concerns regarding the lack of empathy and judgmental behaviour of housing staff towards clients, particularly those facing domestic abuse. It was suggested that training should include input from clients themselves to help staff understand and respect the experiences of those they served.

In response to this, Trinity highlighted the benefits of hiring staff with lived experiences to ensure non-judgmental treatment. Members were informed that Trinity gathered

	<p>feedback from residents through annual surveys to improve services and training, stressing fair and respectful treatment for all.</p> <p>Members sought further clarification regarding the selection process for social prescribers for the July witness session, noting an apparent unexpected choice in the scoping report. It was confirmed that Democratic Services would follow this up and respond on this matter outside of the meeting.</p> <p>The Chair concluded the session by thanking the attendees, with the discussion underscoring the importance of empathy, understanding, and client feedback in addressing homelessness.</p> <p>RESOLVED:</p> <p>That the Residents’ Services Select Committee noted the evidence heard at the witness session and sought clarification as necessary in the context of its review of Homelessness and the Customer Journey in Hillingdon.</p>
71.	<p>WEED CONTROL (<i>Agenda Item 6</i>)</p> <p>Stuart Hunt, Head of Green Spaces, was in attendance to respond to Members’ queries regarding his report on Weed Control as set out in the agenda pack.</p> <p>Councillors expressed concerns about the challenges faced in the previous year and questioned the Council’s preparedness to ensure better service delivery in the current year.</p> <p>The Head of Green Spaces acknowledged that there had been staffing and machinery challenges from the contractor, in addition to weather-related issues. He assured Members that organisational changes, including additional staff and backup machines, had been implemented to improve performance in the future.</p> <p>Members sought further clarification regarding the Council’s recourse for the contractor’s potential defaulting. It was confirmed that mechanisms for improvement and penalties were in place and were written into the contract.</p> <p>The Select Committee raised concerns about the EU’s ban on glyphosate and the UK’s licensing extension, questioning the research behind its safety. It was explained that glyphosate had been approved for use until December 2025 and that independent research was being conducted. The Head of Green Spaces also mentioned that if glyphosate were banned, the alternatives would not be as effective in terms of weed control. The Council limited its spraying and glyphosate was only used as and when required.</p> <p>Members sought further clarity regarding alternative weed control products in light of modern technology. It was confirmed that the Council relied on external research groups for guidance.</p> <p>In response to further questions from the Committee in respect of lessons learned from the previous year’s contractor performance, Members were reassured that more checks and balances were now in place to monitor performance.</p> <p>In response to a question about contingency plans, it was confirmed that the Council had backup measures, including agency staff and licensed personnel, to manually weed if necessary.</p>

RESOLVED: That the Residents' Services noted the contents of the report and the update on weed control measures going forward for the next 12 months.

72. FOOD WASTE - SUCCESS OF THE SCHEME (*Agenda Item 7*)

Nicola Herbert, Head of Waste, was in attendance to respond to Members' questions in respect of her report on the Success of the Council's Food Waste Scheme as set out in the agenda pack.

With regard to the recent engagement exercise that had taken place to increase resident take-up, Members enquired where the targeted engagement areas for food waste collection had taken place. It was confirmed that the focus had mainly been in the southern boroughs, particularly Botwell, based on crew feedback and lower participation rates.

At the request of the Committee, it was agreed that, after the meeting, the Head of Waste would provide a list of the sites that had taken part in the food waste in flats trials, a list of the flatted sites that currently had a food waste bin and a list of the wards that had been visited during the 2023/2024 door knocking programme.

Members sought clarity on current participation rates for food waste recycling, noting past efforts to increase them. The Committee was advised that targeted engagement had improved registration for the service from 20% to 60% of nearly 5000 targeted properties.

In response to questions regarding the continuation of green roadshows to boost food waste recycling, Members heard that these continued to be very successful, with 19 events in the previous year resulting in 240 new sign-ups.

Councillors questioned the appearance and functionality of food waste units installed in flats. It was explained that they were tailored to each site, with a focus on hygienic and user-friendly designs to encourage use and minimise cleaning. It was agreed that an image of the Glasdon food waste housing unit would be provided to the Committee after the meeting.

Further concerns were raised by Members about potential odour and vermin issues with food waste wheelie bins. The Head of Waste assured the Committee that trials showed no such problems and that the Council had measures to maintain cleanliness and safe distance from residences.

Councillors sought further clarity regarding future targets for food waste caddy distribution and stock management. It was confirmed that the goal was to add 20,000 properties to the service by the end of the financial year. Regular ordering approximately every three months would ensure supply.

In response to Members' questions about the provision of biodegradable food waste bags and their durability, it was confirmed that residents would receive a yearly supply, with a maximum of two rolls per property to prevent wastage and inefficiency. If needed, additional bags could be ordered online or sourced from local libraries.

The importance of communicating the environmental impact of food waste in landfills was highlighted by the Select Committee. In response to this, it was clarified that, while Hillingdon Council did not landfill general waste, reducing food waste remained environmentally beneficial due to its high carbon content.

Members enquired about the financial benefits of food waste recycling and the use of

	<p>the anaerobic digestion facility in Mitcham. It was explained that the cost savings from waste disposal were significant, and the facility's ability to sell bioenergy to the National Grid enabled lower processing costs.</p> <p>Councillors enquired why garden and food waste were processed separately. It was confirmed that the current facility in Mitcham did not offer dry anaerobic digestion, and the decision had been made by the West London Waste Authority for economic reasons. At the request of the Committee Members, it was agreed that, after the meeting, the Head of Waste would clarify whether dry anaerobic digestion had been considered for the processing of mixed food and garden waste.</p> <p>In response to further questions from the Select Committee, it was confirmed that food waste recycling had not replaced garden composting which continued at a significant scale in Harefield.</p> <p>With regard to the nature of businesses involved in the food waste trial, Councillors were informed that hotels and cash-and-carries had participated. The importance of proper disposal without packaging to avoid additional costs was highlighted.</p> <p>Members enquired whether high food waste-producing businesses would require more frequent collections. It was confirmed that the Council offered flexible collections to all businesses and would assess the need for increased frequency on a case-by-case basis.</p> <p>Members expressed concerns about health and safety implications for food establishments, particularly regarding waste security and potential issues with vermin. They questioned the impact of the Council's service on these matters. In response to this, the Select Committee was assured that the containers provided by the Council were secure and had lids to prevent decomposition and vermin attraction within a week. The Head of Waste mentioned that businesses were not obligated to use the Council's service if it was not commercially viable for them to do so and could opt for private contractors instead. It was further confirmed that non-compliance would be addressed by enforcement teams.</p> <p>The Chair, Councillor Bridges, thanked the Head of Waste for her informative responses and attendance.</p> <p>RESOLVED: That the Residents' Services Select Committee:</p> <ol style="list-style-type: none"> 1. Noted the success of the food waste recycling scheme to date; and 2. Noted the planned works to continue the expansion of the food waste recycling service.
73.	<p>FORWARD PLAN (<i>Agenda Item 8</i>)</p> <p>RESOLVED: That the Forward Plan be noted.</p>
74.	<p>WORK PROGRAMME (<i>Agenda Item 9</i>)</p> <p>RESOLVED: That the Work Programme be noted.</p>
	<p>The meeting, which commenced at 7.00 pm, closed at 8.15 pm.</p>

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

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Review of Homelessness and the Customer Journey: Witness Session 3

Committee name	Residents' Services Select Committee
Officer reporting	Melissa Blower, Housing Project Manager
Papers with report	Scoping Report

HEADLINES

This item will encompass the third witness session regarding the Committee's review into Homelessness and the Customer Journey in Hillingdon.

RECOMMENDATION:

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

SUPPORTING INFORMATION

At its meeting on 16 January 2024, the Residents' Services Select Committee agreed to undertake a major review of the Council's Housing Advice and Homelessness Service, with a particular focus on the residents' journey through the system and customer service. The scoping report for the review was subsequently approved at the Select Committee meeting on 13 February 2024.

At this third witness session, representatives of key partners; namely Thames Reach - Sophie Murray, P3 - Zara Sweet, Laura Lawson, Nicola Tallon and Hillingdon Domestic Abuse Advocacy Service (HDAAS) – Sonia Stewart will be in attendance to outline their roles and answer any questions that may arise.

Thames Reach – Sophie Murray

Thames Reach is an organisation that works directly with those that are rough sleeping within London or in hostel accommodation and is committed to preventing vulnerable people from becoming homeless.

Thames Reach provides a Rapid Response Team that is funded by the Greater London Authority to provide an emergency response to those that are rough sleeping across London. The team delivers shifts every night of the year and early mornings, to look for people who are sleeping rough. The team's primary aim is to respond to referrals from Street link and refer clients who are new to the street to prevent them from spending a second night on the streets.

The team's target is to conduct a first visit to a sleeping site within 24 hours of a referral being received and then support those who are rough sleeping into accommodation pathways or agencies.

P3 - Zara Sweet, Laura Lawson, Nicola Tallon

P3 is a charity and a social enterprise who run a variety of services across the UK with the aim to give everyone the chance to be part of the community they live in and feel connected to society. P3 think that everyone is unique, and that with support and confidence they can unlock their inner potential to open up a world of possibilities.

Within Hillingdon, P3 support families with children under 5 for advice and young people under the age of 25. P3 provide advice and support for those under 25 with support with wellbeing, accessing specialist services, dealing with debt, access to education and employment, support to tackle drug or alcohol misuse and mediation with family, friends or partners.

Hillingdon Domestic Abuse Advocacy Service (HDAAS) - Sonia Stewart

HDAAS is an independent and confidential service that works with agencies (such as the police, housing and social care) to offer an independent and confidential service for male and female victims of domestic abuse. HDAAS offers support for all victims of domestic abuse, regardless of the level of risk (IDVA and floating support). The service works to reduce the risk and repeat victimisation, co-ordinates services for individuals to ensure safe outcomes, offers comprehensive risk assessments and safety plans for adults aged 16+ and their children and provides advice, training and consultancy to partners.

Site Visits

As part of the review, on Wednesday 22 May 2024, four Members of the Select Committee visited B&Bs in the Borough accompanied by the Counter Fraud Team. On Friday 24 / 31 May 2024 some Members also visited the customer contact centre and the Housing Reception at the Civic Centre to listen to calls and observe proceedings.

Terms of Reference

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

1. To gain a thorough understanding of the Council's Homeless Prevention Service and the resident's journey through this process.
2. To scrutinise the service delivery and review its effectiveness.
3. To review service users' feedback to explore the challenges faced by residents accessing the service.
4. To look at other local authorities that may have different models of service delivery for best practice, including research and findings from charities, housing bodies, regional bodies and organisations, e.g. GLA.
5. Subject to the Committee's findings, to make any conclusions, propose practical and deliverable actions, service and policy recommendations to the decision-making Cabinet.

How this report benefits Hillingdon residents

Select Committees directly engage residents in shaping policy and recommendations from the Committees are presented to Cabinet to consider, and ultimately seek to improve the way the Council provides services to residents.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

NIL.

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Residents' Services Select Committee Review Scoping Report - 2023/2024

A Review of Homeless Prevention & the Customer Journey

1. OBJECTIVES

Aim of the review

At its meeting on 16 January 2024, the Residents' Services Select Committee agreed to undertake a major review of the Council's Housing Advice and Homelessness Service, with a particular focus on the residents' journey through the system and customer service.

This review aims to consider ways in which the customer journey could potentially be improved to better support residents during this process and improve residents' satisfaction with the way in which they access advice and support, to prevent homelessness. It is advised that the scope of any Select Committee's review is limited to the customer journey and how residents access the services and how advice is given as the homelessness process is set out in legislation. This will ensure any review can remain focussed.

Terms of Reference

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

1. To gain a thorough understanding of the Council's Homeless Prevention Service and the resident's journey through this process.
2. To scrutinise the service delivery and review its effectiveness.

3. To review service users' feedback to explore the challenges faced by residents accessing the service.
4. To look at other local authorities that may have different models of service delivery for best practice, including research and findings from charities, housing bodies, regional bodies and organisations, e.g. GLA.
5. Subject to the Committee's findings, to make any conclusions, propose practical and deliverable actions, service and policy recommendations to the decision-making Cabinet.

2. BACKGROUND

National Context

The quarterly data published by the Department for Levelling Up, Homes and Communities (DLUHC) shows that nationally demand for affordable housing has risen sharply, with homelessness presentations to local authorities a particular pressure. At the end of June 2023, nearly 139,000 families with children were living in temporary accommodation – 7,430 more than at the end of March. 68,070 families with children were living in temporary accommodation (TA) at the end of June, 7,510 in B&Bs; a 93% increase over one year.

Nationally, there were circa 21,000 homeless acceptances in the second quarter of the year, an increase of 19% on a year ago.

There has been an 18% increase in the number of households who were homeless and helped by councils as a result of no-fault evictions.

London Councils has urged the Government to end the freeze on Local Housing Allowance (LHA) to prevent almost 60,000 Londoners in the private rented sector from becoming homeless over the next six years.

Research, which was commissioned by a cross-party group and carried out by Alma Economics, has estimated that an additional 16,500 to 22,000 London households will become homeless by 2030 unless the LHA is raised. London Councils stated that 22,000 households equate to 58,740 individuals, including 28,000 children. One in seven private renters in London are reliant on LHA to meet their housing costs.

The research suggested that restoring LHA to cover at least 30 per cent of local market rents would save the public finances in London more than £100m each year. The majority of these savings would come from reduced pressure on London boroughs' homelessness services, but also from lower costs to other parts of the public sector such as the NHS and social care. London accounts for more than half (57 per cent) of England's total number of homeless households in temporary accommodation.

In August, London Councils found that almost 170,000 Londoners were homeless and living in temporary accommodation arranged by their local authority. This is equivalent to around one in 50 Londoners overall and one in 23 children in the capital.

Turbulence in the capital's private rented sector is a "critical factor" behind the growing numbers of homeless Londoners. Research from the group and partners, published in July 2023, revealed a 41 per cent drop in private rental listings in the capital since 2020, while listed rental prices rose by 20 per cent.

The Autumn statement 2023 has announced that LHA is to be restored to 30% percentile local market rents for 2024/25 and then held at that level in cash terms.

Local Context

In Hillingdon we have seen a 27% increase in Homeless Presentations since the same period last year. We are receiving on average 100 new approaches each week for housing advice and support. The main reason for homelessness remains the ending of private rented tenancies with 27% of approaches being for this reason.

Households leaving friends or family accommodation represent 24% of all approaches and those requiring a move due to domestic abuse is just under 8%. The Council has also seen a considerable increase this year in households leaving asylum accommodation following receipt of their status and this represents 10% of all approaches.

The increase in presentations coupled with the lack of affordable private rented accommodation has placed considerable pressure on the service with the use of temporary accommodation now at 1,126 which is an increase of 492 since 2022/23.

Legislative Context

Any homeless decisions must be made in line with the Homeless Reduction Act 2017 and the Housing Act 1996 Part VII amended in 2002.

Anyone who is eligible can access advice on how they are able to resolve their situation or where to look for alternative accommodation but to be entitled to a full homeless duty, residents must meet the below five criteria.

- **Homeless or threatened with homelessness** - within 56 days. This can be due to notice being served or because the property is unsafe for the person to continue to reside within.
- **Eligible** – this relates to a person's immigration status, persons without recourse to public funds or those that are not considered habitually resident are not eligible.
- **Priority need** – this can be granted due to a number of reasons; for example, the person may have dependent children, be at risk of domestic abuse or be vulnerable as a result of a health condition or disability.
- **Not be intentionally homeless** – this is when a person has deliberately done something to cause them to lose their home for example caused anti-social behaviour or did not pay the rent when they could afford to do so.

- **Have a Local Connection** – the person has resided within the area or have close family living within the area for a prescribed period of time.

Continuous Service Improvement

The Council has a homeless service improvement programme (Project Neptune) in place that is implementing change and improvement across twelve workstreams. These are:

1. Strategy
2. Leadership
3. Performance
4. People
5. Systems
6. Resources
7. Entice (web & messaging)
8. Engage (accessing the service)
9. Experience (case management)
10. Exit (access to accommodation)
11. Embed (develop learning from the latest trends or demands)
12. Broader Issues

Since the project began in July 2023 there have been several changes delivered within the service and work remains ongoing to make the relevant service improvements.

One of the ways in which the Council has improved the customer journey is through the reinstatement of the triage function. This means that following submission of an application for housing advice and assistance, residents receive contact within 48 hours from an officer who can advise them on the supporting information they need for their application. This not only means that the Council remains in close contact with the resident but also ensures their case is allocated to a caseworker as soon as possible. Upon the case being allocated the resident is then sent an update on who their caseworker is, along with their caseworker's direct contact details and a link to be able to book an appointment with their caseworker at a mutually agreeable time.

Work is currently ongoing to review the website and the information available to residents to ensure that the Council's website offers support to those looking for advice, whilst also ensuring that the Council is setting expectations from the first point of contact about the type of support on offer.

Work also continues to review our ICT systems to reduce the administrative burden on staff to create further capacity for officers to support residents with their housing situations.

We have also developed a fresh training offer for staff new into the service and have been delivering a programme of development for our existing staff to ensure officers

have the relevant skills and knowledge to support our residents in need of housing advice.

Connected work

The internal audit progress review report dated 31 January 2024 indicates that limited assurance was given on homeless housing applications and states that:

“To avoid duplicating the wider housing transformation project this review focused on the operational management of homeless housing applications.

Testing identified weaknesses with the completion of documentation, including insufficient evidence of any segregation of duties with regards to approving decisions. We found no evidence to suggest the applications tested were not eligible for the support they received, however the gaps in the controls may have allowed other fraudulent applications.

Demand pressures and ongoing changes within the service also contributed to our findings in relation to the wider governance arrangements within the Service. However, these are being addressed as part of the wider housing transformation project.

Internal Audit was also able to see evidence of proactive preventative action being taken to reduce demand on the service. Key performance indicators in relation to these preventative measures are in place to help ensure appropriate action is taken.”

Executive Responsibilities

The portfolio Cabinet Member responsible is Councillor Eddie Lavery.

3. EVIDENCE & ENQUIRY

Potential witnesses (including service users)

- Dan Kennedy – Corporate Director of Central Services
- Maggie Nelson – Head of Housing Needs
- Debby Weller – Head of Strategy & Policy
- Melissa Blower – Housing Project Manager
- Representatives from other local authorities / housing organisations / charities, e.g. Citizens Advice Bureau, P3, Trinity, Thames Reach and Bell Farm Christian Centre
- service users (local residents who have required housing assistance)
- social prescribers

Lines of Enquiry

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

- establishing how effectively the housing advice service is being delivered.
- focus on the end user and how they have found the service in practice.
- exploring what support functions are in place and whether these can be improved.
- experiences from other local authorities and housing related organisations

Potential Witnesses

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

Surveys, site-visits or other fact-finding events

Such opportunities will be identified as the review progresses and could include a site visit to Housing Services Reception or a particular advice surgery.

Performance data and future information that may be required

To undertake this review the following data sources could be examined and provided:

- Anonymous summary details of Members' Enquiries, Service Requests and Customer complaints or suggestions received relating to residents' housing experiences.
- Satisfaction surveys or other feedback methods of eliciting customer feedback on their journey and experience e.g. mystery shopping.
- Case studies.
- Ombudsman decisions.
- Further information may also be identified as the review progresses.

4. REVIEW PLANNING & TIMETABLE

Proposed timeframe & milestones for the review:

Meeting Date	Action	Purpose / theme	Witnesses / officers attending
16 January 2024	Agree Review Topic	Information and analysis	Dan Kennedy Melissa Blower Debby Weller Maggie Nelson
13 February 2024	Agree Scoping Report	Information and analysis	Melissa Blower
13 March 2024	Witness Session 1	Information and analysis	Dan Kennedy Melissa Blower

			Maggie Nelson
16 April 2024	Witness Session 2	Information and analysis	Dan Kennedy Trinity
13 June 2024	Witness Session 3	Information and analysis	Dan Kennedy Hamid Khan (Interim Head of Housing Needs) Thames Reach IDVAs P3 Written Submissions from service users
18 July 2024	Witness Session 4	Information and analysis	Melissa Blower Dan Kennedy Hamid Khan Local support services / representatives of local charities (CAB, Bell Farm Christian Centre) Social Prescribers
Outside the Committee – Survey, networking session, consultation, informal meeting with users, site visit, mystery shopper etc...			
24 September 2024	De-brief and emerging findings	To discuss key findings and identify potential recommendations	
27 November 2024	Approval of draft final report	Proposals – agree recommendations and final draft report to Cabinet	

Resource requirements

None.

Equalities impact

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

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

The broad purpose of this duty is to integrate considerations of equality into day-to-day business and keep them under review in decision making, the design of policies and the delivery of services. There are no equality impact issues relating to the matters set out in this report.

Background Papers / further reading

[Housing advice - Hillingdon Council](#)

GRAFFITI REMOVAL

Committee name	Residents' Service Select Committee
Officer reporting	Nicola Herbert – Head of Waste Services
Papers with report	N/A
Ward	All

HEADLINES

This report summarises the graffiti removal service within Hillingdon, detailing the scale of incidents and the processes in place to ensure that the Borough's public places are maintained to a high standard.

RECOMMENDATIONS

That the Committee:

1. **Notes the arrangements under the current graffiti removal contract; and**
2. **Supports the continued works under the existing contract arrangements.**

SUPPORTING INFORMATION

Removal of graffiti is carried out by the Council's contracted supplier MPM Graffiti Solutions. Members of the public are encouraged to report incidents of graffiti via the Council's website. The removal programme incorporates both reactive works in response to online reports, and proactive works with teams working across the Borough identifying incidents and carrying out visits to known areas for graffiti.

The current contract with MPM Graffiti Solutions is in place until November 2024, with the possibility to extend the contract for one further year. The current supplier has provided services to Hillingdon for 18 years, with the most recent contract awarded via open tender in 2021.

It is not considered to be cost effective to bring the above services 'in house' at this time due to the costs associated with the purchase of vehicles, other resources, and workforce training. The supplier is responsible for ensuring that staff receive adequate training for the safe storage, handling, and use of chemicals. The supplier is responsible for ensuring that staffing is maintained and that absences are covered by qualified and competent staff.

Ad-hoc requirements such as chewing gum removal, subway and pavement washing, playground and skatepark cleaning, and washing of litter bins are also undertaken within the contract without impact on SLAs for other works.

Graffiti removal is carried out on both public and private property with the permission of the owner. It is the responsibility of TFL to clean and remove graffiti from bus stops/shelters.

The street cleansing team offer some support for small or light graffiti removal with the jet wash facilities available on the mini-sweepers or with graffiti removal wipes for officers on the out of hours teams, but larger incidents and those on non-wipeable surfaces require the specialist support of the contractor. Removal is completed through a combination of jet-washing, painting and use of suitable chemicals. The team use their experience to identify which is the most suitable method in each instance, with every care taken not to damage the surface during removal.

Some instances of graffiti are more difficult to remove and may not be completed within the agreed SLA whilst further arrangements are made to support the work. This includes working at height, working in busy traffic conditions, areas that are difficult to access such as rough ground or areas with overgrown shrubbery, or working in freezing temperatures where jet washing may create a slip hazard to the public. Where this is the case, officers work with the supplier to seek a suitable solution and complete the removal as swiftly as possible.

In recent years there have been minimal cases of 'acid etched graffiti', whereby hydrofluoric acid is used on glass surfaces to leave a permanent mark. As the acid burns the glass, it cannot be removed with cleaning and requires professional surface polishing or full replacement of the glass. Where this occurs on private property, the owner is responsible for the repair of the property.

PERFORMANCE DATA

The supplier makes use of the Council's In-cab reporting software, ensuring that all reported jobs are recorded and completed within the specified SLAs. This also allows the supplier to effectively route their daily work to be as efficient as possible whilst reducing carbon emissions caused by unnecessary travel. The SLA for graffiti removal is five working days. However, if the graffiti is at height or in a place that is difficult to access, this sometimes takes longer.

If the graffiti is abusive, obscene or racist, it will be removed within 24 hours. Approximately 10% of reported incidents are recorded as 'offensive'.

The number of reported incidents during the last 12 months is shown in the table below:

Year	Month	Number
2023	May	106
2023	June	79
2023	July	57
2023	August	78
2023	September	133
2023	October	101
2023	November	87
2023	December	77
2024	January	94
2024	February	82
2024	March	87
2024	April	85

The contractual arrangements regarding 'working at height' are detailed below:

- The supplier is expected to remove graffiti and flyposting up to a height of 4M and to provide all safety equipment necessary within the contract price.
- If the Council requests the removal of graffiti from heights over 4M, the Council will be responsible for the costs associated with the provision of safety equipment (e.g. scaffolding / cherry picker). The Council will also arrange all provisions.
- Work at height above 4M will fall outside of the normal SLA timeframes.
- The supplier's staff will require certification to work from height as whilst the Council will provide all provisions such as a cherry picker vehicle and driver, it will be the supplier's employees that will carry out the required work.

Arrangements for working at height are made in partnership with the Council's street lighting contractor.

There is not an official 'hot spot' list for areas with higher instances of graffiti; however, the supplier has provided the below list based on anecdotal evidence from the removal team of where they visit regularly and identify unreported graffiti:

Botwell Lane, Hayes
Coldharbour Lane, Hayes
Station Rd, Hayes
Yeading Lane, Hayes
Balmoral Drive, Hayes
Botwell Common Road, Hayes
Uxbridge Rd, Hayes
Uxbridge Rd, Uxbridge
High Road, Ickenham

High Street, Ruislip
West End Rd, Ruislip
Victoria Rd, Ruislip
Field End Rd, Ruislip
High Street, West Drayton
Station Rd, West Drayton

RESIDENT BENEFIT

The continuation of graffiti and fly-posting removal and street washing services by a competent and effective contractor benefits both residents and businesses in the Borough by ensuring that our streets and town centres are clean and welcoming.

FINANCIAL IMPLICATIONS

In March 2023, as part of a review of the services contracts, it was identified that only 27% of graffiti removal works were completed in response to an online report, with the remaining graffiti removal work relating to proactive scoping by the Council's supplier.

Officers worked with the supplier to agree a reduction in resources to reflect the level of scheduled work whilst ensuring the availability of further support should there be an increase in reports, or any large-scale works required.

The savings achieved by this are demonstrated in the table below which summarises the contract spend per year for the last five years:

Year	Spend
2019/20	£159,808.13
2020/21	£162,050.62
2021/22	£165,314.76
2022/23	£164,453.25
2023/24	£112,011.34

ANTI-SOCIAL BEHAVIOUR IMPLICATIONS

The issue of Graffiti on privately owned premises is dealt with under the ASB Crime and Policing Act 2014 (Community Protection Notice).

The Anti-Social Behaviour Act 2003 (ASBA 2003), as amended by the Clean Neighbourhoods and Environment Act 2005 (CNEA 2005), gives local authorities the power to issue a fixed penalty notice for the offence of graffiti.

Hillingdon Council adopted the maximum fine level of £500 (50% discount if paid within 14 days) for this offence in April 2024.

The Council also has powers to issue a Community Protection Notice to an individual aged 16 or over, or a body, requiring the person or body to stop doing specified things, to do specified things or take reasonable steps to achieve specified things, if satisfied on reasonable grounds that:

- (a) the conduct of the individual or body is having a detrimental effect, of a persistent or continuing nature, on the quality of life of those in the locality, and
- b) the conduct is unreasonable.

Where a person issued with a community protection notice fails to comply with requirement of the notice, the Council may have work carried out to ensure that the failure is remedied, but only on land that is open to the air. Where the premises is not open to the air, the Council would first need to issue a notice specifying the work it intends to have carried out to ensure that the failure is remedied, the estimated cost of the work, and invite the defaulter to consent to the work being carried out before doing so. The consent must be obtained from the defaulter and the owner of the premises on which the work is to be carried out unless the authority is unable to contact the owner after making reasonable efforts to do so.

A person who fails to comply with a Community Protection Notice commits a criminal offence and on conviction if an individual, is liable to a fine not exceeding level 4 (£2,500) or if a body, to a fine not exceeding £20,000. Additionally, the Council has powers under section 1 of the Antisocial Behaviour Crime and Policing Act 2014 to apply for an injunction to compel the owners and occupiers of premises to remove graffiti from premises.

A time limit can be set in the notice for when the graffiti should be removed. A time frame of 7,14,21,28 days can be used but should be reasonable depending on the issue i.e. offensive graffiti will warrant a shorter time frame for removal.

Graffiti is criminal offence under s1 of the Criminal Damage Act 1971, dealt with by the Police.

Hillingdon Council works with the Police and information is shared related to identified 'tags' and offenders. However, identification of, or catching an individual in the act, is rare and the default action is removal rather than prosecution.

BACKGROUND PAPERS

Nil.

APPENDICES

Example pictures:





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RESIDENTS' SERVICES SELECT COMMITTEE - SAFER HILLINGDON PARTNERSHIP REPORT

Committee name	Residents' Services Select Committee
Officer reporting	Richard Webb, Director of Community Safety and Enforcement
Papers with report	Appendix A – Draft Anti-Social Behaviour Policy
Ward	All

HEADLINES

The Council has statutory responsibility to investigate reports of anti-social behaviour (ASB) and environmental crime and has a range of enforcement powers available to it when seeking to prevent and reduce ASB and environmental crime. This report provides information on the nature and volume of ASB and environmental crime reports received by the Council from residents, Elected Members and businesses and the way the Council responds to those reports.

RECOMMENDATIONS

- 1. That the Residents' Services Select Committee notes the contents of the report and asks questions in order to clarify matters of concern or interest in the Borough; and**
- 2. That the Residents' Services Select Committee provides comment on the draft anti-social behaviour policy for consideration when the policy is finalised for adoption by the Council.**

SUPPORTING INFORMATION

1. Anti-social behaviour (ASB) is defined in the Anti-Social Behaviour Crime and Policing Act 2014 as:
 - behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person,
 - conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
 - conduct capable of causing housing-related nuisance or annoyance to any person.
2. A wide range of behaviours could be considered antisocial and are reported to the Council for investigation. These include:
 - Abandoning a vehicle in a public space (e.g. normally abandoning old cars that are no longer useable).
 - Inconsiderate behaviour in public spaces which causes distress or alarm to others or stops them using those public areas (for example, drinking in groups outside shops blocking footpaths, access to benches and leaving litter).
 - Using a vehicle in a way which causes a nuisance to others (e.g. loud engine revving during the night, using e-bikes on footpaths or in busy pedestrian areas).

- Behaviour which has a negative impact on neighbours' ability to enjoy their property (e.g. regular fires or noise which prevents them using their garden).
 - Dropping litter.
 - Out of control dogs or persistent dog barking in residential areas.
 - Trespassing on private property or limiting someone's access to their own property.
 - Not controlling a dog in a public place so that others feel unsafe or unable to use that same public space.
 - Fly-tipping.
 - Aggressive begging.
 - Making loud noises at night (e.g. playing music loudly).
 - Allowing waste to accumulate on private property.
3. In 2023 the Council reviewed the Borough wide Public Spaces Protection Order (PSPO) that was introduced in 2020. PSPOs are used to tackle public nuisance issues or problems that have a negative impact on quality of life in public spaces, by imposing conditions on the use of the area. Following a public consultation, a new PSPO was introduced for 2023-26, which retained the prohibitions in the previous PSPO and added new prohibitions covering:
- a. Smoking/vaping within children's play areas.
 - b. Exercising dogs within children's play areas.
 - c. Driving e-vehicles or motor vehicles over footways.
 - d. Use of amplification equipment in town centres (Uxbridge, Hayes and Ruislip).
 - e. Placing of tables/stands/signage in town centres (Uxbridge, Hayes and Ruislip).
 - f. Street selling financial agreements in the street in town centres (Uxbridge, Hayes and Ruislip).
 - g. Street trading and leaflet distribution without proper consent.
 - h. Holding car meets or street racing events.
 - i. The use of amplification equipment at Ruislip Lido and other green spaces.

Data on Reported Incidents of ASB and Environmental Crime

4. The Council receives many reports each month of different types of anti-social behaviour and enviro-crime incidents from residents. The following table provides a summary of the total number of reports received by the Council's Street Scene and Anti-Social Behaviour Teams since July 2023. Due to recording system changes it is not possible to provide a comparison with report numbers prior to this date.

	July 23- Sept 23	Oct 23- Dec 23	Jan 24- March 24
Total No. of Reports Received	1713	1841	2407
Actionable Reports	820	1218	1202
Trend (all reports)	-	+7%	+31%
Trend (actionable reports)	-	+48%	-1%

The most prevalent categories of ASB and enviro-crime reported between January and March 2024 are shown in the table below:

Category	No. of reports (Jan 24- March 24)
Noise	185
of which loud music	81
construction	39
Rubbish accumulation	172
Abandoned vehicles	140
Fly tipping	106
Highway obstruction	77
Breach of Public Spaces Protection Order	63
Vehicle driving over pavement causing obstruction	53
Infestation of rats or mice	47

5. In addition, Council tenants will contact the Housing Service to report problems related to ASB in common areas of Council properties or on Council estates. These reports are recorded separately and are not included in the data above due to limitations with the ability to distinguish between ASB and non-ASB related reports and those subsequently referred to the Community Safety and Enforcement teams.

Restructure of the Community Safety and Enforcement Teams

6. A number of Council teams have a role in preventing and reducing community ASB. Prior to 2023 all reports of anti-social behaviour and environmental crime were investigated by the Anti-Social Behaviour and Environment Team (ASBET). This approach of having a single team with responsibility for the breadth of issues reported to the Council concerning anti-social behaviour and environmental crime was felt to be limiting the ability to manage caseloads and achieve sustained outcomes, as well as knowledge of the local issues that should be prioritised. Therefore, the ASBET team was restructured in 2023 to create a new ASB and Localities team under the Head of Safer Communities and Vulnerabilities.
7. The ASB and Localities team leads the response to complex issues of ASB affecting the wider community. These include long-standing issues as well as emerging trends and hot spot areas. Positioning this team within the Community Safety and Vulnerabilities Team aligns the work of this team to the wider community safety activity that the Council undertakes with the Police and other partners. The officers in the team each have a locality responsibility, which supports the team to connect with community organisations and local Police Neighbourhood Teams to develop an understanding of local priorities and build stronger relationships to help facilitate resolution of those problems.
8. Following this restructure the main Council teams with a role in investigating and preventing ASB and environmental crime are as follows:
- a. Street Scene and Environmental Enforcement – Responsible for investigation of fly tipping, abandoned vehicles, fly posting, waste accumulations, pest infestations, etc.
 - b. Environmental Protection – Responsible for investigations of statutory nuisance (e.g. noise, smoke, dust or light adversely impacting on people within their properties) including the out of hours noise service.
 - c. ASB and Localities – Responsible for coordinating multiagency action on persistent or complex ASB and environmental problems.
 - d. Tenancy Management – Within the Housing Service and responsible for investigating ASB where the behaviour concerns an identified Council tenant and is a breach of their tenancy agreement.

9. The average first response time for enquires to the Community Safety and Enforcement teams varies by team. The table below provides a summary of the average response times across teams for enquiries received between January and March 2024.

Team	Average Response-Service Requests	Average Response-Member Enquiries
Street Scene Enforcement Team	8 days	9 days
ASB and Localities	4 days	4 days
Environmental Protection	4 days	12 days

10. As an indication of the activity that is generated following these enquiries, between January and March 2024 the teams -

- Made 1023 contacts with residents or Elected Members during investigations into their reports.
- Carried out 297 site visits.
- Undertook 48 joint operations with the Police.

11. Most matters are resolved through the provision of advice or warnings. For example, over the same time period, the Street Scene Enforcement Team issued 289 advisory warnings under the Environmental Protection Act 1990 alone as a consequence of investigations into reports of ASB.

12. One of the priorities of the ASB and Localities Team is to provide a Council presence at local community forums. This typically involves attending Police Ward Panel meetings where ASB and other matters which the Council has a role in resolving are often raised. The team may also attend residents' associations or other community-based meetings where there is on-going work in that locality that the team are involved in.

13. The team leads casework relating to harassment and community and neighbourhood nuisance. In order to deal with these cases effectively they need to understand and identify any potential risk which may or may not be obvious in the initial case information. Therefore, their work involves: risk assessment, referrals and signposting, action planning, robust investigation, project management of multi-agency responses, and enforcement (if necessary and appropriate).

14. Two examples of cases dealt with by the ASB and Localities team follow.

Harefield Bikes/Cranford Park/Geen Spaces:

Hillingdon is known for its beautiful open green spaces. However, as well as being enjoyed by our residents and visitors, some of our green spaces also attract some unwanted behaviours such as rough sleeping, drug and alcohol misuse, quad/motorbike riding, sexual activity, persistent dog fouling, fly tipping and littering.

The difficulty in addressing ASB in green spaces is that it is rarely witnessed, making it difficult to catch the perpetrators and it is the resulting damage or detritus left behind which is reported. The rural locations are often not suitable for CCTV and are too vast for regular patrols, making proactive tasking extremely difficult. It is most likely that there will never be a definitive answer to eradicate these problems; however, by taking a multi-agency approach,

the ASB and Localities team are able to pull together the most appropriate stakeholders to provide a quick response to tackle the problem as soon as it starts to prevent it becoming entrenched. By building up a 'history' of how, when and where the problems occur, as well as what action has been taken before (successful or otherwise) and logging key decisions and rationale, the team have started to seek out new or alternative approaches to address the issues and contain the problem as much as possible.

Unneighbourly use of housing communal areas:

Communal areas of some of the Council's residential housing blocks have suffered from misuse through unknown people sleeping within those areas, urinating or defecating in public spaces, smoking drugs and drinking and using threats towards residents in the block when challenged. Staff working in those buildings have also been threatened when attempting to challenge these behaviours.

The ASB and Localities team coordinates actions across relevant teams and organisations to address the different complexities of these issues. Actions include making unauthorised access to the buildings more difficult, ensuring CCTV evidence is utilised for identification purposes, liaising with residents and organising residents' meetings, arranging targeted multi-agency patrols and coordinating enforcement action against known perpetrators, with referrals made to other agencies for support with any vulnerable persons identified.

Environmental Enforcement

15. The Council contracts with APCOA Parking Limited for the provision of on-street Environmental Enforcement Officers (EEOs). These EEOs are authorised to issue fixed penalty notices (FPNs) for contraventions of environmental legislation that the Council can enforce, including the Hillingdon PSPO. The table below shows the number of FPNs issued per month for the last 6 months.

FPNs per month	Total Issued	% compared to previous
Oct-23	758	4.70%
Nov-23	742	-2.11%
Dec-23	838	12.94%
Jan-24	906	8.11%
Feb-24	776	-14.35%
Mar-24	932	20.10%

16. The total number of FPNs issued in 2023/24 exceeded the number issued in 2022/23. This is mainly due to improved deployment of EEOs, with EEOs predominantly working singly rather than in pairs as was the case in previous years and their tasking being improved to ensure they are present in the areas with higher rates of contravention of the prohibitions.

17. The wards with the highest levels of FPNs issued are Heathrow Villages, Uxbridge and Hayes Town. Deployment in these areas is active 7 days per week.

Ward	FPNs	Percentage
Belmore	13	1%
Botwell	7	1%
Colham and Cowley	8	1%
Eastcote	2	0%
Eastcote Ruislip	5	1%
Hayes Town	133	14%
Heathrow Villages	353	38%
Hillingdon East	4	0%
Ickenham and South Harefield	12	1%
New Road, Hillingdon	1	0%
Pinkwell Ward	10	1%
Ruislip	1	0%
Ruislip Manor	11	1%
South Ruislip	43	5%
Uxbridge	256	27%
West Drayton	49	5%
West Ruislip	6	1%
Woodend Ward	1	0%
Yiewsley	17	2%
Total	932	100%

18. The majority of FPNs being issued are for PSPO breaches, followed by litter and obstructing officers. FPNs for obstruction are issued mainly when a driver of a vehicle drives away from the Enforcement Officer. The team carry out vehicle registration checks to identify the offender and the FPN is issued through the post.

FPN issued for	Grand Total
01-Depositing Litter	171
05-Failing to comply with PSPO	501
07-Failure to produce waste documents	20
10-Failure to produce trading licence on demand	1
12-Smoking in a smoke-free place	35
21-Wilful obstruction of a highway	2
15-Displaying advertisement in contravention	24
20-Painting/inscribing/affixing on tree/structure	44
16-Resisting or obstructing an authorised Officer	126
29-Depositing on highway cause injury/danger	2
27-Depositing anything on highway	2
31A-Contravention or failure to comply with	1
31B- Contravention/failure to comply with	1
19-Abandonment of a vehicle or part of a vehicle	2
Grand Total	932

19. In 2023 the Government, as part of its Anti-Social Behaviour Action Plan, permitted local authorities to increase fine levels for certain environmental offences. As a result, the decision was made to increase a number of the penalty charge notice levels for environmental offences from April as follows:

Offence	PCN Amount 2023-24	PCN Amount from 1st April 2024
Littering	£100	£400
Graffiti	£100	£500
Failure of duty of care when disposing of waste	£90	£450
Fly posting	£100	£400
Fly tipping	£400	£1000

Policy Development

20. To support the Council in its work to investigate and prevent ASB, a draft Anti-Social Behaviour Policy is being prepared. This policy is intended to provide residents with information explaining what behaviours may constitute ASB and to explain when the Council may take action on reports of ASB and how it may use its powers. The policy is in draft form and the views of the Committee on potential improvements to this draft would be welcome.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

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HILLINGDON

LONDON

Anti-Social Behaviour Policy

DRAFT

Version History	
Version	Date Approved

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1. Foreword

From listening to residents and businesses in Hillingdon, we know that tackling and preventing anti-social behaviour is one of the most important priorities for the Council. We hear and see the damaging consequences anti-social behaviour can have on individuals, families, businesses, and the environment, and how it can limit the use we all make of our public spaces.

That is why we committed in our Council strategy to preventing and tackling antisocial behaviour and stated that our ambitions for residents include that all residents should be and feel safe from harm and can enjoy access to green spaces.

I am very pleased, therefore, to introduce this Policy which has been developed by Hillingdon Council as part of our approach to meeting that commitment and achieving our ambitions.

We have been clear in our Council strategy that we will take enforcement action to protect residents and the environment. There is a balance between individual freedoms and collective responsibilities. We all have a responsibility to ensure our behaviour does not cause alarm, distress or nuisance to other persons, and to limit how much our activities have negative impacts on other people. We hope to resolve many problems without having to take formal action but we are clear that we will not tolerate anti-social behaviour and we will use all our legal powers to take action against perpetrators of anti-social behaviour to stop and deter that behaviour.

This policy seeks to explain how we work to prevent and tackle anti-social behaviour. It sets out the Council's role and responsibilities in relation to anti-social behaviour, how you can report anti-social behaviour to us, what to expect from us when you make a report and how we may support you. It also explains what our powers are, how we decide when to use those powers, and when there may be limits to the action we can take or when we might expect others to resolve your problem. To support this Policy the Council will also publish specific procedures which provide more detail about some processes we may follow, for example when you request a review of our response to anti-social behaviour.

There are many people in Hillingdon who are more vulnerable to anti-social behaviour than others due to their personal circumstances. We will prioritise support for more vulnerable people in the Borough to make sure that they do not suffer disadvantage as a result of their personal circumstances or characteristics.

We also recognise the additional responsibilities we have to our tenants as a provider of social housing in the Borough. Our tenants have the right to enjoy their homes, and the community spaces around them, and we will support our tenants where those rights are being eroded by the behaviour of others. We will also ensure we hear from our tenants about how we are dealing with the issues that matter most to them and respond to that feedback.

This policy will need to evolve over time to reflect feedback from residents, to meet the needs of our communities and reflect changes in the law.

2. Introduction

- 2.1 This is a policy document for Hillingdon Council in relation to anti-social behaviour in Hillingdon Borough. As a policy document it sets out what the Council means by 'anti-social behaviour' (ASB), when it may take action on anti-social behaviour and also includes the principles the Council applies when deciding how to respond to a report of anti-social behaviour. It explains how the Council responds when people experiencing ASB contact us for help, and what you can expect from the Council.
- 2.2 You may want to read all this policy to understand the Council's approach to ASB or just specific sections which may answer any questions you have. Following is a summary of the policy's sections to help you find the information you need.
- 2.2.1 Section 5 of this policy explains how the Council will determine whether behaviours or conduct are anti-social.
- 2.2.2 Section 6 of this policy explains the Council's role and responsibilities and when the Council will investigate reports of potential ASB. It also explains when the Council may not investigate a report of a matter which the reporter believes may be ASB.
- 2.2.3 Section 7 of the Policy explains the Council's powers in relation to ASB and section 8 explains how the Council will seek to deal with ASB, including how it will use its powers and which Council teams may be involved in work to tackle ASB.
- 2.2.4 Section 9 of this policy explains when the Council may expect other organisations to lead on the investigation of ASB and section 10 sets out when the Council will not investigate reports of ASB.
- 2.2.5 Section 11 explains how the Council will seek to ensure the confidentiality of people reporting ASB and section 12 explains how we will ensure that we safeguard children and vulnerable adults when applying this policy.
- 2.2.6 Section 13 of this policy explains how to report ASB to the Council. Section 14 explains how we may prioritise reports of ASB for investigation and section 15 explains what you can expect if you report suspected ASB to us.
- 2.2.7 Section 16 of this policy explains when we may refer cases of ASB to other organisations and how we will ensure that we do so with agreement of the person reporting the matter to us. Section 17 provides information about sources of support, advice and further information on ASB.
- 2.2.8 Section 18 of this policy explains how we may decide to publish details of our work on ASB.
- 2.2.9 Section 19 of this policy explains the important case review process which can be used in some circumstances when reported ASB remains unresolved. Section 20 also explains how to provide feedback or make a complaint about the Council's work.

3. Our Commitment to You

3.1 The Council recognises tackling ASB is a priority for many residents and businesses in the Borough and the impact that it can have on residents and communities. This is why Council's Strategy for 2022-2025 includes commitments to:-

- Actively work in partnership with the Police, other partners and communities to prevent and tackle crime, including antisocial behaviour and drug-related crime.
- Take enforcement action to protect residents and the environment.

The Council's ambitions for residents include that we want all residents to:-

- Be/feel safe from harm
- Enjoy access to green spaces, leisure activities, culture and arts.

Therefore, the Council will take robust action to tackle anti-social behaviour in the Borough.

4. The Purpose of this Policy

4.1 This policy seeks to ensure a consistent and effective approach to tackling all aspects of ASB and to provide clarity to residents of the Borough and people working in the Borough on how the Council will respond to reports of ASB.

4.2 This policy does not apply to the Council's parking functions. Separate policies set out how the Council deals with parking related matters in the Borough.

4.3 This policy also does not apply to investigations into 'statutory nuisance'. Statutory nuisance is defined by the Environmental Protection Act 1990 and the Council has specific duties under this Act to investigate and resolve problems that fall under the legal definition of statutory nuisance. Separate policies will be developed to explain the Council's approach to instances of statutory nuisance.

5. What is Anti-Social Behaviour?

5.1 The legal definition of anti-social behaviour, in the Anti-Social Behaviour Crime and Policing Act 2014, is as follows. This definition is important since many powers that the Council has to deal with problems depend on whether the issue falls within the legal definition of ASB:

- behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person,
- conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- conduct capable of causing housing-related nuisance or annoyance to any person.

5.2 Antisocial behaviour can include:

- Using a vehicle in a way which causes a nuisance to others (e.g. loud engine revving during the night, using e-bikes on footpaths or in busy pedestrian areas).
- Inconsiderate behaviour in public spaces which causes distress or alarm to others or stops them using those public areas.
- Behaviour which has a negative impact on your neighbours' ability to enjoy their property (e.g. regular fires or noise which prevents them using their garden).
- Out of control dogs or persistent dog barking in residential areas.
- Trespassing on private property or limiting someone's access to their own property.
- Not controlling a dog in a public place so that others feel unsafe or unable to use that same public space.
- Aggressive begging.
- Loud noise at night.

5.3 The Council also has powers in other legislation to take action to prevent or address other behaviours which have an impact on local communities, particularly environmental crime. In addition, Public Space Protection Orders and other legal options such as injunctions may be used to tackle public nuisance issues or problems that have a negative impact on quality of life in public spaces, by imposing conditions on the use of defined areas. Other behaviours that the Council may take action against include:

- Abandoning a vehicle in a public space (e.g. normally abandoning old cars).
- Littering.
- Trespassing on private property or limiting someone's access to their own property.
- Fly-tipping.
- Smoking/vaping within children's play areas.
- Exercising dogs within children's play areas.
- Street trading and leaflet distribution without proper consent.
- Holding car meets or street racing events.
- The use of amplification equipment in public spaces such as parks.

5.4 Please note that this is not an exhaustive list, and other behaviours could amount to anti-social behaviour in certain circumstances.

5.5 Whilst domestic abuse and hate crime may have impacts on people other than the immediate victims, these are criminal matters and should be reported to the Police and investigated primarily as a potential criminal offence (see paragraph 4.8 below) rather than ASB. Information about support if you experience domestic abuse is available on the Council's website- <https://www.hillingdon.gov.uk/hdaas>

6. The Council's Role and Responsibilities and When It Will Take Action on Anti-Social Behaviour

6.1 Our ambition for residents is to ensure Hillingdon is a safe, inclusive, green, more digital borough with a strong economy. We want all our residents to:

- Live active and healthy lives.

- Enjoy access to green spaces, leisure activities, culture and arts.
- Live in a sustainable borough that is carbon neutral.
- Be/feel safe from harm.
- Live in good quality, affordable homes in connected communities.
- Stay living independently for as long as they are able.
- Achieve well in education, with opportunities for learning at all ages.
- Have opportunities to earn an income that supports their families.

6.2 Anti-social behaviour can impact on a number of these ambitions for residents.

6.3 This policy supports our ambitions for Hillingdon residents and to achieve these ambitions we will work in partnership with the Police, other partners and communities to prevent and tackle crime, including anti-social behaviour and drug-related crime.

6.4 We will seek to understand and respond to anti-social behaviour that is impacting on local areas and residents in the Borough through seeking feedback from community groups and organisations, residents' associations and elected members. We will also provide opportunities for our tenants and people living on the estates we manage to inform us of their priorities so we can plan to address ASB and environmental problems impacting on them.

6.5 The Council will investigate reports of behaviours or conduct (of individuals or businesses) which may constitute ASB as defined in section 4 above except as otherwise stated in this policy.

6.6 As a landlord we also have a duty to respond to ASB affecting our tenants and the neighbourhoods in which they live. The Council is committed to meeting the Regulator of Social Housing's Neighbourhood and Community Standard in relation to the safety of shared areas, local area cooperation, anti-social behaviour and hate incidents.

6.7 The Council will not normally lead the investigation of cases of ASB in other residential social landlord's or private landlord's properties where the behaviour relates to the tenant's activities in those properties. Those landlords are required follow their own policies and legislation applying to their business activities. Only in those exceptional circumstances will the Council intervene if the landlord fails to take effective action to resolve the situation and Council action becomes necessary.

6.8 In many instances, anti-social behaviour may also constitute a crime. Where the behaviour being reported constitutes a crime, the victim or complainant will be encouraged to report the matter to police. The Council will liaise with the Police and will seek to address the anti-social behaviour only where our actions do not conflict with any Police criminal investigation.

6.9 Other organisations, particularly the Police, also have statutory responsibilities in relation to ASB. ASB complaints may also be made to the Police and we will work alongside the Police, Registered Social Landlords and other organisations to provide a comprehensive response to ASB in Hillingdon.

7. Our Powers

- 7.1 Our powers to tackle ASB are mainly contained in the Anti-social Behaviour, Crime and Policing Act 2014. Information and guidance on these powers is published by the Government. See- <https://www.gov.uk/government/publications/anti-social-behaviour-crime-and-policing-bill-anti-social-behaviour>. The Council also has available to it other powers from legislation including the Anti-Social Behaviour Act 2003 and the Clean Neighbourhoods and Environment Act 2005 which may be relevant in certain circumstances. The Council will use any of the powers available to it when ASB is identified as impacting on residents, our communities or public spaces if it is determined that those powers are most likely to reduce or resolve the ASB.
- 7.2 Anti-social behaviour committed by a Council tenant or occupant/visitor to a Council property may be a breach of the tenancy agreement that applies to that property. In these circumstances we may take action under housing legislation to ensure the ASB stops.
- 7.3 Our Enforcement Policy sets out how we make decisions on the use of enforcement powers available to the Council. See <https://www.hillingdon.gov.uk/enforcementandsanctionspolicy>
- 7.4 The Council will seek to explore the use other wider powers such as discretionary licensing of Housing of Multiple Occupancy as a tool to reduce significant and persistent ASB in the Borough. It will also consider introducing Public Spaces Protection Orders or other measures (e.g. seeking injunctions) where those options may be most effective in reducing or preventing ASB.
- 7.5 Hillingdon Council supports the key principles of a consistent approach to addressing ASB published by the Government. These can be found at:
<https://www.gov.uk/government/publications/anti-social-behaviour-principles>
- 7.7 The Crime and Disorder Act 1998 provides the Council with the legal power to share information with partner agencies for the purposes of preventing, detecting, and tackling crime and anti-social behaviour in Hillingdon.

8. How the Council will take action to prevent and reduce ASB

- 8.1 Whenever possible the Council will take action to prevent anti-social behaviour from happening in the first place. This may be through (as examples);
- For our tenants, completing pre-tenancy checks, housing people appropriately and having a robust sign-up process setting clear expectations of behaviour and supporting people to access appropriate services.
 - Working with partners to identify areas which may be at greater risk of ASB occurring, and planning coordinated targeted actions to reduce those risks.
 - Providing opportunities to take part in activities, for example through our youth services, to reduce opportunities for behaviour to have an anti-social impact.
 - Considering any environmental improvements that may reduce the likelihood of anti-social behaviour taking place.

- Liaising with community groups and networks to support their work to reduce anti-social behaviour.
- 8.2 When ASB is occurring the Council may take formal or informal action to prevent that ASB escalating and to reduce the impact of it. These actions range from education and awareness raising through to warning and where necessary enforcement actions such as fixed penalty notices, injunctions, closure orders, or possession proceedings.
- 8.3 The council recognises that behaviours that may have a lower impact individually can have a bigger, cumulative impact on communities over time, such as small deposit fly tipping and litter. The Council will seek to ensure that persistent or repetitive lower impact ASB is stopped, and may routinely use CCTV and enforcement through fixed penalty notices to achieve this.
- 8.4 Where the ASB is directed at specific individuals the council recognises the greater risk and impact this can have on victims particularly where they may be more vulnerable due to their personal circumstances. We adopt a risk assessed and victim focused response to ASB which will prioritise cases which are targeted at vulnerable people or which have more harmful impacts on certain people.

Who investigates the different types of ASB

- 8.5 The Council receives a large number of complaints about ASB each year. The Council may take the lead in investigating reports of ASB in the following circumstances;
- When the ASB is taking place in any public place or place to which the public have access.
 - When the person experiencing and/or perpetrating anti-social behaviour is a Council tenant, or if the ASB is perpetrated by another person when visiting a Council tenant, the Council's Housing Services have a responsibility to investigate these matters. Information on ASB involving Council tenants and leaseholders can be seen here- <https://www.hillingdon.gov.uk/asb-tenants-leaseholders>
 - When both the person experiencing and the person perpetrating anti-social behaviour are owner occupiers or reside in privately rented accommodation.
- 8.6 The Council has a number of different teams which have a role in tackling ASB who may lead the response to a particular issue depending on the circumstances. The Council also operates an out of hours nuisance service to respond to urgent noise or light related nuisance complaints outside of normal business hours. When investigating a report of ASB we will inform the person who reported that ASB who to contact for more information about the investigation.
- 8.7 In addition, the Council will liaise with the Police and other organisation to understand where local areas are more often impacted by ASB, and the causes of that ASB, and may instigate proactive action to reduce ASB in that locality.
- 8.8 The Council publishes information on our website for local residents and businesses explaining what anti-social behaviour is, what we can do and what we cannot do, how to report ASB and who else may be able to help with ASB or other similar matters.

9. When the Council will expect another organisation to lead the investigation of a report of ASB

- 9.1 Serious ASB as a result of criminal conduct, for example drug dealing, should be reported to the Metropolitan Police Service by telephoning 101 or 999 in an emergency. The Council will work closely with the Police to tackle anti-social behaviour involving crime conduct.
- 9.2 When both the person experiencing ASB and the perpetrator of the alleged ASB is a tenant of another social landlord, the report of ASB should be made to the relevant social landlord. Where the Registered Social Landlord fails to respond to the report a formal complaint should be made under the landlord's complaints process and, if you remain dissatisfied with the response you should escalate the matter to the Housing Ombudsman.
- 9.3 The Council is not an emergency service. Incidents where there is an immediate risk of harm to persons or property should be reported to the Police.

10. When the Council will not investigate reports of ASB

- 10.1 The Council will not normally investigate anonymous reports of ASB. It is important that we can understand and record evidence of the impact that behaviour reported as ASB is having on individuals and communities and we may be unable to act if we cannot do this. However, we may investigate anonymous reports of ASB where we believe a vulnerable person is being affected by that ASB and we will use anonymous reports of ASB to help inform our decisions on proactive approaches to resolving issues which have a community impact.
- 10.2 For the Council to take action to resolve ASB it is essential that we can obtain evidence of the behaviour. The Council will not investigate cases where no evidence is provided or likely to be available to support the allegation.
- 10.3 Some activities or behaviours are not normally be considered anti-social (or a statutory nuisance under the Environmental Protection Act 1990) including:
- Normal everyday activities or household noise such as children playing ball games, unless the children are also engaged in other behaviours that could cause harassment, alarm or distress to other persons.
 - Actions which amount to minor disagreements but are not sufficiently serious considering the harm that results to justify our involvement.
 - Noise from vehicles on the highway carrying out their normal activities, noise from emergency service vehicles, aircraft or helicopters, noise from demonstrations.
 - Reasonable living noise in domestic settings such as lawn mowing, household DIY, crying, loud talking, toilets flushing, banging doors and noise from household appliances or fittings unless evidence is provided (e.g. from noise logs and recordings) which shows these are excessive and persistent or taking place at unreasonable hours.
 - Alcohol consumption in a public space that is not causing anti-social behaviour.
 - Sporadic noise from late night revellers moving through public spaces.

10.4 Illegal use of drugs does not normally constitute ASB in itself. Illegal drug use is normally a matter for the Police to investigate. However, the Council's Housing Services will investigate illegal use of drugs in Council owned or managed premises since this is likely to be a breach of tenancy conditions. In doing so they may share information with the Police. Illegal use of drugs may lead to other ASB problems, such as causing harassment or distress to other persons in a public place. In such circumstances the Council will investigate reports of ASB with an aim to end the ASB.

11. Confidentiality

11.1 We will not disclose a complainant's personal information to the alleged perpetrator of the ASB without consent to do so. On occasion, for the Council to be able to take action it may be necessary to provide to a court a witness statement from the person impacted by the ASB. When providing a statement this will be explained to you. If you are unwilling to provide a statement it may limit the action the Council can take to resolve the problem.

11.2 In some instances, even if we do not disclose information directly, it may be obvious to the alleged perpetrator who has made a complaint about them. You should consider whether this may be the case when contacting us to report ASB and, if you are concerned about this, we are willing to discuss this with you to determine how to respond to your complaint. An example would be the need for council officers to make enquiries with neighbours to secure evidence of the reported ASB.

11.3 The Council will share information with partner agencies in accordance with information sharing protocols made under Section 115 of the Crime and Disorder Act 1998 for the purposes of preventing, detecting, and tackling crime and anti-social behaviour in Hillingdon.

12. Safeguarding Children, Young People and Vulnerable Adults

12.1 The Council will always prioritise the safeguarding of vulnerable people. The Council's Safeguarding Policies set out how we will respond to safeguarding concerns relating to children, young people and vulnerable adults. Our safeguarding policies take precedence over this policy.

12.2 On some occasions, the alleged perpetrator of ASB may be vulnerable and we may determine that they require support. When we are made aware by the perpetrator, or determine by any information made available to us, that a person has or may have a support need we will explain our concerns and invite the perpetrator to discuss their needs with us and seek their consent to make a referral(s) to an appropriate Council department or external organisation on their behalf if appropriate. If the perpetrator is already engaged with a support service we will discuss with the perpetrator the sharing of relevant information with the support service.

12.3 The Council reserves the right to make a referral to the Adult or Children Social Care, or the police without the permission of the individual(s) concerned where the situation justifies it and information sharing provisions permit it.

12.4 When the perpetrator of the anti-social behaviour is a young person we will attempt to engage with their parents or guardians to offer appropriate family support. This may involve seeking consent to make a referral into the Council's Stronger Families Hub.

12.5 Our enforcement decisions will take account of any known welfare concerns relating to the perpetrator.

12.6 The Council will carefully consider and justify our actions to ensure we do not disadvantage people with protected characteristics under the Equality Act 2010.

13. Making a report of ASB to the Council

13.1 Reports of anti-social behaviour to the Council should be made on the 'Report it' pages on the Council's website-

<https://www.hillingdon.gov.uk/report>

13.2 Reports of ASB in Council owned properties should be reported to the Council's Housing Services either by email to asbriskmanagement@hillington.gov.uk, or through the Council contact centre on 01895 556666.

13.3 Reports of ASB can be made by a third party, for example by a Local Councillor or Member of Parliament. If a report is made via a third party we will seek the consent of the complainant to communicate and share information with that third party.

13.4 The Council does not accept reports of ASB by Social Media, e.g. Twitter/ X.

14. How are anti-social behaviour reports prioritised?

14.1 Reports of ASB are assessed on receipt and may be prioritised for response depending on the potential impact and harm of the alleged behaviour. Factors we will consider when determining whether to prioritise one allegation over another for a response include-

- The level of harm that could arise from the behaviour and whether physical violence or threats of harm are alleged.
- Whether the perpetrator has been warned previously or been subject to prior enforcement action that appears not to have resolved the problem.
- If the incident is motivated by hate (hostility towards a person's race, sex or ethnicity, sexual orientation, disability, religion or belief, or transgender identity).
- If the victim may be more vulnerable to ASB or more impacted by it due to their personal circumstances.
- Whether there are child or adult safeguarding risks.
- Whether domestic abuse may be taking place.
- Serious harassment, intimidation and threatening behaviour.
- Racist or offensive graffiti.
- Threats to Council staff.

15. What you can expect if you report ASB

- 15.1 If you report ASB to the Council we will assess your complaint according to this policy and determine whether it is appropriate for the Council to investigate the complaint. If the Council determines that the complaint is not an issue that it will investigate you will be informed of this decision and the reasons for that decision. If the complaint is within the remit of another organisation we will inform you of which organisation we believe you should direct your complaint to.
- 15.2 If an investigation is commenced we will allocate the matter to the most appropriate team. You will be contacted and advised who is investigating your complaint. We will keep you informed of progress on the investigation and will ensure that you are informed of the outcome.
- 15.3 The Council will seek to resolve cases with the lowest level of intervention, taking formal action in accordance with our Enforcement Policy when the matter is deliberate, serious or persistent or when it threatens people's safety or health.
- 15.4 The use of informal and legal action will be decided by the Council having considered the circumstances of each individual case and will be proportionate to the type of anti-social behaviour and risk of harm.
- 15.5 In our capacity as a landlord the Council may take ASB possession proceedings. The Council has no basis to seek possession of a property where we are not the landlord.
- 15.6 In many instances of ASB, we rely on evidence provided by the public when it is difficult for a Council officer to witness the ASB themselves. Without this evidence we may be unable to take action. We may ask you to record evidence for us, for example by keeping a note of the nature, date and time of ASB incidents you witness. It is important to support the Council if we ask you to do this and we will explain any implications if we make this request of you.
- 15.7 There are often different views on allegations of ASB and the view of the complainant may be different from the alleged perpetrator. We will often need to speak with the alleged perpetrator(s) before determining what, if any, action is appropriate. Occasionally, counter-allegations are made in the course of an investigation. We will make decisions on action we take based on an objective, impartial assessment of the available evidence, history and views of the parties concerned. Decisions on action to take will also seek to provide a proportionate response to the harm being caused.
- 15.8 During the course of an investigation there may be a number of reasons why an investigating officer determines that no action can be taken. These reasons may include;
- Establishing that the incident did not happen.
 - Not having enough evidence to prove the matter to the relevant standard of proof.
 - Finding the issues reported to be not what the Council considers as antisocial behaviour.
 - Not being able to investigate fully due to non-cooperation of the reporter / witness.
 - The ASB has stopped and the likelihood of further ASB is low.
- 15.9 Some ASB problems can be difficult to resolve or may take some time to resolve. For example, if the problem relates to the behaviours of some individuals using a public space and those individuals are taking steps to avoid being identified. In addition, some ASB

problems require court action to resolve and the law requires that the persons concerned are given an opportunity to stop the behaviour before formal legal action can be commenced. In these instances, we will ensure that you are informed of the action we are taking and the expected timescales, but it is not always possible for the Council to control the length of time it will take.

16. Referrals to other agencies

16.1 Investigating Officers will make referrals to other Council departments or agencies as appropriate in the course of their investigation. Any referrals made which involve sharing personal information of the complainant will be made with the consent from the individual concerned, unless there is an overriding safeguarding concern in relation to a vulnerable adult or child.

16.2 We will always pass details of identified criminal activities to the Police and may not seek consent to do this.

17. Support and advice for victims

17.1 The Council recognises the impact that ASB has on victims. Support and independent advice is available from a range of agencies that includes;

- Victim Support
- ASBHelp
- Citizens Advice

18. Publicity

18.1 Publicity is an essential part of tackling anti-social behaviour through;

- Reassuring the community that the Council and partners work together and take reports of anti-social behaviour seriously.
- Reassuring complainants, witnesses and the wider community that successful action has been taken to tackle anti-social behaviour.
- Publishing details on individual cases so that breaches of orders obtained can be reported to the relevant organisation.
- Making it clear to perpetrators that the Council will not tolerate anti-social behaviour and will take action to protect others.

18.2 In circumstances when a Court has not imposed reporting restrictions, and the Council considers it to be necessary and proportionate, a press release or other publicity material, such as an information leaflet or social media messaging, may be issued when formal court action is concluded or formal notice has been served. The decision to publicise will be considered carefully based on the facts of each case.

19. ASB Case Review/Community Trigger

19.1 The ASB Review/Community Trigger gives victims and communities the right to request a review of their anti-social behaviour case, where the locally defined threshold is met. The focus of the ASB Review/Community Trigger is on the ongoing anti-social behaviour and should be used if you believe your complaint has not been appropriately addressed or no effective action has been taken. The case review process cannot be used to report general acts of crime, including hate crime. The case review process is not an alternative complaints procedure and does not replace the complaints procedures of individual organisations, or your opportunity to complain to the Local Government Ombudsman or Independent Police Complaints Commission.

Who can raise an ASB Case Review/Community Trigger:

19.2 A victim can be an individual person, a business, or a community group.

19.3 A third party can make an application for a case review on behalf of a victim (with their consent). This can include a friend, relative, carer, councillor, Member of Parliament, or another professional person. Please note: We will need to contact the victim to establish the facts and will need to confirm their consent.

19.4 You can use the ASB Review/Community Trigger if:

- You have reported anti-social behaviour (ASB) to the council, police and/or registered housing provider 3 times (each made within 1 month of the ASB taking place) in the last 6 months.
- No action has been taken or you feel the action taken was inadequate.
- Your case has been closed (if your case is still open you must wait for the outcome).

19.5 The Council will not consider an ASB Review/Community Trigger if:

- You do not meet the criteria above.
- Reports of anti-social behaviour have been made so recently that an organisation has not had a reasonable amount of time to act.
- You already used, or are in the middle of using, an existing complaints procedure about any of the organisations involved in your case.
- The reports or request for a ASB Review/Community Trigger are vexatious, malicious, or unreasonable.
- The reports or request for a ASB Review/Community Trigger are made anonymously.

If you qualify for activating the ASB Review/Community Trigger, the application form can be completed on-line via the Hillingdon Website, or be downloaded and submitted via post to:

ASB Review
C/O Community Safety Team
London Borough of Hillingdon
4N Civic Centre
High Street
Uxbridge UB8 1UW

19.6 Your case will be reviewed and if accepted we ask the agencies involved to provide details of your complaints and any actions that they have considered and taken. Once this information has been reviewed if your application still falls within the criteria for an ASB Case Review a meeting will take place between the appropriate agencies involved to discuss the anti-social, review the responses and make recommendations for any further action that should be taken, including which agency should take it.

20. Review of Policy and Procedures Statement

20.1 This policy will be reviewed annually or response to changes in relevant legislation.

21. Comments, Compliments and Complaints

21.1 The Council is always open to feedback to help us improve our service or to recognise and acknowledge when a good service has been provided. Please provide this feedback to the officer concerned or via the feedback page on the Council's website- <https://www.hillingdon.gov.uk/feedback>

21.2 Complaints about the service provided by the Council should be made via the Council's website- <https://www.hillingdon.gov.uk/complaints>

Related Policies

Hillingdon Council Enforcement Policy

Private Sector Housing Enforcement Policy

Noise Policy (under development)

Victims Code: <https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime>

Guidance for Professionals: <https://www.gov.uk/government/collections/antisocial-behaviour-guidance-for-professionals>

RESIDENTS' SERVICES SELECT COMMITTEE - CABINET FORWARD PLAN

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

HEADLINES

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

RECOMMENDATION

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

SUPPORTING INFORMATION

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

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

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

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

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

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

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

BACKGROUND PAPERS

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

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Scheduled Upcoming Decisions

Ref

Further details

Ward(s)

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

Cabinet meeting - 27 June 2024 (report deadline 10 June)

207	Beck Theatre, Hayes	The Beck Theatre provides an annual programme of professional theatrical productions, as well as contributing to the Borough's broader cultural offer. Cabinet will consider the extension of the management contract for the operation and cultural programme delivery at the Theatre.	N/A		Cllr Eddie Lavery - Residents' Services	Residents' Services	P - Darren Deeks			Private (3)
186	Draft Uxbridge Master Plan	As part of reviewing the Local Plan, the Council has been looking at the future challenges and opportunities that face Uxbridge, the Borough's largest and only metropolitan town centre. Cabinet will consider commencing full public and stakeholder consultation on a proposed draft new masterplan for Uxbridge, which be the basis for a consensus on the future redevelopment and prosperity of the town.	Uxbridge / all wards		Cllr Eddie Lavery - Residents' Services	Residents' Services	C - Julia Johnson	Public consultation and also select committee		Public
042 Page 59	Local Flood Risk Management Strategy	Following broad public consultation to inform and update the Borough's Local Flood Risk Management Strategy, Cabinet will agree the Strategy which will set out the Council and partner's approach to tackling local flooding. The Strategy is a statutory requirement.	All		Cllr Eddie Lavery - Residents' Services	Residents' Services	P - Ian Thynne	Select Committee and public consultation.		Public
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	C - Democratic Services			Public

Cabinet Member Decisions expected - June 2024

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All		C - Democratic Services	Various		Public
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Cabinet meeting - Thursday 25 July 2024 (report deadline 8 July)

189	Cowley House, Uxbridge	Following consultation with residents, Cabinet will consider the decant and disposal of Cowley House, 181 Cowley High Road Uxbridge UB8 2AJ. Cowley House is a small general needs housing block and a listed building. Cabinet will be advised that it is not viable to bring the property up to the new Landlord Compliance standards, hence the recommendation to dispose of the property.	Uxbridge		Cllr Jonathan Bianco - Property, Highways & Transport / Cllr Eddie Lavery - Residents' Services	Residents' Services	P - Julie Markwell			Private (3)
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Scheduled Upcoming Decisions

Ref

Further details

Ward(s)

				Final decision by Full Council	Cabinet Member(s) Responsible	Relevant Select Committee	Directorate / Lead Officer	Consultation related to the decision	NEW ITEM	Public or Private (with reason)
SI = Standard Item each month/regularly Council Directorate/Service Areas: AS = Adult Services & Health P = Place C = Central Services R = Resources CS= Children's Services D = Digital & Intelligence										
139a	Housing Allocation Policy - Consultation Draft	Cabinet will consider for public consultation an updated Housing Allocation Policy which sets out how social housing is allocated to those on the housing register.	All		Cllr Eddie Lavery - Residents' Services	Residents' Services	C - Debbie Weller	Public consultation		Public
SI	Strategic Climate Action Plan	Hillingdon Council passed a Climate Change Declaration at its full Council meeting on 16 January 2020 which set out targets to become carbon neutral and achieve 100% clean energy across the Council's services by 2030. Cabinet in July 2021 approved the Council's Climate Action Plan to achieve this and also agreed to review progress annually.	All		Cllr Eddie Lavery - Residents' Services	Residents' Services	P - Jo Allen	Residents' Services Select Committee		Public
205	Support services contracts for the Single Homelessness Accommodation Programme	Cabinet will consider the award of support services contracts for the Single Homelessness Accommodation Programme (SHAP). SHAP is a £200 million nationwide fund to deliver up to 2400 homes and support services for people sleeping rough or at risk of sleeping rough. The Council is in receipt of external funding for SHAP and an aspect of this programme will be the procurement of services within this, to support this endeavour.	N/A		Cllr Eddie Lavery - Residents' Services	Residents' Services	CS / R - Maggie Nelson / Sally Offin			Private (3)
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	C - Democratic Services			Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		All	All	C - Democratic Services	TBC		Public
Cabinet Member Decisions expected - July 2024										
SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All		C - Democratic Services	Various		Public
AUGUST 2024 - NO CABINET MEETING										
SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All	TBC	C - Democratic Services	Various		Public
Cabinet meeting - Thursday 12 September 2024 (report deadline 23 August)										
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	C - Democratic Services			Public

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Scheduled Upcoming Decisions		Further details	Ward(s)	Final decision by Full Council	Cabinet Member(s) Responsible	Relevant Select Committee	Directorate / Lead Officer	Consultation related to the decision	NEW ITEM	Public or Private (with reason)
SI = Standard Item each month/regularly Council Directorate/Service Areas: AS = Adult Services & Health P = Place C = Central Services R = Resources CS= Children's Services D = Digital & Intelligence										
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		All	TBC	C - Democratic Services	TBC		Public
Cabinet Member Decisions expected - September 2024										
SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All	TBC	C - Democratic Services	Various		Public
Cabinet meeting - Thursday 10 October 2024 (report deadline 23 September)										
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	C - Democratic Services			Public
Cabinet Member Decisions expected - October 2024										
SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All	TBC	C - Democratic Services	Various		Public
Cabinet meeting - Thursday 7 November 2024 (report deadline 21 October)										
139b	Housing Allocation Policy	Following public consultation, Cabinet will consider approval of the Housing Allocation Policy, which sets out the Council's policy on how social housing is allocated to those on the housing register.	All		Cllr Eddie Lavery - Residents' Services	Residents' Services	P - Debbie Weller	Public consultation		Public
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	C - Democratic Services			Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		All	TBC	C - Democratic Services	TBC		Public
Cabinet Member Decisions expected - November 2024										
SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All	TBC	C - Democratic Services	Various		Public
Cabinet meeting - Thursday 12 December 2024 (report deadline 25 November)										

Scheduled Upcoming Decisions		Further details	Ward(s)	Final decision by Full Council	Cabinet Member(s) Responsible	Relevant Select Committee	Directorate / Lead Officer	Consultation related to the decision	NEW ITEM	Public or Private (with reason)
<small>SI = Standard Item each month/regularly Council Directorate/Service Areas: AS = Adult Services & Health P = Place C = Central Services R = Resources CS= Children's Services D = Digital & Intelligence</small>										
SI	Infrastructure Funding Statement	Cabinet will receive an annual report setting out the Council's Infrastructure Funding Statement, a document it is required to publish which also monitors spending on section 106 (developer contribution) monies along with the Community Infrastructure levy over the past year.	All		Cllr Eddie Lavery - Residents' Services	Residents' Services	P - Andrew Tebbutt	Residents' Services Select Committee		Public
SI	The Council's Budget - Medium Term Financial Forecast 2025/26 - 2029/30 (BUDGET FRAMEWORK)	This report will set out the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2025/26 for consultation, along with indicative projections for the following four years. This will also include the HRA rents for consideration.	All	Proposed Full Council adoption - 20 February 2025	Cllr Martin Goddard - Finance	All	R - Andy Evans	Public consultation through the Select Committee process and statutory consultation with businesses & ratepayers		Public
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	C - Democratic Services			Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		All	TBC	C - Democratic Services	TBC		Public
Cabinet meeting - Thursday 9 January 2025 (report deadline 9 December 2024)										
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	C - Democratic Services			Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		All	TBC	C - Democratic Services	TBC		Public
Cabinet Member Decisions expected - January 2025										
SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All	TBC	C - Democratic Services	Various		Public
Cabinet meeting - Thursday 13 February 2025 (report deadline 27 January 2025)										
SI	The Council's Budget - Medium Term Financial Forecast 2025/26 - 2029/30 (BUDGET FRAMEWORK)	Following consultation, this report will set out the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2025/26 for consultation, along with indicative projections for the following four years. This will also include the HRA rents for consideration.	All	Proposed Full Council adoption - 20 February 2025	Cllr Ian Edwards - Leader of the Council / Cllr Martin Goddard - Finance	All	R - Andy Evans	Public consultation through the Select Committee process and statutory consultation with businesses & ratepayers		Public

Scheduled Upcoming Decisions

Ref

Further details

Ward(s)

				Final decision by Full Council	Cabinet Member(s) Responsible	Relevant Select Committee	Directorate / Lead Officer	Consultation related to the decision	NEW ITEM	Public or Private (with reason)
SI = Standard Item each month/regularly Council Directorate/Service Areas: AS = Adult Services & Health P = Place C = Central Services R = Resources CS= Children's Services D = Digital & Intelligence										
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	CS - Democratic Services			Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		All	TBC	CS - Democratic Services	TBC		Public
Cabinet Member Decisions expected - February 2025										
SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All	TBC	CS - Democratic Services	Various		Public
CABINET MEMBER DECISIONS: Standard Items (SI) that may be considered each month										
SI	Urgent Cabinet-level decisions & interim decision-making (including emergency decisions)	The Leader of the Council has the necessary authority to make decisions that would otherwise be reserved to the Cabinet, in the absence of a Cabinet meeting or in urgent circumstances. Any such decisions will be published in the usual way and reported to a subsequent Cabinet meeting for ratification. The Leader may also take emergency decisions without notice, in particular in relation to the COVID-19 pandemic, which will be ratified at a later Cabinet meeting.	Various		Cllr Ian Edwards - Leader of the Council	TBC	C - Democratic Services	TBC		Public / Private
SI	Release of Capital Funds	The release of all capital monies requires formal Member approval, unless otherwise determined either by the Cabinet or the Leader. Batches of monthly reports (as well as occasional individual reports) to determine the release of capital for any schemes already agreed in the capital budget and previously approved by Cabinet or Cabinet Members	TBC		Cllr Martin Goddard - Finance (in conjunction with relevant Cabinet Member)	All - TBC by decision made	various	Corporate Finance		Public but some Private (1,2,3)
SI	Petitions about matters under the control of the Cabinet	Cabinet Members will consider a number of petitions received by local residents and organisations and decide on future action. These will be arranged as Petition Hearings.	TBC		All	TBC	C - Democratic Services			Public
SI	To approve compensation payments	To approve compensation payments in relation to any complaint to the Council in excess of £1000.	n/a		All	TBC	R - Iain Watters			Private (1,2,3)

Scheduled Upcoming Decisions

Ref

Further details

Ward(s)

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

SI = Standard Item each month/regularly Council Directorate/Service Areas: AS = Adult Services & Health P = Place C = Central Services R = Resources CS= Children's Services D = Digital & Intelligence

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RESIDENTS' SERVICES SELECT COMMITTEE - WORK PROGRAMME

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

HEADLINES

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

RECOMMENDATIONS

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

SUPPORTING INFORMATION

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

Meeting Date	Room
13 June 2024	CR5
18 July 2024	CR6
24 September 2024	CR6
27 November 2024	CR5
14 January 2025	CR5
19 February 2025	CR5
13 March 2025	CR5
22 April 2025	CR5

Site Visits

Members of the Residents' Services Select Committee have undertaken a number of site visits in recent months to include the CCTV room in the Civic Centre, Harlington Road Depot, Heathrow Imported Food Office, Hillingdon Fire Station, Botwell Leisure Centre and Breakspear Crematorium.

Implications on related Council policies

The role of the Select Committees is to make recommendations on service changes and improvements to the Cabinet, who are responsible for the Council's policy and direction.

How this report benefits Hillingdon residents

Select Committees directly engage residents in shaping policy and recommendations and the Committees seek to improve the way the Council provides services to residents.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

Nil.

MULTI-YEAR WORK PROGRAMME 2022 - 2026

2024/25

Residents' Services Select Committee	May No meeting	June 13	July 18	September 24	November 27	January 14	February 19	March 13	April 22
Review: Homeless Prevention and the Customer Journey Topic selection / scoping stage Witness / evidence / consultation stage Findings, conclusions and recommendations Final review report agreement Target Cabinet reporting		Witness Session		Findings	Final report				
Regular service & performance monitoring Infrastructure Funding Statement Update (previously CIL Expenditure Monitoring - Annual Report & S106) each November Mid-year budget / budget planning report Strategic Climate Action Plan: Annual Update (Note to move to November annually to align with Cabinet reporting in October) Cabinet's Budget Proposals For Next Financial Year Cabinet Forward Plan Monthly Monitoring		X	X	X	X	X	X	X	X
One-off information items ASB Service Update Graffiti Removal Sports - facilities, engagement & inclusivity Animal Welfare Consultation on Uxbridge Master Plan Housing Allocation Policy Consultation Draft Heathrow Expansion & Local Community Update Abandoned Vehicles		X X	X	X	X	X			
Crime & Disorder - Statutory Scrutiny (themed) Safer Hillingdon Partnership Development Safer Hillingdon Partnership Performance				X				X	
Past review delivery Review of Alley Gating					X				
Internal use only Date deadline confirmed to report authors Report deadline Agenda publication date									

Committee Site Visits (dates tbc)

CCTV Control Room, Civic Centre (25 July 2022)
 Botwell Leisure Centre (27 February 2024)
 Harlington Road Depot (28 September 2022)
 Weed Killing Contractor (6 June 2023)
 Heathrow Airport (Imported Food Office) (4 October 2022)
 Noise Team
 Hillingdon Fire Station (7 December 2022)
 Graffiti Removal
 Breakspear Crematorium (25 January 2023)
 Harefield and Yiewsley Civic Amenity Sites
 Traffic wardens / Abandoned Vehicles *
 Canal Visit - 1 November 2023
 The Battle of Britain Bunker (26 July 2023 at 6pm)
 Building Control
 Planning Enforcement
 HS2 Site Visit
 Dogs Trust
 Grndon waste disposal site in Colnbrook

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