



HILLINGDON  
LONDON



# Residents' Services Select Committee

## Councillors on the Committee

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

**Date:** WEDNESDAY, 19  
FEBRUARY 2025

**Time:** 7.00 PM

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

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

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Published: Tuesday, 11 February 2025

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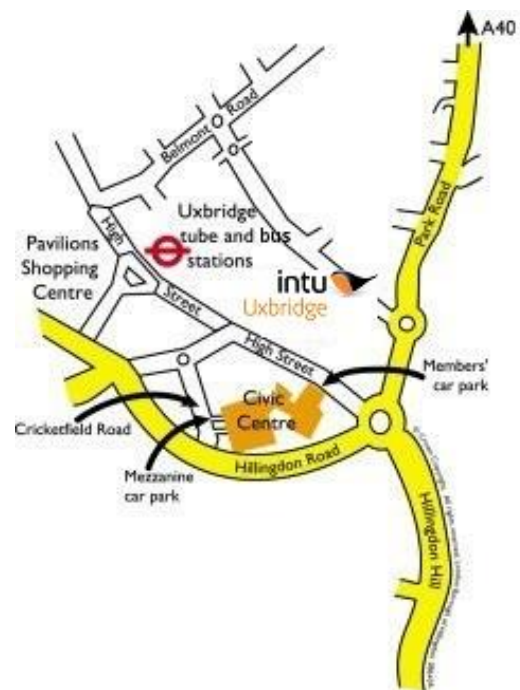
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## Terms of Reference

### Residents' Services Select Committee

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

Portfolio(s)	Directorate	Service Areas	
Cabinet Member for Community & Environment	Place	Green Spaces (incl. Woodlands, Colne Valley)	
		Crematorium Services	
		Waste Services	
		Flooding & watercourses	
		Environmental Projects (incl. Chrysalis, Street Champions, Alleygating & Ward Budgets)	
		Climate Change (incl. air quality) – cross-cutting brief	
		Homes and Communities	Library Services
			Theatres, Museums & Cultural Services
			Leisure Services and Centres
			Community Safety & Community Cohesion (incl. CCTV)
			Trading Standards, Environmental Health & Licensing (incl. Safety of Sports Grounds)
			Imported Food Office
			Anti-Social Behaviour and Localities
		Cabinet Member for Planning, Housing & Growth	Place
Parking & Parking Enforcement			
Emergency Response			
Adult Services & Health	Mortuary		
	Planning Services (incl. planning policy, building control, planning enforcement, specialist planning & conservation areas)		
	Regeneration (incl. town centres, master planning)		
	Economic Development (incl. growth strategy, business engagement, inward investment & worklessness)		
Homes & Communities	Local Impacts of Heathrow Expansion (cross cutting brief)		
	Local Impacts of High Speed 2 (cross-cutting brief)		
Homes & Communities	Housing Strategy & Commissioning (incl. housing policies & standards, assessment of housing stock size & condition and the		

		commissioning of housing stock repairs and housing stock acquisitions)
		HRA Strategy and delivery plan (operational delivery in Place and Cabinet Member for Corporate Services & Property)
		Housing Management (incl. tenancy management)
		Housing Options and Homeless Prevention
		Private Sector Housing

<b>STATUTORY COMMITTEE</b>	<u>Statutory Crime and Disorder Scrutiny</u>
	<p>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.</p> <p><u>Duty of partners to attend and provide information</u></p> <p>The Crime and Disorder (Overview and Scrutiny) Regulations 2009 permits this Select Committee to make a request in writing for information to bodies who form the local Crime and Disorder Reduction Partnership (Safer Hillingdon Partnership), which includes the Police. The Committee should scrutinise the work of the partnership at least once a year and may also require the attendance before it of an officer or employee of a responsible authority or of a co-operating person or body in order to answer questions. The Committee may not require a person to attend unless reasonable notice of the intended date of attendance has been given to that person.</p>

# Agenda

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

## **Part I - Members, Public and Press**

- 5 Fun Fairs - Regulations and Hiring arrangements 9 - 12
- 6 Parking Services & Contract Monitoring 13 - 42
- 7 Forward Plan 43 - 52
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## Minutes

### RESIDENTS' SERVICES SELECT COMMITTEE

14 January 2025



HILLINGDON  
LONDON

Meeting held at Committee Room 5 - Civic Centre

	<p><b>Committee Members Present:</b> Councillors Wayne Bridges (Chair), Peter Smallwood (Vice-Chair), Darran Davies, Ekta Gohil, Scott Farley (Opposition Lead), Janet Gardner and Kamal Preet Kaur</p> <p><b>Officers Present:</b> Richard Ennis (Corporate Director of Finance) Andy Goodwin (Head of Strategic Finance) Dan Kennedy (Corporate Director - Homes and Communities) Ceri Lamoureux (Head of Finance - Place) Liz Penny (Democratic Services Officer) Karrie Whelan (Corporate Director - Place)</p>
41.	<p><b>APOLOGIES FOR ABSENCE</b> (<i>Agenda Item 1</i>)</p> <p>There were no apologies for absence.</p>
42.	<p><b>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING</b> (<i>Agenda Item 2</i>)</p> <p>There were no declarations of interest.</p>
43.	<p><b>TO RECEIVE THE MINUTES OF THE PREVIOUS MEETING</b> (<i>Agenda Item 3</i>)</p> <p><b>RESOLVED:</b> That the minutes of the meeting dated 27 November 2024 be agreed as an accurate record.</p>
44.	<p><b>TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED AS PART I WILL BE CONSIDERED IN PUBLIC AND THOSE MARKED PART II WILL BE CONSIDERED IN PRIVATE</b> (<i>Agenda Item 4</i>)</p> <p>It was confirmed that all items of business were in Part I and would be considered in public.</p>
45.	<p><b>SELECT COMMITTEE TERMS OF REFERENCE UPDATE</b> (<i>Agenda Item 5</i>)</p> <p><b>RESOLVED:</b> That the Select Committee Terms of Reference update be noted.</p>
46.	<p><b>2025/26 BUDGET PROPOSALS FOR SERVICES WITHIN THE REMIT OF THE RESIDENTS' SERVICES SELECT COMMITTEE</b> (<i>Agenda Item 6</i>)</p> <p>Richard Ennis (Corporate Director of Finance), Andy Goodwin (Head of Strategic Finance), Dan Kennedy (Corporate Director – Homes and Communities) and Karrie Whelan (Corporate Director – Place) presented the report.</p> <p>The Corporate Director of Finance noted that these were very challenging times, and</p>

national issues were impacting local government.

In respect of housing, the Government's target of delivering 300,000 homes per annum was a goal which had not been achieved since 1969. It was noted that the Help to Buy scheme from the previous Government no longer existed, and affordability in the housing market remained a significant issue, particularly in the rental market.

Members heard that the authority had been drawing on its reserves for a few years and aimed to rebuild them while maintaining transparency. It was noted that Hillingdon was a low-tax authority, resulting in lower resident payments compared to neighbouring authorities, but also less income for services. The Committee was informed that the settlement received had been higher than estimated by about £3.8 million, but this was considered a small sum given the scale of challenges. It was confirmed that the Government had increased National Insurance, but local authorities had not received confirmation of full reimbursement to date. There was a risk that increased private sector contractor costs could be passed on to the local authority.

Officers noted that interest rates were causing financial challenges, with long-term rates touching 5%. The final budget would be presented to Cabinet on 13 February and to full Council on 27 February 2025. The comments from the Select Committees were expected to be helpful in the final stages of the budget process.

The Corporate Director for Homes and Communities informed Members that, with regard to temporary accommodation, Hillingdon had experienced considerable pressure on its homelessness services, with a 24% annual increase in housing enquiries since the pandemic. Temporary accommodation rates for private sector accommodation had increased in cost by 30%, in line with London's 32% increase. Over the last five years, there had been a 40% reduction in the availability of private rented sector accommodation in Hillingdon. Only 5% of private rented properties in the Borough had rent levels met by benefit rates, meaning 95% required some form of subsidy for affordability.

The collective impact of these factors had resulted in significant pressure. The budget position for the year forecasted a £5.7 million overspend on the homelessness budget. Actions in the budget proposals for 2025-2026 onwards aimed to address this, including accelerating the supply programme to take charge of the supply for the next two to three years and building up the pipeline programme.

The Corporate Director for Place advised the Committee that Hillingdon had been focusing on its housing delivery programme, which involved significant capital outlay. The Hayes regeneration programme was already delivering, and there were proposals to accelerate the programme to deliver more affordable homes. The strategy aimed to increase the housing supply by about 800-900 properties over the next four years. This included acquiring properties quickly and building stock through land supplies. The Greater London Authority (GLA) provided funding, particularly for affordable housing, and it was hoped that a considerable amount of grant funding would be secured.

It was reported that there was a need to review and keep an eye on demand-led growth, particularly in relation to waste and population increases. Inflation on levies was also a concern. A total review of the parking structure was planned, including looking at fees and charges, and how car parks were being utilised. The aim was to get better value for money from land assets.



The Head of Strategic Finance addressed the Committee and provided an overview of the revenue monitoring position for month 7, which reported an £8.9 million overspend for the Council. Members heard that the pressures in the services under the Committee's remit were mainly related to the imported food office and Brexit changes, where previous grants had ceased. The savings programme for the year was £3.7 million, with £2.8 million on track for delivery and £0.9 million recorded as red, indicating potential delivery issues.

It was reported that the medium-term financial strategy consultation budget presented a saving requirement for the next year of £39 million, with £32.6 million identified, leaving a residual gap of £6.4 million. Corporate items added £37.3 million to the Council's running costs, with demographics and inflation adding a further £16.9 million. Services within the Committee's remit were forecast to increase by £7.7 million next year, with £5 million related to homelessness and £1.6 million from waste services. An additional £2.8 million was required to fund inflation, primarily for a forecast pay award of 3% for the next year.

The largest savings within the Committee's remit included £3.6 million from measures aimed at reducing homelessness support costs, £0.9 million from parking revenue income, and £0.3 million from planning income. The capital programme budget over the NGFS was £341.6 million, with £17.1 million related to services within the Committee's remit. This included £7.5 million for green spaces equipment, £7.5 million for the Chrysalis programme, £1.6 million for shopping parades, and £1 million for the playground replacement programme. The HRA revenue account set a balanced position for 2025-2026 and maintained balances at £15 million over five years, utilising the CPI plus 1% rent increase. This helped fund an increase in stock by 1,669 properties over five years, with additional rental yield reinvested into the HRA to fund the capital programme, developments, acquisitions, and works of stock budget.

Members enquired about the impact of the provisional local government finance settlements on the budget for the upcoming year, specifically focusing on the homelessness prevention grants. It was noted that the Government had imposed a 49% ring fence, which required boroughs to shift from temporary accommodation to prevention. Members asked how this shift had impacted the Council, given the figures provided, including a 24% increase in housing enquiries over the last year.

Officers outlined the impact of the 49% ring fence on temporary accommodation costs. It was noted that the grant required spending to focus on getting people out of temporary accommodation or preventing them from being placed there. Officers had already modelled this and did not anticipate any issues. There was a high demand for private rented accommodation, which could be used to subsidise the market and benefit rates. Members heard that, unlike some London boroughs that used 60-80% of their grant to fund temporary accommodation costs, Hillingdon was not in that position.

In response to further questions from Councillors, officers provided an overview of the settlement, which had not yet been finalised, particularly due to the absence of National Insurance in the settlement. It was confirmed that the authority had received about £3.8 million more than estimated, but this was not a significant amount given the overall turnover. Unlike some core cities and London boroughs that had received grants to deal with pressures, Hillingdon did not receive such support. The need for self-help was emphasised due to significant challenges in public finances and the expectation of significant savings across government departments.

The Committee was informed that the Council faced a substantial savings programme of £33 million for the next year, the largest it had ever faced, to meet policy objectives set out in the Cabinet report from December. An additional £17 million needed to be saved the following year. Contingencies had been built into the budget, and it was advisable to maintain these contingencies to rebuild the reserve position, which was too low.

Members sought further clarification regarding the impact of Heathrow on the Borough's finances. It was noted that there were significant noise and parking issues, and the Council faced pressures related to temporary accommodation.

Members heard that the boroughs of Westminster, Hounslow, Croydon and Hillingdon were disproportionately affected by these issues. It was confirmed that the Leader of the Council had written to the Home Office Secretary of State to raise these points.

It was believed that the Council was not adequately compensated through business rates at present, with a significant portion taken by the Government and the GLA. Hillingdon Council had lobbied for a fairer proportion of business rates and had responded to the settlement agreement, arguing against the unfair impact on their low tax borough. There was an expectation that the Government would work on a three-year settlement, which would provide more certainty for local government.

Officers noted that, from an economic growth perspective, the top 30 business rate payers were predominantly in the Heathrow or airport business. The Council had built a partnership arrangement with Heathrow to find assistance and support for community functions.

It was believed that Heathrow had funding available to support community-led projects and the Council planned to work closely with Heathrow over the next year to explore innovative avenues.

It was noted that 5,528 individuals or families had presented as homeless over the last 12 months and, of these, 3,739 cases had been closed. Members enquired whether "closed" meant that these people had been housed or just removed from the list. Noting that there were currently still 1,790 open cases the Committee enquired how the service would cope with this demand.

Officers acknowledged the high demand, with over 100 enquiries every week. They mentioned that they provided residents with information about their options and offered advice and signposting. Many people looking for affordable housing were not eligible for assistance, so they were given information about estate agents and charitable organisations. For those eligible for assistance, a caseworker was allocated to try to prevent homelessness through mediation, negotiation, and discretionary housing payments. About 50% of those progressing to homelessness had lost their private rented sector accommodation, requiring intervention to negotiate new tenancies or find alternative accommodation. Temporary accommodation was considered a short-term solution to avoid immediate homelessness. It was recognised that pressures on affordability and supply were likely to continue for the next two or three years.

In response to further questions from the Committee, it was acknowledged that there had been a significant increase in applications for the Right to Buy from existing Council tenants across all London boroughs. Although not all applicants proceeded with the purchase, the number of applications had risen from 50 to about 400. Officers expected this number to decline sharply due to the reduced discount. It was noted that some other boroughs had received between 800 and 1,000 applications. Officers

highlighted a cash incentive scheme where tenants could relinquish their tenancy in exchange for a cash lump sum to use as a deposit for a property. Members heard that this scheme worked well for some families, especially those willing to move to the north of the country where their money would stretch further. It was confirmed that any loss of housing stock would have little impact on rental income.

Members referenced pages 23 and 25 of the agenda pack and enquired whether plans were in place to mitigate any anticipated savings which failed to materialise.

It was confirmed that the statutory override was expected to be extended by the Government until the end of March 2026. The Office for Budget Responsibility had stated that the issue could only be resolved at a national level, affecting many areas including Hillingdon. Officers emphasised the importance of planning ahead to meet savings targets by April 1st, noting that this was the highest savings target in the Council's history. It was noted that reserves were low and that a section 25 statement would be made in February to assess the budget's risk and robustness. Officers stressed the need for a culture of living within the budget and working in partnership with others to drive better value. They also highlighted the importance of using grants and working with the third sector to find more efficient models for delivering services.

Members sought reassurance that the Council's digitalisation strategy would not impact negatively on the quality of services provided to residents.

In response, officers discussed the development of proposals for service changes, which included moving several services to digital points of contact or engagement. The primary benefit was that residents could access and transact with the Council at their convenience. Members heard that many residents preferred this method over calling the Council and waiting for a response. Officers noted that digitising and improving services provided long-term benefits, although it was acknowledged that some community members required additional support. The Council offered programmes at libraries to help residents improve their digital skills and provided outreach services for certain groups. It was confirmed that officers carefully mapped and modelled service changes, considering factors such as the age profile of residents and early communications and engagement. Overall, it was reported that digital access and self-service made a significant difference to residents.

Members sought further clarification in respect of zero-based budgeting and ways in which senior officers held responsibility for budgets within their portfolios.

The Corporate Directors emphasised the importance of constructively challenging their teams. Members heard that they reviewed legacy arrangements and contracts, emphasising the need for change and collaboration across services. Officers highlighted the importance of early intervention and a culture shift towards collaborative responses to needs. Forecasting models were refined and developed for complex budgets like temporary accommodation, ensuring precise budget management. The ongoing support and challenge of the Chief Executive and Corporate Director of Finance were noted.

The Committee was informed that savings targets were strictly enforced and alternative savings had to be found if initial targets were not met. Transformation work and the use of up-to-date data helped to identify trends and plan responses. Operating models for efficiency were reviewed, such as considering capital purchases over revenue-based solutions for green space equipment.

Councillors sought clarity regarding the allocated £592.9 million in the medium-term financial strategy, and enquired how much was for acquisitions and projects, and how it was broken down over the period. Further information was requested regarding fees, charges, and external funding from sources like the GLA, Government, and charity sector.

In response, officers explained that the £592 million was spread over six years, including 2024/25. They mentioned several development acquisitions already in progress, such as the HP H3 site, which was occupied in 2024/25, and two other sites, each costing around £40 million. They also discussed the Uxbridge Road region and other sites across the Borough, estimating that about 1,400 homes could be built over a ten-year period. It was noted that some funds were allocated to existing developments and acquisitions, while others were still unallocated. Officers emphasised the need for due diligence, planning applications, and determining the best use of unallocated funds to support domestic abuse and general housing needs.

In response to further requests for information regarding the process of applying for grants and target setting for obtaining funds, Members heard that there was a strong drive to proactively seek available grants. Over the past year, officers had been successful in building a relationship with the GLA, securing record numbers in housing grant activity. Officers mentioned the HP H3 site, where they had secured £20 million in grant funding for a £40 million acquisition, setting a precedent for other boroughs. The importance of delivering innovative ideas to continue receiving funding was emphasised. Officers outlined plans for four major housing development sites, aiming to secure grants covering up to 50% of the overall cost and stressed the importance of delivering projects on time and within budget, particularly for capital expenditure activities. It was confirmed that fees and charges, such as parking fees, were reviewed to understand usage and generate more income through strategic partnerships and alternative uses for car parks.

With regards to the consultation on the budget, Members were informed that the consultation period would close on 26 January 2025. 38 responses had been received thus far which was fewer than the previous year. The responses were geographically spread across the Borough, with the majority coming from UB3, UB10 and HA4 areas. All responses were from individuals and risk factors would be reviewed ahead of the Cabinet meeting in February. It was confirmed that the responses would be pulled together as an appendix to the February Cabinet budget report.

In reply to further questions from the Committee officers emphasised the need to modernise, noting that the Council had traditional practices that needed updating. They mentioned the target operating model savings, which included £5 million in 2025/26, £10 million in 2026/27, and additional savings in subsequent years. The benefits of modern services that allowed residents to access services online 24/7 were highlighted. It was acknowledged that some residents still required different types of services and the importance of catering to various needs was emphasised. Officers stressed the necessity of operating more efficiently and effectively, especially in an environment where funding was being squeezed. It was believed that modernisation would ultimately lead to stronger outcomes. With regard to grants, officers emphasised the importance of working efficiently to secure grants quickly and ensuring that the applications were successful.

Members sought further clarification regarding the 4.99% increase in Council tax and

	<p>heard that the budget strategy set out a 4.99% increase per annum for each of the five years. In 2024/25, the Hillingdon element of the Council tax was £1392 for a Band D property, which would increase to £1462 the following year. It was confirmed that Hillingdon had a good Council tax collection rate; typically collecting around 97% in the year it was due and an additional 2% over the next three to four years, thereby ultimately reaching a 99% collection rate. Support mechanisms such as the Council tax adoption scheme for vulnerable residents and the old people's discount were highlighted.</p> <p>With regard to newspaper reports alleging that Hillingdon had the highest level of arrears of all the London boroughs, it was confirmed that officers had responded to the article noting that the figures quoted were incorrect; a footnote had been added to this effect.</p> <p>It was agreed that the formation of budget comments would be delegated to Democratic Services, in conjunction with the Chair and in consultation with the Labour Lead.</p> <p><b>RESOLVED that the Select Committee:</b></p> <ol style="list-style-type: none"> <li><b>1. Noted the budget projections contained in the report; and</b></li> <li><b>2. Delegated formation of the budget comments to Cabinet to Democratic Services in conjunction with the Chair, and in consultation with the Opposition Lead.</b></li> </ol> <p><i>(Note: following the meeting, comments to Cabinet were agreed by the Chairman in consultation with the Opposition Lead. It should be noted that the Opposition Lead did not fully endorse the comments).</i></p>
47.	<p><b>REVIEW OF HOMELESSNESS AND THE CUSTOMER JOURNEY - REVIEW FINDINGS</b> <i>(Agenda Item 7)</i></p> <p>Dan Kennedy, Corporate Director of Homes and Communities informed Members that, further to the Committee's review of Homelessness and the Customer Journey, a number of smart recommendations had been drawn up in collaboration with the Chair, Labour Lead and Democratic Services.</p> <p>Members thanked officers for their hard work on the review. In response to questions from Members, it was confirmed that progress in relation to the review recommendations would be monitored on an ongoing basis.</p> <p><b>RESOLVED:</b></p> <ol style="list-style-type: none"> <li><b>1. That the Select Committee considered possible conclusions, findings and early draft recommendations in relation to the review; and</b></li> <li><b>2. That the Select Committee agreed to delegate the final wording of the review recommendations to Democratic Services in conjunction with the Chair and in consultation with the Labour Lead.</b></li> </ol>
48.	<p><b>FORWARD PLAN</b> <i>(Agenda Item 8)</i></p> <p><b>RESOLVED: That the Forward Plan be noted.</b></p>

49.	<b>WORK PROGRAMME</b> ( <i>Agenda Item 9</i> )  <b>RESOLVED: That the Work Programme be noted.</b>
	The meeting, which commenced at 7.00 pm, closed at 8.15 pm.

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

## Fun Fairs - Regulation and Hiring arrangements

<b>Committee name</b>	Residents' Services Select Committee
<b>Officer reporting</b>	Stephanie Waterford, Head of Public Protection & Enforcement
<b>Papers with report</b>	None
<b>Ward</b>	All

### HEADLINES

Fun fairs are largely unregulated in that they do not require any direct permission for the event to take place. Due to the potential impacts of fun fairs, there are regulatory requirements which operators must abide by. This report provides information on the regulatory requirements and Council enforcement powers relating to fun fairs.

The report will also set out the Council's hiring arrangements for fun fairs which take place on Council land.

### RECOMMENDATIONS

**That the Committee:**

- 1. Notes the information included in the report regarding the regulatory requirements of fun fairs; and**
- 2. Notes the current Council hiring processes related to fun fair events on Council land**

### SUPPORTING INFORMATION

Fun fairs, circuses and other similar events take place regularly throughout the Borough, both on private land and Council land. Permission is required from the landowner i.e. Council or private party, for the events to take place.

Fun fairs do not fall within the scope of any local authority licensing or permitting regimes; however, there are a number of regulatory requirements which must be adhered to, to safeguard public spaces, protect the public from the effects of these events, and to ensure that the attraction is safe.

#### Licensing

Fun fair and circus events do not fall within the scope of the Licensing Act 2003 as the entertainment they provide is not 'regulated'. Regulated entertainment is deemed to be licensable,

if the primary activity is one or more of the following:

- Live music
- Recorded music
- Dancing by the public or performers
- Performance of a play
- Film exhibitions
- Indoor sporting events
- Boxing or wrestling events
- Dance performances

Recorded music usually forms part of these events; however, it is not the main activity and therefore outside the scope of requiring a licence.

### Health & Safety

Fun fairs are regarded as workplaces for the purposes of the Health & Safety at Work Act and must therefore have suitable risk assessments in place to protect workers and members of the public. Their rides also need appropriate servicing and testing under the 'Amusement Device Inspection Process' (ADIPs) Scheme.

The responsibility for health and safety regulation and enforcement of fun fairs lies with the Health & Safety Executive. The Council does not have responsibilities for health and safety at events but will have a diligence role to ensure that documentation is checked through its hiring process.

### Nuisance

Occasionally, events may cause disturbance and nuisance to nearby residents; however, the Council's records do not show significant complaint data for these. Only one complaint related to loud amplified music could be located in 2024 which was attributable to a fun fair.

The Council can respond to complaints of nuisance and disturbance and has powers under the Environmental Protection Acts to take enforcement action against operators who cause nuisance to residents as a result of their activity. Any reports of noise and nuisance should be reported to the Council by raising a service request. Upon receipt of a complaint, officers will endeavour to resolve the issue through informal mediation and, sometimes through formal enforcement actions. Any formal action may impact on future hiring arrangements with the Council for events on Council land.

### Food Hygiene

Mobile catering units are often featured as part of fun fair and similar events. These caterers should be registered with their 'home authority' where their business is based. The home authority will have responsibility for food hygiene inspections at regular intervals; however, the Council can step in where there are reports of unsafe or unhygienic practices in operation at a visiting fun fair.



## Advertisement

Fun fair operators will widely rely on signage placed in public spaces to advertise their events. Members and residents will be aware of these posters and banners forming part of the street advertising in the run up to events locally.

Travelling fairs are afforded specialist exemption from the Planning rules surrounding advertising. The rules state:

***Class 3(F) permits temporary notices or signs announcing the visit of a travelling circus or fair. These advertisements must not be displayed more than 14 days before the opening of the circus or fair and must be removed within seven days afterwards. The local planning authority must be told 14 days beforehand of the sites of the notice. The notice or sign must not exceed 0.6 of a square metre.***

Occasionally, advertisements are left up affixed to public realm installations i.e. lamp columns and highway railings. These instances are reported to the Street Scene Enforcement team who will issue fixed penalty notices to the operators. During 2023, 3 FPNs were issued for this offence.

Where advertisements are fixed to private property without permission, the Council does not have powers to remove them. The Council can take enforcement action against the land/property owner and compel them to remove the advertisements/displays but will normally only do so if the material is offensive.

## Hillingdon Council Hiring Process

There are approximately 8 events each year which take place on Council land. These are:

Circus – Field End Recreation Ground  
Circus – Park Green Road  
Fun Fair – Minet Park  
Fun Fair – Field End Recreation Ground  
Fun Fair – Uxbridge Common  
Fun Fair – Park Green Road  
Fun Fair – Harefield Common  
Fun Fair – Barra Hall Park

These fairs are provided with permission from the Council under a hire agreement, for which a fee is payable. Hire agreements for fairs and similar events generate circa £25k income for the Council each year.

As part of the hire agreement, operators will have to provide the following information to Green Spaces:

- Public liability insurance
- Risk assessment
- Performing Rights Society licences (for recorded music)

- List of sites for advertising
- Information on PA systems and amplification
- Food operators and evidence of compliance
- Temporary structures
- Information on generators/power supplies
- Fairground rides/inflatables
- Fireworks/laser shows
- Toilet facilities
- Vehicular access/egress to the site
- Staffing, supervision and stewarding information

Green spaces will make an assessment of all the information prior to a hire agreement being issued.

## **RESIDENT BENEFIT**

Fun fairs and similar events can be an extremely popular attraction for many residents. However, they should operate in balance with the needs and peaceful enjoyment of local communities and uphold high standards of safety and compliance.

This report should provide some reassurance to residents on the regulatory requirements for Fun fairs and similar events. It should also provide information of the processes in place for the Council to react to any issues caused by them.

## **BACKGROUND PAPERS**

Health & Safety Executive – Fairgrounds and Amusement Parks; Guidance on Safe Practice  
<https://www.hse.gov.uk/pubns/priced/hsg175.pdf>

Hillingdon Council webpage on Fly-Posting  
[Fly-posting - Hillingdon Council](#)

Amusement Device Inspection Procedures Scheme (ADIPS)  
[Home | ADIPS](#)

The Showmen's Guild of Great Britain  
[The Showmen's Guild of Great Britain](#)

## PARKING SERVICES & CONTRACT MONITORING

<b>Committee name</b>	Residents' Services Select Committee
<b>Officer reporting</b>	Richard Webb – Director of Community Safety and Enforcement
<b>Papers with report</b>	Annual Parking Report – 2023/24
<b>Ward</b>	All

### HEADLINES

The purpose of this report is to provide the Residents' Services Select Committee with an overview of the Parking Service and the Council's responsibilities for Parking Enforcement.

Parking enforcement was decriminalised and devolved from Police forces across England and Wales to Councils by way of the Road Traffic Act 1991. This was as a result of continued vehicular congestion, increased vehicle ownership coupled with pressures on Police and the Courts resources.

The powers granted by The Secretary of State for Transport to deal with parking offences include:

- The issue of a Penalty Charge Notice (PCN) - a parking penalty which can be paid or challenged by appeal.
- The immobilisation of the vehicle (normally clamping) until a release fee is paid.
- The removal of the vehicle from the street found to have been in contravention of the regulations.
- Various moving traffic contraventions such as yellow box junctions, school keep clear areas, one-way streets and banned turns.
- Bus lane enforcement.

Since the introduction of the Road Traffic Act 1991, the Traffic Management Act 2004 (part 6) has become the main piece of legislation that the Council are obliged to follow along with its additional Statutory Instruments.

When enforcing bus lanes and moving traffic contraventions the relevant legislation used in the London Boroughs are;

- London Local Authorities Act 1996
- London Local Authorities and Transport for London Act 2003

### Benefits of Parking Enforcement.

- Less congestion better vehicular flow
- Ability to manage the finite kerb space (especially in residential and high commuter areas).
- Higher turnover of parking spaces on-street

- Reduced pollution and fuel use due to less circulating traffic
- Safer streets – non pavement parking
- Improved emergency service access due to less obstructed streets
- Reduced demands on police resources

It is estimated that parking enforcement contributes c£3.58\*\* billion per year across London- for every pound spent on parking measures, London benefits tenfold. Around 9.6 million trips are made in London by vehicles every year.

\*\* London Councils report; [Benefits of Parking Management in London - Report | London Councils](#)

## RECOMMENDATIONS

**That the Committee:**

- 1. Notes the content of the report and the Council's obligations under the governing legislation.**

## SUPPORTING INFORMATION:

The service is made up of the enforcement/operational side including Council run car parks and a back-office appeals team and a permits/suspensions and waiver team – the structure is shown in Appendix 1.

### Team Duties and Responsibilities

The Representations and Appeals Manager and the Infrastructure Manager report to the Head of Service. These posts are responsible for managing and monitoring the contract with APCOA.

The Representations and Appeals Manager and the Infrastructure Manager are also responsible for managing the car parks, permits and appeals teams. They set the strategic direction and performance expectations of the teams and provide expert guidance and adherence on all aspects of the governing legislation and its associated statutory instruments. They are also responsible for attending Court hearings and Adjudications on behalf of the Council for parking related matters.

The Representations and Appeals Team leader is responsible for directly managing and training the Representations and Appeals Officers and the Administration Officer who deal with the statutory appeals process and respond to recipients of parking tickets.

The Operations Team Leader directly manages the Operations Officers, and this team is responsible for issuing permits, suspensions.

The Parking Inspector Team Leader manages the Parking Inspectors. They are responsible for all Council car parks. Their duties include cash collection from Pay and Display machines, daily car park inspections and rectification of issues related to the car parks.

Enforcement is outsourced to APCOA by way of a 5-year contract. APCOA provide deployment

of Civil Enforcement Officers (CEOs) as per the definitions and authority of the Traffic Management Act 2004. They also provide industry expertise and other ancillary services.

There are currently 44 CEOs plus 4 Senior CEOs on this contract. The core team work a 42-hour week completing 10 hour shifts on a 4 on 3 off schedule between 7.30am until 7pm.

Under the contract, APCOA are required to provide a set number of hours of CEO deployment per day. The contractual hours for CEOs across the Borough are;

- Mon-Fri: 236.5 hours
- Sat: 208.3 hours
- Sun and Bank Hols: 71 hours

Partnership working has seen CEOs attending 4 Blue Disabled Badge Fraud action days and 6 side by side initiatives with the police during 2024.

## **PERFORMANCE/STATISTICAL SUMMARY**

The enforcement contractor is monitored and managed via contractual Key Performance Indicators and quality measures (Appendix 2) and by way of formal minuted monthly meetings which are attended by the Representations Manager and the Infrastructure Manager. There are also additional informal ad-hoc meetings held as required and on-going liaison concerning operational matters. Managers also carry out unannounced visits. A formal annual review meeting is also held with Senior Managers.

For the year 2023/24 the service;

- Issued 99,677 Penalty Charges (Appendix 3 parking report for full breakdown)
- Dealt with 24,228 challenges/appeals (99.9% within 10 working days)
- Received 5821 telephone call enquires
- Issued 10,473 parking permits
- 1,940,252 transactions were completed by car park users

The Parking Team and Service do not issue Fixed Penalty Notices (FPNs) for vehicle idling and emissions. These are dealt by the Environmental Enforcement Team (EET) under separate legislation. For information purposes however, the EET issued the following Fixed Penalty Notices for idling from April 2024 to January 2025.

<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>January</b>	<b>Total</b>
252	293	290	216	251	269	246	337	387	126	<b>2667</b>

## **LOOKING FORWARD**

The service is looking at the potential benefits of Automatic Number Plate Recognition (ANPR) to complement, improve and create efficiencies with deployment and enforcement. A trial was carried out in 2024, and officers will be presenting their findings with options before the end of this financial year.

The service has moved away from paper-based permits to virtual permits which allows residents to manage their permit requirements 24/7 on-line virtually outside of traditional working hours and at their leisure. All virtual permit transactions are live fed straight to the Civil Enforcement Officers hand held enforcement devices.

The service is currently working with the contractor in partnership with a view to introducing postal lockers in car parks.

CEO beat patterns are being reviewed to address compliance in areas where non-compliance is higher.

## RESIDENT BENEFIT

Residents benefit from managed residential permit parking to help manage the finite kerb space and safe secure parking facilities within Council car parks. They also benefit from less vehicular congestion and static pollution created by motorised vehicles across the Borough.

## FINANCIAL IMPLICATIONS

For the year 2023 to 2024 the service (not including car parks) received income of £8,377,000.

Expenditure was £4,523,000 leaving a surplus of £3,854,000.

As per the ring-fenced requirements of section 55 of the Road Traffic Regulation Act 1984 the surplus was allocated as follows;

Use of Surplus	<b>2023/24 £000</b>
Concessionary Fares	3,315
Development of Parking Management Schemes	194
Provision of Off-Street Parking	161
Traffic Management	184
<b>Total Use of Surplus</b>	<b>3,854</b>

Council Car Parks made a total of £2,274,000. It should be noted that income generated from car parks does not fall within the ring-fencing requirements of Section 55 of the Road Traffic Regulation Act 1984 as car parks are assets owned by the Council. Any surplus generated from off-street car parks can contribute to the Council's general fund.

## LEGAL IMPLICATIONS

The Council are obliged to adhere to all relevant parking legislation and their associated statutory instruments, Secretary of State for Transport Statutory Guidance and the Traffic Signs Regulations and General Directions.

## BACKGROUND PAPERS

\*\* London Councils report; [Benefits of Parking Management in London - Report | London Councils](#)

## APPENDICES

Appendix 1 – Staff Structure

Appendix 2 – Contract KPIs

Appendix 3 – Annual Parking Report 2023/24

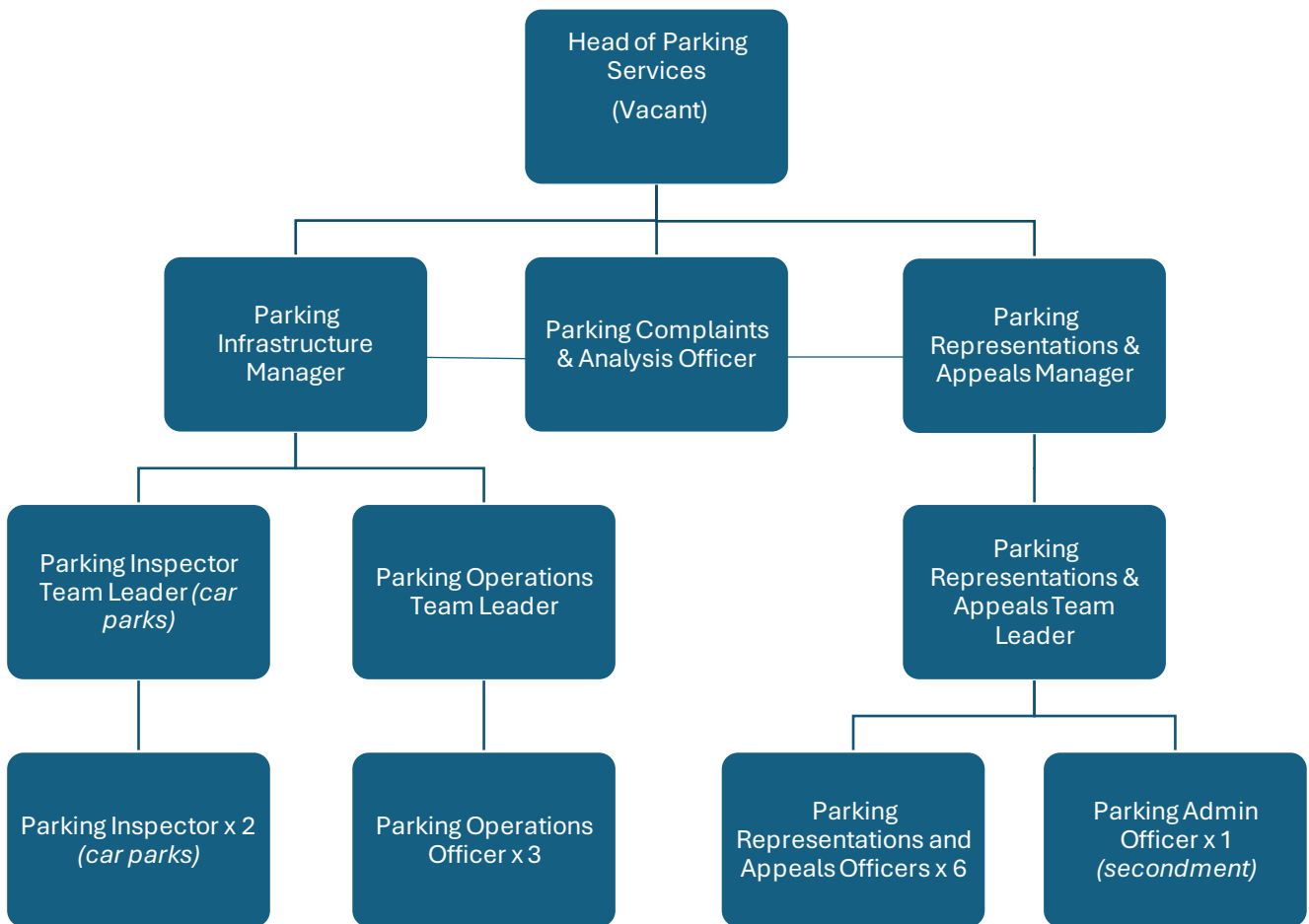
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# LBH Parking Services

## Team Structure January 2025

19 FTE



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## Appendix 2 – Contract Key Performance Indicators

ID	KPI	GREEN	AMBER	RED	Comments	RAG	RAG	RAG
KPI 1	Deployment levels <i>Staff deployed as per levels specified or any subsequent amendments</i>	<100% - 97%	<96.99% - 93%	<92.99%	101.16% deployment	Green	Green	Green
KPI 2	Continuous Service Provision by the Contractor (all Contractor provider ICT systems) <i>Availability - All elements of the Contractor provided ICT systems must have 99% availability 24/7 Where system outages are experienced, the Contractor must contact the LBH within 30 minutes. The Contractor will rectify the problem in a timely manner as detailed in the Specification.</i>	99%> of all system outages are rectified within 1 hour.	85% - 98.9% of all system outages are rectified within 4 hours.	<85%	No major HHCT issues	Green	Green	Green
KPI 3	Error with On-Street and Off-Street PCN's (excluding CCTV) are to be accurate and complete. <i>Inaccurate PCN's cancelled due to error by Contractor's staff or error with Contractor's equipment/systems</i> <i>(Newly qualified CEO's will be exempt for a period of 2 calendar weeks after their on-street supervision period is complete.)</i>	<1% Per month	< 2% – 1.01% Per month	>2.01% Per month	CEO Errors for September 2024: 25 errors (after APCOA challenges) out of 5,706 PCNs issued, this is 0.44%	Green	Green	Green
KPI 4	CCTV PCNs (footage captured by unattended CCTV enforcement unit but reviewed, checked, and issued by CEO). PCN's are to be accurate and complete and uploaded as specified. <i>Inaccurate PCN's cancelled due to error by Contractor's staff or error with Contractor's equipment/systems.</i>	<1% Per month	< 2% – 1.01% Per month	>2.01% Per month	All captured and processed	Green	Green	Green
KPI 5	Response to Enforcement Action Requests from LBH or Members of the Public. <i>The Contractor will be expected to action enforcement and information requests within 30 minutes of receiving such requests. Requests where an Officer will need to attend must be actioned within 2 hours of receiving the request.</i>	<1% Per month	< 2% – 1.01% Per month	>2.01% Per month	Average Enforcement response time for the month was 00:37:27	Green	Green	Green
KPI 6	Adherence to uniform policy <i>The Contractor is to ensure that all CEOs are dressed in accordance with the agreed uniform standards.</i>	100% per month	<100% - 75.01% per month	<75% per month	No uniform issues	Green	Green	Green

## Appendix 2 – Contract Key Performance Indicators

KPI 7	<p>Complaints: All complaints relating to enforcement, a lack of enforcement or conduct must be investigated by the Contractor and feedback provided to the Council.</p> <p><i>A written report of the findings must be provided to the Council with any supporting evidence, within 5 working days of being received.</i></p> <p><i>In the event of a staff complaint, if additional time is required to completed staff management processes then a written update must be provided within 5 working days and, thereafter, every 5 working days until complete.</i></p>	100%	<100% - 75.01% per month	<75% Per month	All complaints responded	Green	Green	Green
KPI 8	<p>Timely, accurate and complete performance reports must be submitted monthly to Parking Services. The report should be submitted within 5 working days of the scheduled Contract Review meeting.</p> <p><i>The monthly report must contain the details in Appendix A3</i></p>	Within 5 working days of meeting	Within 3 working days of meeting	Less than 1 working day	Achieved	Green	Green	Green
KPI 9	<p>Equipment Checks and deployment of equipment</p> <p><i>Each staff member must be provided with the specified equipment (e.g., HHCT, printer, voice communication system and digital recording system and it must be fit for purpose and correctly calibrated where applicable.</i></p> <p><i>Evidence of the appropriate checks to be provided to the Council immediately upon request</i></p>	100%	>97.5% - 99.9%	<97.5%	99.2% of BWC recordings	Green	Green	Green
KPI 10	<p>Continuous Service Provision by the Contractor (vehicles)</p> <p><i>Vehicles deployed as per levels specified in Appendix A2 or any subsequent amendments</i></p>	<100% - 97%	<96.99% - 93%	<92.99%		Green	Green	Green
KPI 11	<p>Incident Witness Reporting</p> <p><i>The Contractor must ensure that CEOs complete an Incident Report/Witness Statement for any Health &amp; Safety incident and/or altercation (which is reported as a code Red or Yellow incident) by the end of their days shift in which the incident took place. The report must be e-mailed to Parking Services within 1 working day of the incident or altercation occurring.</i></p>	100%	<100% - 75.01% per month	<75% Per month	<p>No alerts from APCOA QM.</p> <p>CM emailed incidents to Parking Services within 1 working day</p>	Green	Green	Green

# PARKING ANNUAL REPORT

2023/2024

London Borough of Hillingdon

London Borough Of Hillingdon  
Civic Centre  
High Street  
Uxbridge  
UB8 1UW



**HILLINGDON**  
LONDON

# Foreword

Welcome to Hillingdon Council's Parking Annual Report.

Parking Services provides a range of services to residents, businesses and visitors to the borough. These include the provision of parking permits, suspensions, cashless parking, pay and display machines, car park management, ensuring compliance with bus lanes and moving traffic and parking restrictions across the borough, as well as dealing with Penalty Charge Notice (PCN) correspondence and processing.

The Council aims to provide an effective and efficient service for residents and visitors to the borough, whilst working towards the Council's wider goals in keeping residents safe, helping the local economy to thrive, taking steps to become a sustainable borough and implementing modern technology.

This year, the Council has remained committed to putting residents first and ensuring everyone has access to convenient, accessible public parking that offers value for money.

Preferential rates for Hillingdon *First* Card members continued, and quarterly resident parking permits were also introduced to provide residents with greater flexibility and the ability to spread the cost of these.

The introduction of cashless parking via the launch of PayByPhone across the borough, is evidence of continued modernisation within our services, offering an additional method of payment to meet the needs and preferences of residents while retaining cash and card options for those who prefer to use those methods. Since launching PayByPhone, use of this method has continued to grow.

Revenue collected is reinvested in maintaining and further improving the service, and this year, a range of improvement projects have been completed in our car parks to improve safety and accessibility.

These works have also included initiatives to reduce our carbon emissions by installing new LED intelligent lighting systems.

This annual report provides an overview of the service, activities undertaken and its performance.

Cllr Eddie Lavery

Cabinet Member for Residents Services

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# Introduction

This report has been designed to fulfil the Council's reporting obligations, as well as provide an overview of Hillingdon's Parking Enforcement activity from April 2023 to March 2024.

Our aim is to be open and transparent whilst providing quality service to our residents, customers and stake holders. Included you will find financial and statistical data relating to parking enforcement, permits and paid for parking, together with details of our service and the changes implemented throughout the financial year.

Hillingdon is the second largest borough in London, covering 42 square miles. As the home of Heathrow Airport, it is also London's foremost gateway to the world. It shares its borders with Three Rivers, Buckinghamshire, Spelthorne, Slough, Hounslow, Ealing, and Harrow. In addition to Heathrow Airport, Hillingdon is also home to RAF Northolt and Ruislip Lido.

## Why Regulate Parking?

It is estimated that in Britain 68% of all journeys are made by car, and at the start and end of these journeys, motorists must use some form of parking provision. It is therefore essential for the public, that effective parking management is in place. The aim being to:

- Improve road safety.
- Ensure good access and accessibility.
- To reduce congestion.
- To support the local economy.
- To managing kerbside space.
- Balance the needs of all road users.
- Reduce emissions and contribute to improving the environment.
- Provide funding for parking and wider transport improvements.
- Contribute to the delivery of Mayors transport scheme and general transport strategy and objectives.





## Our Commitment

- To make it as easy as possible to find and pay for parking in Hillingdon.
- To ensure accessibility for disabled and elderly residents as well as those with small children.
- Limit fraud and take appropriate action where fraud is identified.
- Support the local economy.
- Consider the needs of users when designing our service.
- Ensure officers are visible and respectful, providing advice where to park and carrying out enforcement where appropriate.
- Comply with statutory legislation and policies.
- To be as energy efficient as possible.
- Be transparent about how much income is generated, where we invest the surplus and be clear about how much parking services costs.
- Be accountable for the service we provide.

# Parking Initiatives 2023/2024

## Working Towards A Greener Future

Blyth Road Car Park, Grainges and Cedars Multi Storey Car Parks have been given LED lighting upgrades to improve safety for visitors and make them more energy efficient. The new 24-volt intelligent lighting system will cut energy costs and carbon emissions and tackle residents' concerns about safety by ensuring, bright, evenly distributed light at night.

In our multi storey car parks, Cedars and Grainges, the new LEDs will deliver energy savings of 85,000 Kw/h per year and a reduction of carbon emissions of 18.87 tonnes – the equivalent of around 19 transatlantic flights. Savings at Blyth Road car park won't be as significant but still reduced due to the site being smaller with fewer lights.

## Electric Vehicles

In July the Council approved its borough-wide "Electric Vehicle Infrastructure Strategy" which lays out plans to deliver hundreds of charging points in the borough by 2030 to meet demand as more drivers switch to electric vehicles.

The plans include reviewing the authority's existing charging points and either repairing or removing out-of-date equipment, introducing new public charging points on off-street council property in 2026, and adding more based on demand by 2030 to develop a high-quality, accessible and convenient charging network.

## Introduction of Yellow Box Junction Enforcement

Late 2023 and early 2024, saw the introduction of 18 yellow box junction enforcement cameras around the borough, in areas where drivers were not complying with the restriction in place and

causing junctions to be blocked for other motorists.

## School Streets

A school street is a scheme where the street outside a school is closed to traffic at school drop off and pick up times. The zone is enforced by cameras; non-registered vehicles entering the zone during operating hours will automatically be issued a Penalty Charge Notice. Only vehicles with a valid exemption will be permitted. This may include blue badge holders, staff and parents/students at the school with a blue badge.

### **Highfield Primary School**

Currently, the only school street restriction in Hillingdon operates outside Highfield Primary School. Charville Lane West, Hillingdon (from the junction with The Dingle to the dead end) is a pedestrian and cycle only zone Monday to Friday between 8.15am and 9.15am and between 2.30pm and 4pm.

## Car Park Improvements

A programme of works was also carried out to improve a number of the Council's car parks, this included the remarking of Linden Avenue, Kingsend South Long Stay, Devonshire Lodge, Fairfield Road, Brandville Road, Kingsend North and Long Lane car parks.

## Cashless Parking

The Council introduced the convenient and flexible parking payment system, PayByPhone across the borough. Since launching on 5 June 2023, initially in just four wards and then live for the rest of the borough on 31 July 2023 there has been an ongoing increase in parking being purchased via this cashless provider.

## Enforcement

Enforcement is carried out by our external contractor APCOA Parking UK, who are responsible for managing our on/off-street enforcement and reviewing our CCTV camera captures.

Legislation governs the issuing and progression of Penalty Charge Notices. The relevant statutory instruments are:

**On-Street and Off-Street Parking - *Traffic Management Act 2004 (as amended)***

**CCTV Parking - *Traffic Management Act 2004 (as amended)***

**Moving Traffic - *London Local Authorities and Transport for London Act 2003 (as amended)***

**Bus Lanes - *London Local Authorities Act 1996 (as amended)***

### Penalty Charge Notice Banding

The level of a Penalty Charge Notice is set by the Mayor of London and the Secretary of State for Transport and applies to all London Boroughs. For parking contraventions there are two different bands with different levels of fees depending on the type of offence. In 2023/2024, Hillingdon operated as a Band B borough.

	Higher	Lower
Band A	£130	£80
Band B	£110	£60

Higher level penalties apply to contraventions which are considered more serious, such as parking on yellow lines or where an obstruction is caused. Lower level penalties apply generally where parking is permitted but the regulations are contravened, such as overstaying in a pay and display bay.

Bus lane and moving traffic contraventions have one level banding, this is detailed below.

Bus lane contraventions	£130
Moving traffic contraventions	£130

### Penalty Charge Notices

The below table shows the total number PCN's issued each month during the financial year. This is broken down by offence type.

	Bus Lane	CCTV Parking	Moving Traffic	On Street Parking	Off Street Parking	Total
<b>Apr-23</b>	153	140	1,153	4,821	698	6,965
<b>May-23</b>	258	178	669	4,899	637	6,641
<b>Jun-23</b>	274	168	937	5,386	802	7,567
<b>Jul-23</b>	6	144	937	4,676	666	6,429
<b>Aug-23</b>	7	67	879	4,708	733	6,394
<b>Sep-23</b>	77	115	4,521	4,804	776	10,293
<b>Oct-23</b>	85	97	3,299	4,857	1,079	9,417
<b>Nov-23</b>	131	122	2,958	4,617	1,157	8,985
<b>Dec-23</b>	127	110	2,733	4,750	1,131	8,851
<b>Jan-24</b>	63	92	3,096	4,732	1,103	9,086
<b>Feb-24</b>	0	125	3,192	4,697	988	9,002
<b>Mar-24</b>	0	155	3,891	4,949	1,052	10,047
<b>Total</b>	1,181	1,513	28,265	57,896	10,822	99,677

## **CCTV Enforcement**

CCTV enforcement cameras are installed across the borough, operating where there is a high level of non-compliance with parking, moving traffic and bus lane restrictions.

In addition, there are CCTV cameras outside the majority Hillingdon schools to ensure safety of all school children in the borough. During the restricted hours, vehicles are not permitted to stop or wait on the yellow school keep clear markings, even for the purpose of dropping off, or picking up passengers, or loading or unloading, regardless of the length of time involved.

## **Moving Traffic**

Moving traffic contraventions include offences such as yellow box junctions, driving in the wrong direction, proceeding through a restricted route, prohibited turn, no entry, prohibited vehicle and pedestrian zones. Included below is a table broken down by the type of contravention and the number of PCNs issued.

<b>Contravention Code and Description</b>	<b>PCNs</b>
31J - Entering and stopping in a box junction	5,658
32JD - Wrong Direction	209
33J - Vehicle restricted route	5,252
50J - Prohibited Turn	3,571
50JR - Prohibited Right Turn	7,876
51J - No Entry	3,450
52J - Prohibited vehicle	1,553
53J - Entering Pedestrian Zone	688
54J - Waiting Pedestrian Zone	8

## **Bus Lanes**

A number of bus lanes are enforced by the Council during their restricted days and times. Included below is a table broken down by the type of contravention and the number of PCNs issued.

<b>Contravention Code and Description</b>	<b>PCNs</b>
34j - Being in a bus lane	1,181

## **Parking CCTV**

With the introduction of the Deregulation Act in 2015, use of CCTV for the enforcement of parking restrictions was restricted across the UK by Parliament. This means the Council is only permitted to enforce bus stops or school keep clear markings via the use of CCTV cameras. Other types of parking restrictions can only be enforced by Civil Enforcement Officers (CEO).

Included below is a table broken down by the type of contravention and the number of PCNs issued.

<b>Contravention Code and Description</b>	<b>PCNs</b>
47j - Restricted Bus Stop	444
48j - Outside school	1,069

## On-Street and Off-Street Enforcement

Enforcement of parking restrictions is carried out by CEOs, deployed on foot, bicycle, moped and car. They are required to monitor all parking restrictions across the whole borough and also attend enforcement requests when they are received by the enforcement hotline.

CEOs patrol in the borough in all weathers and deal with a high level of conflict and abuse by drivers and members of the public. The Council regular works with the Metropolitan Police to ensure any reported incidents of verbal or physical assaults against CEOs are investigated appropriately.

The Council will not tolerate verbal or physical abuse towards Council officers or their contractors from residents, business or visitors to the Borough.

Included below is a table broken down by the type of contravention and the number of PCNs issued.



<b>Contravention Code and Description</b>	<b>PCNs</b>	<b>Type</b>
01 – Parking in a restricted street during prescribed hours	9,656	On Street
02 – Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	2,962	On Street
05 – Parked after the expiry of paid for time	2,766	On Street
06 – Parked without clearly displaying a valid pay & display ticket or voucher	7,433	On Street
07 – Parked with payment made to extend the stay beyond initial time	2	On Street
11u – Parked without payment of the parking charge	1	On Street
12 – Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit or voucher or pay and display ticket issued for that place where required, or without payment of the parking charge	13,048	On Street
14 – Parked in an electric vehicles' charging place during restricted hours without charging	1	On Street
16 – Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required	1,204	On Street
19 – Parked in a residents' or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay and display ticket, or after the expiry of paid for time	493	On Street
21 – Parked wholly or partly in a suspended bay or space	562	On Street
23 2 – Parked in a parking place or area not designated for that class of vehicle	6	On Street
23 – Parked in a parking place or area not designated for that class of vehicle	1,513	On Street
24 – Not parked correctly within the markings of the bay or space	636	On Street
25 – Parked in a loading place or bay during restricted hours without loading	79	On Street
26 – Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	157	On Street
27 – Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	2,128	On Street
28 – Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	24	On Street
30 – Parked for longer than permitted	464	On Street

40 – Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	2,111	On Street
45 – Stopped on a taxi rank	134	On Street
46 – Stopped where prohibited (on a red route or clearway)	64	On Street
47 – Stopped on a restricted bus stop or stand	324	On Street
48 – Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	17	On Street
49 – Parked wholly or partly on a cycle track or lane	12	On Street
55 – A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	45	On Street
61 – A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	34	On Street
62 – Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	11,709	On Street
71 – Parked in an electric vehicles' charging place during restricted hours without charging	23	Off Street
78 – Parked wholly or partly in a suspended bay or space	34	Off Street
80 – Parked for longer than permitted	8	Off Street
81 – Parked in a restricted area in an off-street car park or housing estate	9	Off Street
82 – Parked after the expiry of paid for time	1,590	Off Street
83 – Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	7,477	Off Street
85 – Parked without a valid virtual permit or clearly displaying a valid physical permit where required	935	Off Street
86 – Not parked correctly within the markings of a bay or space	278	Off Street
87 – Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	468	Off Street
91 – Parked in a car park or area not designated for that class of vehicle	25	Off Street
99 – Parked causing an obstruction	286	Off Street

# Challenges, Representations and Appeals

If someone receives a PCN which they believe has been incorrectly issued they are entitled by law to contest it. Depending on the contravention different legislative appeals processes are in place. Any appeals must be made in writing, either online via our website or by post to the address provided on the PCN.

Once the Council has received a challenge, representation or appeal against a PCN the case is placed on hold and remains on hold until it is reviewed by Parking Services. If a challenge or representation is made during the discount period as stated on the PCN then the case will be held at the discount amount and if the challenge or representation is rejected the discount amount would be re-offered.

## On and Off Street Parking PCN – Issued by a Civil Enforcement Officer (CEO)

**Informal Challenge:** can be made after the initial PCN is issued by the CEO either by attaching it to the vehicle or handing it to the driver.

**Formal Representation:** can be made by the registered keeper of the vehicle after a Notice to Owner has been issued by post.

**Independent Appeal:** can be made once the Council has received a Formal Representation and issued a formal rejection letter. The rejection letter will give information on how to appeal to an independent adjudicator.

## CCTV Parking

**Formal Representation:** can be made by the registered keeper of the vehicle after a PCN has been issued by post.

**Independent Appeal:** can be made once the Council has received a Formal Representation and issued a formal rejection letter. The rejection letter will give information on how to appeal to an independent adjudicator.

## Moving Traffic

**Formal Representation:** can be made by the registered keeper of the vehicle after a PCN has been issued by post.

**Independent Appeal:** can be made once the Council has received a Formal Representation and issued a formal rejection letter. The rejection letter will give information on how to appeal to an independent adjudicator.

## Bus Lane

**Informal Challenge:** can be made after a Bus Lane PCN has been issued by post to the registered keeper of the vehicle.

**Formal Representation:** can be made by the registered keeper of the vehicle after an Enforcement Notice has been issued by post.

**Independent Appeal:** can be made once the Council has received a Formal Representation and issued a formal rejection letter. The rejection letter will give information on how to appeal to an independent adjudicator.



## **Paid Parking**

### **Pay and display parking**

Operating hours are usually Monday to Saturday, although times and days may vary depending on the location. It is always advised to check the signs in place at the location of where you have parked. Outside of operating days and hours and on Bank Holidays you can park for free.

The only exception to the above is the Leisure Centre Car Parks (Botwell, Hillingdon Sports and Leisure and Highgrove), Grainges and Cedars Multi Storey Car Parks, Ruislip Lido Main Car Park and Willow Lawn Car Park which are all operational Monday to Sunday including Bank Holidays.

Charges and maximum stay vary depending on the individual location. Prices and terms and conditions will be displayed on each machine.

### **Cashless Parking**

This year the Council partnered with PayByPhone, a digital parking payment provider, that offers motorists the convenience of paying for parking on the go, using an app or web browser without having to buy a ticket from a pay and display machine.

PayByPhone was released in two phases, phase 1 went live on 5th June 2023 in four wards, Eastcote, Ruislip, Ruislip Manor, South Ruislip. Phase 2 which was the rest of the borough went live 31st July 2023. It was then introduced in Grainges and Cedars Multi Storey Car Parks on 10th October 2023. This means the service is available in all the council owned car parks and on street pay and display bays. Pay and display machines remain in place throughout the borough which accept both coins and contactless payment cards.

### **HillingdonFirst Card**

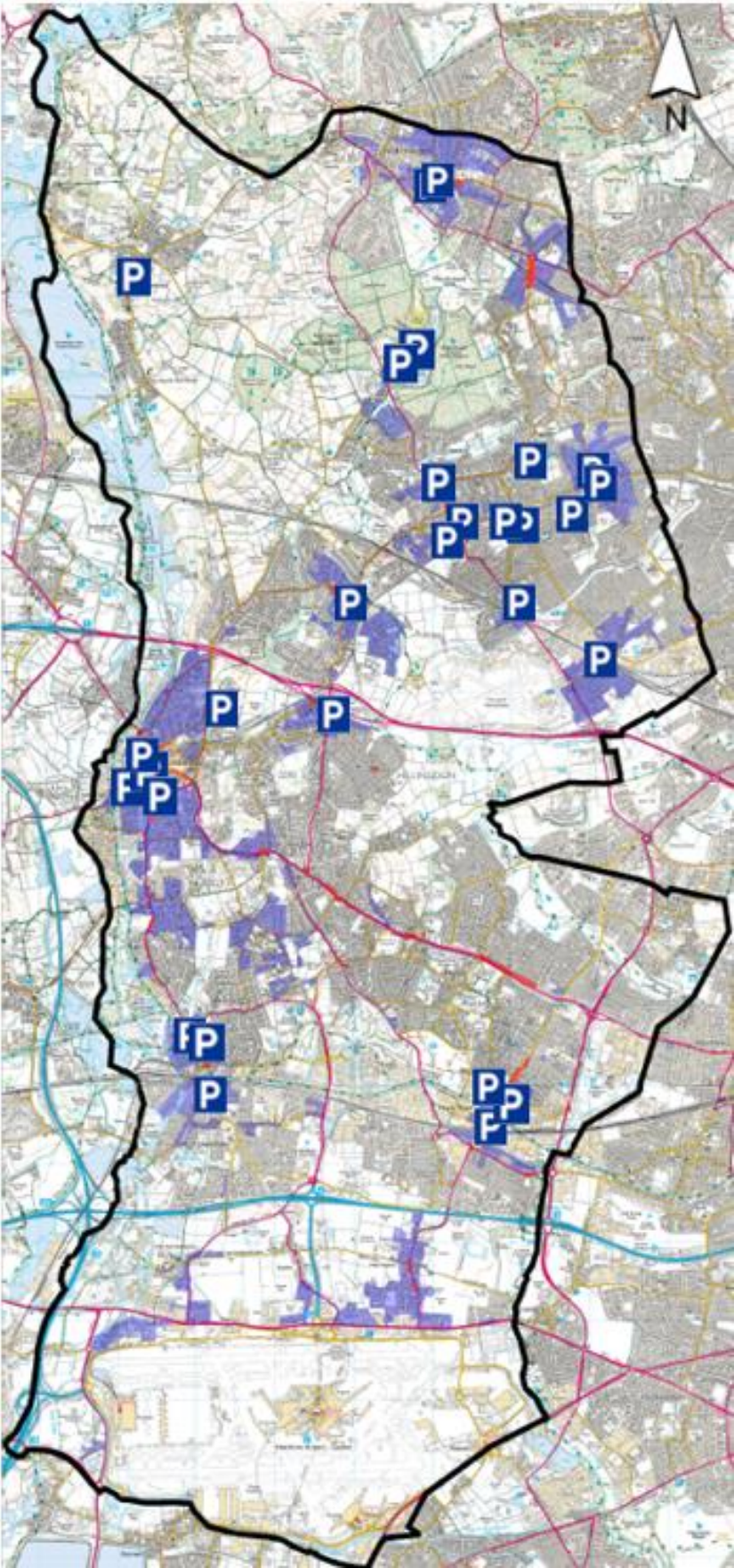
Hillingdon residents (over the age of 18) can apply for a HillingdonFirst Card that offers preferential parking rates at our on-street parking bays and in our local car parks. The HillingdonFirst card can also be linked to a PayByPhone account, offering residents reduced parking rates without the need to carry their card.







The majority of our parking bays offer 30 minutes free parking with a HillingdonFirst card, both at our pay and display machines and via PayByPhone.



# Permit Zones and Car Parks



-  Parking Management Schemes
-  Stop & Shop Schemes
-  Council Operated Car Parks
-  Borough Boundary

## Controlled Parking Zones

The Council currently operates 71 different Controlled Parking Zones, known in Hillingdon as Parking Management Schemes, throughout the borough. In most cases these are located close to Train Stations, High Streets, or the Airport and are implemented at the request and backing of the residents.

Within each zone, a variety of parking permits are available, all of which are zone specific.

Between April 2023 and March 2024, one new zone was implemented (WD8) and one zone was extended (WR2).

## Parking Permits

For the application and issue of permits we operate an online virtual system, known as 'My Parking Permit Account'. Once a vehicle has a valid virtual permit registered against its vehicle registration number the patrolling CEOs are able to check if a vehicle holds a valid permit by entering the registration number into their hand-held device.

The below table summarises the total number of permits issued during the financial year. Depending on the type of permit, they are either issued for four weeks; three, six, nine or 12 months; or three years.

Permit Type	Permits Issued
Breakspear Crematorium*	26
Business	29
Car Park	489
Carers	98
Courtesy	243
Disabled Bay	188
Extended Waiver	128
Leisure Centre**	9,088
Mobile	1,827
Residents	10,473
School	284
Visitor***	5,135
Ward Councillor	4
<i>Total</i>	<i>28,012</i>

*\*Breakspear Crematorium permits are only issued to those that are permitted to park within Breakspear Crematorium Cottages Car Park.*

*\*\*Leisure centres are provided through the virtual permit system, however, they can only be obtained directly from the leisure centre, as they are offered as part of the leisure centre membership. They cannot be applied for automatically through the online self-serve system.*

*\*\*\*This is the total number of visitor permits issued, not voucher sessions. A visitor permit gives the resident access to the voucher session booking page. The first visitor permit applied for at a property provides 10 free all day voucher sessions. Residents can then top up each visitor permit by an addition 40 sessions, totally 50 sessions per visitor permit. If more sessions are required, the resident can apply for another visitor permit up to 9 at a property per year, this gives a maximum of 450 all day visitor vouchers per property per year.*

## Resident Permits by Zone

The below table lists the number of resident permits issued to each zone in 2023/2024.

Zone	Total	Zone	Total	Zone	Total
C1	361	IC4	1	U1	586
C2	7	IC5	5	U3	128
C3	10	MW	11	U4	156
DR	13	N	470	U5	757
E	408	N1	29	U6	522
E1	59	N2	41	U7	18
E2	110	NH	152	U8	13
E3	9	NWH	586	U9	3
H1	1066	PG	4	UK	8
H2	33	R1	12	UM	14
HE	12	R2	107	VC	1
HH	490	RG	93	WD1	240
HN1	97	RL	20	WD2	22
HR	46	RL2	72	WD4	34
HY1	296	RL3	6	WD5	133
HY2	189	RL4	528	WD6	45
HY3	5	RM	6	WD7	24
HY4	55	RM2	49	WD8	25
HY5	10	RM3	17	WR1	144
HY6	5	SR	962	WR2	14
IC	241	SR2	13	Y1	436
IC2	363	SR3	8	Y2	19
IC3	14	TC	25	YL1	15

## Resident permit issued by duration

In April 2023 the Council introduced the option of quarterly resident parking permits. The option of three, six, nine and 12 month permits not only allows flexibility, but also gives residents the option to spread the cost over different times across the year.



## Carer Permits

Carer permits allow a vehicle to park in a resident permit only bay during the controlled hours, provided that the zone on the permit matches the zone on the bay sign in which the vehicle is parked. These permits are only permitted to be used when the driver is required to attend the resident's property to provide care.

You are entitled to a Carer Permit if: your usual place of residence is within a Parking Management Scheme, and you require regular and ongoing care provided by an organisation or persons outside your household.

The permit is issued to the applicant and must be kept at the address to which it has been issued. It should be displayed in the carer's vehicle during the time that care is being administered and at the end of the care session must be returned to the applicant.

## Business Permits

Commercial properties operating within business zones may be able to apply for a business permit to be able to park in a designated business parking bay. Business addresses able to apply for a business permit would be defined as per the Traffic Management Order.

With a valid business permit you can park in bays displaying a 'Business permit holders only' sign for that applicable business zone.

Business permits will only be granted to those that require the use of the vehicle for the needs of the business, such as loading and unloading. They will not be granted for the purpose of commuter parking.



## Brown Badges

If you are a Hillingdon resident and over the age of 65, you can apply for a Brown Badge free of charge. The badge allows holders to use dedicated brown badge bays; on the street, in council owned car parks and in some privately operated car parks in Hillingdon.

Brown badge bays are located close to car park exit points and where possible near pay and display machines, as holders must pay the appropriate parking charge unless displaying a Blue Badge at the same time. A valid Brown Badge must be displayed clearly when parking in a Brown Badge Bay. Brown badges are issued for a period of 3 years and renewals are posted automatically.



The total number of applications received during 2023/2024 was 1,258. As of 31<sup>st</sup> March 2024; 13,392 brown badges were active.

## Car Park Permits

Permits can be applied for in a select number of car parks within the borough of Hillingdon. There is a limited number of permits that can be obtained per car park; therefore, if you apply for a permit but there is no space available, your application will be placed into a waiting list.

This permit does not guarantee you a space.

For information on the available car parks, please visit [www.hillingdon.gov.uk/parking-permits](http://www.hillingdon.gov.uk/parking-permits)



# Car Parks – ParkMark Safer Parking

## About The Scheme

The Safer Parking Scheme is a national standard for UK car parks that have low crime and measures in place to ensure the safety of people and vehicles. Each car park undergoes a rigorous assessment by specially trained police assessors and a Park Mark is awarded to each car park that achieves the challenging standards.



The Safer Parking Scheme is managed by the BPA on behalf of Police Crime Prevention Initiatives Ltd, a subsidiary of the Mayor's Office for Policing and Crime (MOPAC).

## Car Parks Awarded

The Council has ParkMark awards for 28 of the car parks enforced by Parking Services, these are as follows:

- Blyth Road Car Park
- Botwell Green Leisure Centre (Central Avenue) Car Park
- Botwell Green Leisure Centre (Main) Car Park
- Brandville Road Car Park
- Civic Hall Car Park
- Community Close Car Park
- Devon Parade Car Park
- Devonshire Lodge Car Park
- Fairfield Road Car Park
- Falling Lane Car Park
- Grainges Yard Car Park
- Green Lane Car Park
- Harefield House Car Park
- Highgrove Car Park
- Hillingdon Sports & Leisure Complex Car Park
- Kingsend North Car Park
- Kingsend South Long Term Car Park
- Linden Avenue Car Park
- Long Lane Car Park
- North View Car Park
- Oaklands Gate Car Park
- Pembroke Gardens Car Park
- Pump Lane Car Park
- Rockingham Recreation Ground Car Park
- Ruislip Lido Main Car Park
- Sidmouth Drive
- St Martins Approach Car Park
- Willow Lawn Car Park

# Blue Badges

The Blue Badge scheme gives a range of parking concessions for badge holders and operates throughout the UK. Parking concession can vary between different boroughs.

## On-street parking

In Hillingdon Blue Badge holders can park free of charge for an unlimited time in the following on-street bays: disabled bays, pay and display bays, free time-limited bays (known as stop and shop bays) and resident bays (except zone RL2).

Maximum stay restrictions do not apply for Blue Badge holders when parking in these bays, except for Resident Management Scheme RL2, which has a 30-minute time limit for Blue Badge holders in all resident bays.

Blue Badge holders can also park on single or double yellow lines, where loading restrictions do not apply, for a maximum stay of three hours. A time clock is required to be displayed alongside the Blue Badge to indicate the time of arrival.

## Off-street parking

Blue Badge holders can park free of charge for an unlimited period in any council-managed car parks. Blue Badge holders can park in any bay except for those specifically reserved for other use, as indicated by signs and bay markings (e.g. permit holders only or Brown Badge bays - unless you have a valid Brown Badge, which you must display alongside the Blue Badge).

## Disabled Persons Parking Bays

A disabled person's parking bay is a parking space marked on the public highway by a white painted box, with a sign indicating it's for Blue Badge holders only, and operational at all times.

The Council can install parking bays solely for the use of disabled motorists. We assist people with disabilities by providing bays close to their home wherever possible. However, even when a bay is provided in response to a request from a householder, the bay is available for any Blue Badge holder to use and is not specifically reserved for the resident.



## Disabled Bay Permits

Residents who have a disabled bay outside their property can apply for a disabled bay permit. The permit is only valid in the disabled bay outside the resident's property and does not grant the applicant exclusive use of the disabled bay; however, it does mean they do not need to display the blue badge in the vehicle when parked in said bay.

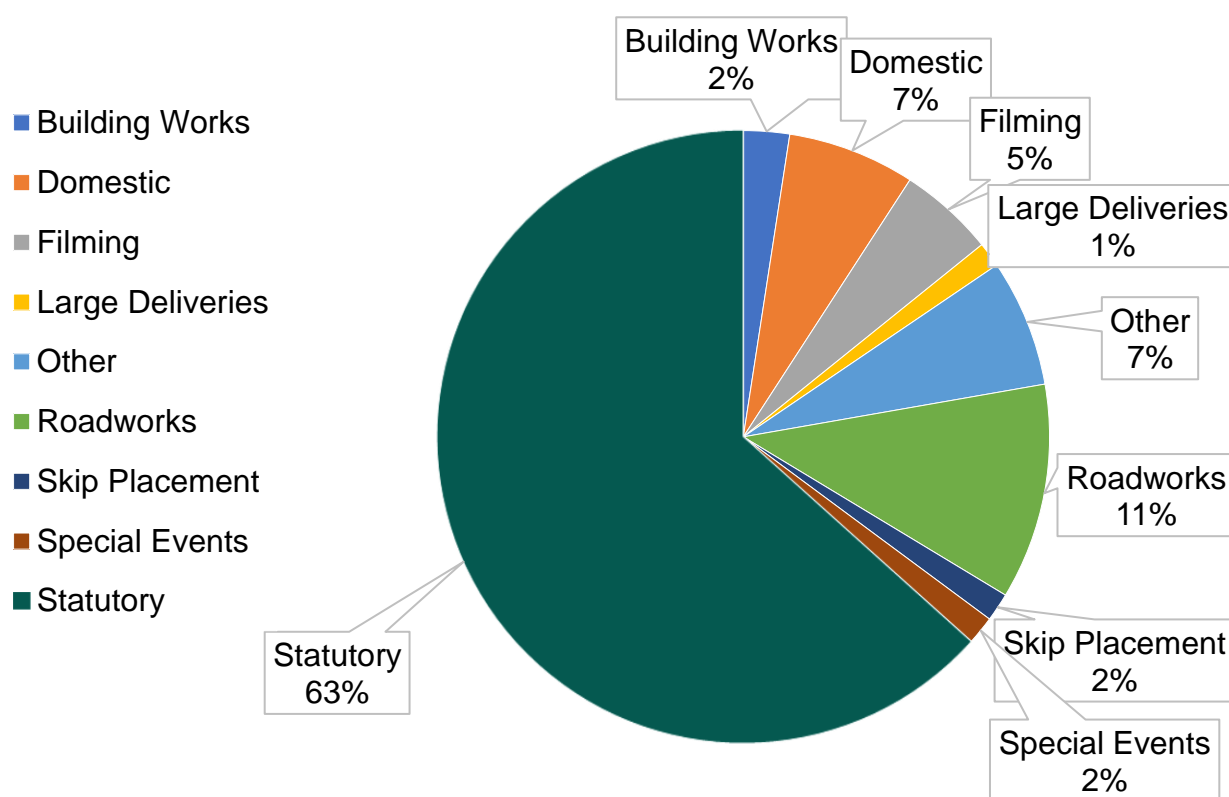
# Parking Dispensations

## Suspensions

Parking bays around the borough can be suspended at a cost for a number of reasons. The most common operating times of parking suspensions are 8am to 6.30pm, Monday to Friday; however, under certain circumstances, the suspension can be operational 24 hours a day. When a parking bay is suspended, notification signs will be erected on the nearest lamppost or street sign 7 to 5 days prior to the start of the suspension commencing. In emergency instances, such as a gas leak or burst water pipe, bays may be suspended without notice.

If a suspension sign is in place at a location, the driver should check this sign to ensure they do not park during the suspended period. No vehicles are permitted to wait, park or load/unload in a suspended bay unless the vehicle has been specifically exempted on the suspension sign.

Between April 2023 and March 2024, 536 suspensions were issued.



## Parking Waivers

A parking waiver is a permission granted by parking services, that allows a vehicle to park in contravention of a traffic management order. Parking waivers are only granted when it is deemed necessary to park near a location when any alternative arrangement would be unsatisfactory, for example, removals, building maintenance or repair works. The activity for which a parking waiver is issued must be taking place in order for it to be valid.

Between April 2023 and March 2024, 30 parking waivers were issued.

## Total Income and Expenditure for Parking Services

The following information provides a full Parking Revenue Account statement on income generated and associated expenditure.

The Parking Revenue Account is maintained in accordance with section 55 of the Road Traffic Regulation Act 1984 which provides that a London Borough Council must keep an account of the income and expenditure in respect of parking places on the highway and sets out how any deficit must be treated and limitations on the use of any surplus.

<u>Parking Revenue Account</u>	<b>2023/24 £000</b>
Penalty Charge Notices	(4,508)
On Street Pay & Display/Cashless Parking	(1,787)
Parking Permits	(892)
Other Income (e.g. Suspensions/Waivers)	(665)
<b>Total</b>	<b>(7,852)</b>
Allocation of income from EMR	(525)
<b>Overall Income Total</b>	<b>(8,377)</b>
Expenditure	4,523
<b>Surplus</b>	<b>(3,854)</b>

<u>Use of Surplus</u>	<b>2023/24 £000</b>
Concessionary Fares*	3,315
Development of Parking Management Schemes	194
Provision of Off-Street Parking	161
Traffic Management	184
<b>Total Use of Surplus</b>	<b>3,854</b>

<u>PRA Reserves</u>	<b>2023/24 £000</b>
Opening Balance	52
Closing Balance	52

Included below is income generated from car parks for paying to park and car park permits. Income generated from car parks is subject to VAT, the totals included are net income. Income generated from car parks does not fall within Section 55 as car parks are assets owned by the Council. Any surplus generated from off street car parks contributes to the Council's general fund.

<u>Off Street Parking (Car Parks)</u>	<b>2023/24 £000</b>
Income (Net)	(2,274)

*\*The Council full concessionary fares obligation for 2023/24 was £5,016k*



## RESIDENTS' SERVICES SELECT COMMITTEE - CABINET FORWARD PLAN

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

### HEADLINES

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

### RECOMMENDATION

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

### SUPPORTING INFORMATION

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

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

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

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

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

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

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

## BACKGROUND PAPERS

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

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# Scheduled Upcoming Decisions

Further details

Ward(s)

Final decision by Full Council	Cabinet Member(s) Responsible	Relevant Select Committee	Report Author	Corporate Director Responsible	Consultation related to the decision	NEW ITEM	Public or Private (with reason)
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SI = Standard Item each month/regularly

## Cabinet meeting - Thursday 13 February 2025 (report deadline 22 January 2025)

268	<b>Local Development Scheme</b>	The Council is required to update its Local Development Scheme (LDS). A LDS is required under section 15 of the Planning and Compulsory Purchase Act 2004. This must specify the development plan documents (incl. Local Plan) which, when prepared, will comprise part of the development plan for the area.	All	Proposed Full Council adoption - 27 February 2025	Cllr Steve Tuckwell - Planning, Housing & Growth	Residents' Services	Gavin Polkinghorn	Karrie Whelan		NEW ITEM	Public
261	<b>Temporary Accommodation Strategy &amp; Action Plan</b>	Cabinet will consider a strategy and action plan to reduce the expenditure on temporary accommodation and make any necessary decisions in relation to the matter.	N/A		Cllr Steve Tuckwell - Planning, Housing & Growth / Cllr Jonathan Bianco - Corporate Services & Property	Residents' Services	Dan Kennedy	Dan Kennedy	Corporate Management Team		Public
SI	<b>2025/26 Budget and Future Medium-Term Financial Strategy (BUDGET FRAMEWORK)</b>	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 - 27 February 2025	Cllr Ian Edwards - Leader of the Council / Cllr Martin Goddard - Finance & Transformation	All	Andy Goodwin	Richard Ennis	Public consultation through the Select Committee process and statutory consultation with businesses & ratepayers		Public
SI	<b>Public Preview of matters to be considered in private</b>	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	Democratic Services	N/A			Public
SI	<b>Reports from Select Committees</b>	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		All	TBC	Democratic Services	TBC	TBC		Public

## Cabinet Member Decisions expected - February 2025

SI	<b>Standard Items taken each month by the Cabinet Member</b>	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All	TBC	Democratic Services	TBC	Various		Public
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## Cabinet meeting - Thursday 13 March 2025 (report deadline 19 February)

273	<b>Rough Sleeping Prevention and Recovery Grant</b>	Based on the Rough Sleeping Prevention and Recovery Grant received. Cabinet will consider the necessary arrangements to provide services to support initiatives aimed at preventing and addressing rough sleeping.	N/A		Cllr Steve Tuckwell - Planning, Housing & Growth	Residents' Services	Lee Robson / Sally Offin	Dan Kennedy		NEW ITEM	Private (3)
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## Scheduled Upcoming Decisions

### Further details

Ref

### Ward(s)

Final  
decision by  
Full Council

Cabinet  
Member(s)  
Responsible

Relevant  
Select  
Committee

Report  
Author

Corporate  
Director  
Responsible

Consultation related  
to the decision

**NEW  
ITEM**

Public or  
Private  
(with  
reason)

SI = Standard Item each month/regularly

275	<b>Uxbridge Golf Course and Haste Hill Golf Course</b>	Following Cabinet's consideration of the future operation of the Golf Courses in November 2023 and subsequent decisions, Cabinet will consider a further report to consider the future of the Council run golf courses.	Ickenham & South Harefield / Northwood		<b>ClIr Eddie Lavery - Community &amp; Environment</b>	<b>Residents' Services</b>	<b>Stuart Hunt / Nicola Herbert / James Raven</b>	<b>Karrie Whelan</b>		<b>NEW ITEM</b>	Public
238	<b>The provision of a specialist grounds maintenance, horticultural and landscaping contract</b>	Cabinet will be asked to consider the award of a grounds maintenance, horticultural and landscaping contract for a period of three years with optional extension of a further two years. This contract will support works required by the Green Spaces Team in its parks, gardens and open public spaces and can also be utilised by other Council departments.	All		<b>ClIr Eddie Lavery - Community &amp; Environment</b>	<b>Residents' Services</b>	<b>Stuart Hunt / Nicola Herbert / Allison Mayo</b>	<b>Karrie Whelan</b>			Private (3)
SI	<b>Public Preview of matters to be considered in private</b>	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		<b>All Cabinet Members</b>	<b>All</b>	<b>Democratic Services</b>	<b>N/A</b>			Public
SI	<b>Reports from Select Committees</b>	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		<b>All</b>	<b>TBC</b>	<b>Democratic Services</b>	<b>TBC</b>	<b>TBC</b>		Public
<b>Cabinet Member Decisions expected - March 2025</b>											
SI	<b>Standard Items taken each month by the Cabinet Member</b>	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		<b>All</b>	<b>TBC</b>	<b>Democratic Services</b>		<b>Various</b>		Public
<b>Cabinet meeting - Thursday 10 April 2025 (report deadline 19 March)</b>											
SI	<b>Strategic Climate Action Plan</b>	Hillingdon Council passed a Climate Change Declaration at its full Council meeting on 16 January 2020 which set out the ambition to become carbon neutral across the Council's services by 2030. Cabinet in 2024 agreed a review of the Strategy and also public consultation to inform a revised Plan, which Cabinet will consider at this meeting.	All		<b>ClIr Eddie Lavery - Community &amp; Environment</b>	<b>Residents' Services</b>	<b>Ian Thynne</b>	<b>Karrie Whelan</b>	<b>Public Consultation / Residents' Services Select Committee</b>	<b>NEW ITEM</b>	Public
269	<b>Air Quality Action Plan</b>	The Council's Air Quality Action Plan (AQAP) is in the process of being updated for the next five-year period. Following consultation, Cabinet will consider an updated Plan for approval.	All		<b>ClIr Eddie Lavery - Community &amp; Environment</b>	<b>Residents' Services</b>	<b>Ian Thynne</b>	<b>Karrie Whelan</b>	<b>Public Consultation / Residents' Services Select Committee</b>	<b>NEW ITEM</b>	Public
270	<b>Local List of Architectural and Historical Importance</b>	Cabinet will consider a proposal to locally list The Orchard Pub in Ruislip and the North Hayes Telephone Exchange. This will follow feedback from a public consultation and interested stakeholders.	Ruislip / Hayes Town		<b>ClIr Steve Tuckwell - Planning, Housing Growth</b>	<b>Residents' Services</b>	<b>Antonia Whatmore, Mathieu Rogers</b>	<b>Karrie Whelan</b>	<b>Public Consultation</b>	<b>NEW ITEM</b>	Public

## Scheduled Upcoming Decisions

### Further details

Ref

### Ward(s)

Final decision by Full Council	Cabinet Member(s) Responsible	Relevant Select Committee	Report Author	Corporate Director Responsible	Consultation related to the decision	NEW ITEM	Public or Private (with reason)				
SI = Standard Item each month/regularly											
189	<b>Cowley House, Uxbridge</b>	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		<b>Cllr Jonathan Bianco - Corporate Services &amp; Property</b>	<b>Residents' Services</b>	<b>Julie Markwell</b>	<b>Karrie Whelan</b>			Private (3)
260b	<b>Early review of current Public Spaces Protection Order 2023</b>	Public Spaces Protection Orders (PSPO) are reviewed every 3 years, the last being in 2023. Following Cabinet agreeing to consult on a revised PSPO in January, this report will consider the outcome of that, before a final decision on PSPOs is approved.	All		<b>Cllr Eddie Lavery - Community &amp; Environment</b>	<b>Residents' Services</b>	<b>Joanne Howells / Stephanie Waterford</b>	<b>Dan Kennedy</b>			Public
SI	<b>Public Preview of matters to be considered in private</b>	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		<b>All Cabinet Members</b>	<b>All</b>	<b>Democratic Services</b>	<b>N/A</b>			Public
SI	<b>Reports from Select Committees</b>	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		<b>All</b>	<b>TBC</b>	<b>Democratic Services</b>	<b>TBC</b>	<b>TBC</b>		Public
<b>Cabinet Member Decisions expected - April 2025</b>											
SI	<b>Standard Items taken each month by the Cabinet Member</b>	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		<b>All</b>	<b>TBC</b>	<b>Democratic Services</b>	<b>TBC</b>	<b>Various</b>		Public
<b>Cabinet meeting - Thursday 22 May 2025 (report deadline 30 April)</b>											
186b	<b>Uxbridge Town Centre Vision</b>	Following Cabinet approval in October 2024 to commence full public and stakeholder engagement on a proposed draft new masterplan / vision for Uxbridge, Cabinet will consider the outcome of the engagement exercise and receive the final vision for consideration. The Vision will form the basis for a consensus on the future redevelopment and prosperity of the town.	Uxbridge / all wards		<b>Cllr Eddie Lavery - Residents' Services</b>	<b>Residents' Services</b>	<b>C - Julia Johnson</b>		<b>Public engagement and also select committee</b>	<b>NEW ITEM</b>	Public
SI	<b>Reports from Select Committees</b>	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	Various		<b>All</b>	<b>TBC</b>	<b>Democratic Services</b>	<b>N/A</b>	<b>Various</b>		Public
SI	<b>Public Preview of matters to be considered in private</b>	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		<b>All Cabinet Members</b>	<b>All</b>	<b>Democratic Services</b>	<b>TBC</b>			Public
<b>Cabinet Member Decisions expected - May 2025</b>											

Ref	Scheduled Upcoming Decisions	Further details	Ward(s)	Final decision by Full Council	Cabinet Member(s) Responsible	Relevant Select Committee	Report Author	Corporate Director Responsible	Consultation related to the decision	NEW ITEM	Public or Private (with reason)
SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		All	TBC	Democratic Services	TBC	Various		Public
SI = Standard Item each month/regularly											
<b>Cabinet meeting - Thursday 26 June 2025 (report deadline 4 June)</b>											
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		All	TBC	Democratic Services	N/A	TBC		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	Democratic Services	TBC			Public
<b>Cabinet Member Decisions expected - June 2025</b>											
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	TBC	Various		Public
<b>Cabinet meeting - Thursday 24 July 2025 (report deadline 2 July)</b>											
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		All	TBC	Democratic Services	N/A	TBC		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	Democratic Services	TBC			Public
<b>Cabinet Member Decisions expected - July 2025</b>											
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		Democratic Services	TBC	Various		Public
<b>AUGUST 2025 - NO CABINET MEETING</b>											
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	Democratic Services	TBC	Various		Public
<b>CABINET MEMBER DECISIONS: Standard Items (SI) that may be considered each month</b>											



# Scheduled Upcoming Decisions

## Further details

Ref

Ward(s)

				Final decision by Full Council	Cabinet Member(s) Responsible	Relevant Select Committee	Report Author	Corporate Director Responsible	Consultation related to the decision	NEW ITEM	Public or Private (with reason)
SI	<b>Urgent Cabinet-level decisions &amp; interim decision-making (including emergency decisions)</b>	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		Clr Ian Edwards - Leader of the Council	TBC	TBC		TBC		Public / Private
SI	<b>Release of Capital Funds</b>	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		Clr Martin Goddard - Finance & Transformation (in conjunction with relevant Cabinet Member)	All - TBC by decision made	various		Corporate Finance		Public but some Private (1,2,3)
SI	<b>Petitions about matters under the control of the Cabinet</b>	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	Democratic Services				Public
SI	<b>To approve compensation payments</b>	To approve compensation payments in relation to any complaint to the Council in excess of £1000.	n/a		All	TBC	various				Private (1,2,3)
SI	<b>Acceptance of Tenders</b>	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		Clr Ian Edwards - Leader of the Council OR Clr Martin Goddard - Finance & Transformation / in conjunction with relevant Cabinet Member	TBC	various				Private (3)
SI	<b>All Delegated Decisions by Cabinet to Cabinet Members, including tender and property decisions</b>	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 = Standard Item each month/regularly

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# Scheduled Upcoming Decisions

## Further details

Ref

Ward(s)

				Final decision by Full Council	Cabinet Member(s) Responsible	Relevant Select Committee	Report Author	Corporate Director Responsible	Consultation related to the decision	NEW ITEM	Public or Private (with reason)
SI	<b>Chrysalis Programme of Environmental Improvements</b>	The Cabinet Member will be asked to consider the approval of projects.	Various		Clr Eddie Community & Environment	Residents' Services	Neil O'Connor				Public
SI	<b>External funding bids</b>	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	<b>Response to key consultations that may impact upon the Borough</b>	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

The Cabinet's Forward Plan is an official document by the London Borough of Hillingdon, UK

## RESIDENTS' SERVICES SELECT COMMITTEE - WORK PROGRAMME

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

### HEADLINES

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

### RECOMMENDATION:

**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 to include the CCTV room in the Civic Centre, Harlington Road Depot, Heathrow Imported Food Office, Hillingdon Fire Station, Botwell Leisure Centre, Breakspear Crematorium, the Recycling Centre at Edmonton and a visit with the Noise Team.

### 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

2025/26

Residents' Services Select Committee	January 14	February 19	March 13	April 22	May No meeting	June 12	July 15	September 9	November 6	January	February
<b>Review: Homeless Prevention and the Customer Journey</b> Topic selection / scoping stage Witness / evidence / consultation stage Findings, conclusions and recommendations Final review report agreement Target Cabinet reporting		Findings	Final report	Cabinet							
<b>Regular service &amp; performance monitoring</b> Infrastructure Funding Statement Update (previously CIL Expenditure Monitoring - Annual Report & S106) each November - Julia Johnson Mid-year budget / budget planning report - Andy Goodwin / Richard Ennis Strategic Climate Action Plan Update each Nov - Ian T (to Cabinet in September) Cabinet's Budget Proposals For Next Financial Year Cabinet Forward Plan Monthly Monitoring Parking Annual Report - Richard Webb Annual Performance Report (Ian Kavanagh) - DK and KW to attend to answer qus. Annual Complaints Submission to the Housing Ombudsman Service (Rod Smith/Debbie W) - Sam Stronq or Gary Penticost to present the report	X	X	X	X		X	X	X	X		
<b>One-off information items</b> ASB Service Update (with updated FPN figures) Graffiti Removal Sports - facilities, engagement & inclusivity Animal Welfare Consultation on Uxbridge Master Plan Housing Allocation Policy Consultation Draft Heathrow Expansion Abandoned Vehicles Regeneration of Town Centres (Chambers of Commerce, Hayes T Partnership, Uxb BID) Success of Chrysalis Project Trading Standards - Tackling Underage Drinking / Vaping Licensing of Fun Fairs and enforcement measures for flyposting (Steph / Nicola Herbert) Community Payback Scheme - structure of the Scheme (Jo Howells / Richard Webb) Noise Team Structure, success of enforcement measures and update on site visit Review of Statement of Gambling Policy - policy framework consultation Sport for Young People - how the Council encourages participation in deprived areas APCOA Parking Enforcement - income / contract cost (Freddie Mohammed)				X			X				
<b>Crime &amp; Disorder - Statutory Scrutiny (themed)</b> Safer Hillingdon Partnership Development Safer Hillingdon Partnership Performance			X					X			
<b>Past review delivery</b> Update on Alley Gating Review Review of Empty Homes Council Tax Premium			X			X					
<b>Internal use only</b> Report deadline Agenda publication date											

Committee Site Visits
CCTV Control Room, Civic Centre (25 July 2022 and 4 November 2024)
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)
Out of Hours Noise Team (1 November 2024)
Hillingdon Fire Station (7 December 2022)
Graffiti Removal
Breakspear Crematorium (25 January 2023)
Harefield and Yiewsley Civic Amenity Sites
Traffic wardens / Abandoned Vehicles - 24 February 2025 at 5pm
Canal Visit - 1 November 2023
The Battle of Britain Bunker (26 July 2023 at 6pm)
Building Control
Planning Enforcement
HS2 Site Visit
Dogs Trust
Edmonton Recycling Centre (Tuesday 4 September 2024 - 09:45 - 10:45)
Custody Suite - Polar Park, Heathrow
Uxbridge / Ruislip Lido
Mortuary

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