



HILLINGDON
LONDON



Corporate Resources & Infrastructure Select Committee

Councillors on the Committee

Councillor John Riley (Chair)
Councillor Adam Bennett (Vice-Chair)
Councillor Kaushik Banerjee
Councillor Farhad Choubedar
Councillor Stuart Mathers (Opposition Lead)
Councillor Elizabeth Garelick
Councillor Narinder Garg

Date: TUESDAY, 4 MARCH 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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Terms of Reference

Corporate Resources & Infrastructure Select Committee

Portfolio(s)	Directorate	Service Areas
Leader of the Council	Corporate Services	Communications & Engagement
		Governance
Cabinet Member for Corporate Services & Property	Corporate Services	Democratic Services
		Human Resources, including Health & Safety
		Legal Services
	Place	Capital Programme & Major Construction Projects
		Property (incl. estates, new housing supply (acquisitions and new build), disposals and maximising income from holdings)
		Building Safety
		Facilities Management
		Repairs & Engineering of Corporate Property, Housing & Assets (contractual & delivery), including the delivery of the planned capital programme for housing
		Civic Centre, Property and built assets (cross-cutting brief)
		Highways (operational maintenance delivery)
		Utility companies in the Borough (cross-cutting)
Cabinet Member for Planning, Housing & Growth	Place	Highways (incl. Highways strategic assessment & safety, Highways Policy and infrastructure including EV)
		Transportation (incl. road safety, traffic management and parking management schemes)
Cabinet Member for Finance & Transformation	Finance	All Finance (inc. school budgets, revenues and benefits, HRA)
		Statutory Accounting, Investments and Pensions
		Procurement and Commissioning (incl. fleet and energy)
		Counter Fraud
		Internal Audit & Risk Assurance (incl. risk management)

	Corporate Services Directorate	Council transformation & Hillingdon Improvement Programme
		Technology, Digital, Information Governance, Business Intelligence, Customer Experience and Business Support (incl. implementation of automation software)
		Complaints – “Member Responsible for Complaints” under Ombudsman Codes
Cabinet Member for Community & Environment	Homes & Communities	Emergency Response
All portfolios		Resident Experience (cross-cutting brief)
		Strategic Partnerships (cross-cutting brief)

Agenda

- 1 Apologies for Absence
- 2 Declarations of interest in matters coming before this meeting
- 3 Minutes of the previous meeting 1 - 4
- 4 To confirm that the items of business marked as Part I will be considered in Public and that the items marked as Part II will be considered in Private

Part 1 - Public

- 5 Building Safety Strategy - Annual Monitoring Report 5 - 72
- 6 Emergency Response Service (Grenfell Town Inquiry recommendations) Presentation 73 - 90
- 7 Cabinet Forward Plan 91 - 102
- 8 Work Programme 103 - 106

Part 2 - Private and not for Publication

- 9 Building Safety Programme - fire safety in private sector mid and high-rise blocks of flats 107 - 134

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

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Agenda Item 3

Minutes

CORPORATE RESOURCES & INFRASTRUCTURE SELECT COMMITTEE

11 February 2025



Meeting held at Committee Room 5 - Civic Centre

	<p>Committee Members Present: Councillors Kaushik Banerjee, Farhad Choubedar, Stuart Mathers (Opposition Lead), Elizabeth Garelick, Narinder Garg, Ekta Gohil (in place of Ekta Gohil) and Peter Smallwood (in place of Adam Bennett)</p> <p>LBH Officers Present: Matthew Wallbridge - Chief Operating Officer, Darren Everden - Head of Technology and Anisha Teji - Democratic Services</p>
	<p>NOMINATION OF CHAIR</p> <p>In the absence of the Chair and Vice-Chair, the Senior Democratic Services Officer invited nominations for a Chair. Councillor Kaushik Banerjee was proposed and seconded and duly appointed as Chair for the meeting.</p>
48.	<p>APOLOGIES FOR ABSENCE (<i>Agenda Item 1</i>)</p> <p>Apologies for absence were received from Councillor John Riley with Councillor Ekta Gohil substituting and Councillor Adam Bennett with Councillor Peter Smallwood substituting.</p>
49.	<p>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>There were no declarations of interest.</p>
50.	<p>MINUTES OF THE PREVIOUS MEETING (<i>Agenda Item 3</i>)</p> <p>RESOLVED: That the minutes of the meeting from 9 January 2025 be approved.</p>
51.	<p>TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED AS PART I WILL BE CONSIDERED IN PUBLIC AND THAT THE ITEMS MARKED AS PART II WILL BE CONSIDERED IN PRIVATE (<i>Agenda Item 4</i>)</p> <p>It was confirmed that agenda items 5-8 would be heard in Part I and agenda item 9 would be heard in Part II.</p>
52.	<p>DIGITAL TRANSFORMATION UPDATE (<i>Agenda Item 5</i>)</p> <p>The Chief Operating Officer and Head of Digital provided an update on Digital Transformation highlighting progress and updates on various digital transformation initiatives within the Council. Members heard that the Hillingdon Digital Strategy was approved in October 2024 and this outlined the Council's vision for the next three years. It was reported that the Digital Strategy included a three-year investment program aimed at enhancing efficiency, modernising processes and leveraging data to</p>

improve decision-making.

The presentation detailed five cross-council programs under the Digital Strategy, including the development of seamless systems and automated processes, the delivery of a single view of the customer/household to drive evidence-based decision-making, the provision of an end-to-end customer journey and enhanced digital inclusion, the replacement and consolidation of outdated systems and the delivery of new devices along with the implementation of a learning and development program for officers and Members.

The presentation provided key updates on various programs across departments. The Corporate Services department had launched the Resident Hub on 1 January 2025, merging Customer Experience and Business Administration, automating over 10 processes and delivering a £1m saving. The Digital Inclusion program had provided laptops to 69 residents, with plans for more devices. In Finance, key processes in Financial Assessments for Adult Services had been automated and a new AI-enabled telephony platform had been introduced. Revenue and Benefits were developing key automations, with a new resident portal in progress.

Members also heard that in the Place directorate, Waste Services were undergoing a systems review and Parking Services and Repairs Service had moved to an AI telephony platform. In Adult Social Care & Health, an Electronic Medication Administration Record system was being introduced and the Families Information Service had moved to an AI telephony platform. In Children Services, the Fostering and SEND websites were being updated, and the Stronger Families Service had also moved to an AI telephony platform.

The Committee commended the initiative offering laptops to vulnerable residents and noted that alternative advertisement methods, such as through libraries, to reach digitally excluded individuals would be explored. The initiative initially involved staff nominations of users, as the Council was cautious about advertising widely to avoid overwhelming demand.

In terms of identifying all of the Council's data sources and system, it was explained that officers had identified all data sources and systems through an information governance board, emphasising the importance of data security and informed decision-making, especially with the rise of AI. Continuous efforts were being made to improve data governance and usage. It was noted that the Council aimed to consolidate over 100 telephony platforms into a single AI platform to improve resident experience and prioritise calls from vulnerable residents. There was also a transition from Cisco telephony to integrating telephony within Microsoft Teams.

Officers acknowledged the need to support residents who preferred non-digital methods and there was investment being undertaken in improving both digital and non-digital services. There were also checks in place to prevent duplicate records and efforts to manually cleanse data, with AI tools being used to improve data accuracy.

The importance of feedback mechanisms for improving services, particularly in housing, and the need for a balance between digital and paper-based processes were emphasised. The importance of feedback was acknowledged with plans to include more feedback into new ways of working. The ongoing efforts to revamp the website and improve digital processes were highlighted, with a focus on testing and regularly updating processes to ensure they met all user needs.

	<p>In terms of AI, the Council's efforts to integrate AI and other digital tools to enhance services and improve efficiency were noted. The use of AI bots and chatbots to handle customer interactions, translate messages into different languages and support Members in their work was highlighted. The importance of user feedback and testing, particularly from less digitally savvy individuals, to ensure the effectiveness of digital transformation initiatives was noted. Members also heard that the Council's investment in Microsoft Copilot to assist staff in managing tasks and improving productivity was providing to be helpful for staff productivity.</p> <p>The Committee thanked officers for the comprehensive presentation.</p> <p>RESVOLED: That the update on Digital Transformation be noted.</p> <p>RESVOLED: That the update on Digital Transformation be noted.</p>
53.	<p>SCOPING REPORT ON MAJOR REVIEW: MAXIMISING COUNCIL SPACES: A REVIEW OF BUSINESS AND PRIVATE HIRE OPPORTUNITIES (<i>Agenda Item 6</i>)</p> <p>The Committee considered the scoping report and discussed creating an asset register that would include information on rooms, halls and offices available for letting, differentiating between commercial and individual users.</p> <p>Members emphasised the importance of exploring third party opportunities and involving local businesses, community and voluntary sector organisations in the review process.</p> <p>The Committee agreed that it would be useful to identify best practice from other local authorities to improve systems. The importance of leveraging existing booking systems and gathering user feedback to improve the asset register was highlighted. It was hoped that the review would map out current assets and make them more accessible to different resident groups.</p> <p>The Committee approved the scoping report so that the investigation stage could be initiated.</p> <p>RESOLVED: That the scoping report be agreed and the review be initiated.</p>
54.	<p>CABINET FORWARD PLAN (<i>Agenda Item 7</i>)</p> <p>RESOLVED: That the Cabinet Forward Plan be noted.</p>
55.	<p>WORK PROGRAMME (<i>Agenda Item 8</i>)</p> <p>The Committee agreed to add an information item on the right to buy backs to the work programme and noted that there was a plan to bring a performance update to all select committees later this year.</p> <p>RESOLVED: That the updates to the work programme be noted and agreed.</p>
56.	<p>CYBER SECURITY UPDATE - PART II (<i>Agenda Item 9</i>)</p> <p><i>This item was discussed as a Part II item without the press or public present as the information under discussion contained confidential or exempt information as defined</i></p>

by law in the Local Government (Access to Information) Act 1985. This was because it discussed 'information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime, e.g. proposed police action or planned trading standards investigation.' (paragraph 7 of the schedule to the Act).

The Head of Technology and Chief Operating Officer provided the Committee with insights into the current threat landscape and recent cyber incidents. The presentation highlighted various trends, including supply chain attacks, triple extortion, ransomware as a service, attacking unpatched systems, and phishing. Case studies were explored and how different organisations had been impacted by the attacks. Members heard about the need for improvement in specific areas and the importance of addressing cyber threats and enhancing cyber security culture in organisations.

RESOLVED: That the presentation on Cyber Security be noted.

The meeting, which commenced at 7.00 pm, closed at 9.13 pm.

These are the minutes of the above meeting. For more information on any of the resolutions please contact Anisha Teji, Senior Democratic Services Officer on ateji@hillington.gov.uk or 01895 277655. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

Building and Tenancy Safety Strategy Update

Committee name	Corporate Resources and Infrastructure Select Committee
Officer reporting	Gary Penticost – Place Directorate Mike Emmett – Place Directorate
Papers with report	Appendix A – Building Safety Strategy - Operational Delivery Plan 2024-25 Quarter 3 update Appendix B – Fire Doors Information for Residents Appendix C - Stay Put Policy Appendix D – Safety Case- Fairlie House Appendix E - Housing Management Strategy for Occupied Higher Risk Buildings
Ward	All

HEADLINES

The report has been prepared to provide Councillors on the Select Committee with details of the Building Safety Strategy for Council Owned residential dwellings including High Rise Buildings. The Act became enforceable in October 2023. This enables the Committee to undertake it's annual monitoring and review of this important area.

RECOMMENDATIONS

That the Corporate Resources and Infrastructure Select Committee:

- 1. Notes the supporting information for Fire Safety within the body of the report**
- 2. Notes the Operational Delivery Plan**

SUPPORTING INFORMATION

The Building Safety Act

The Building Safety Act 2022 sets out a safety requirement for landlords of high-risk residential buildings that are: -

- At least 18m or 7 Storeys high,
- With 2 or more residential units

The safety rules cover the different stages of the building: -

- Design Stage
- Planning Stage
- Construction Stage

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- While tenants and leaseholder live in a building

These have been set out for each department within Hillingdon and comments provided within the Building Safety Strategy 2022 to 2025 - Operational Delivery Plan.

The Act was granted Royal Assent on the 28th of April 2022. Full implementation of the Building Safety Act was October 2023, this means that each building owner should have their building safety regime in place by this time.

Building Strategy- Operation Delivery Plan 2022 to 2025 is in place and with all relevant departments to update. This document is to be reviewed during 2025 to set our Building safety Strategy for the next 5 years.

London Fire Brigade (LFB)

The Building Safety Act requires the sharing of building plans with the local LFB services. The building Safety Advisor has access to the LFB online portal, this is the central database for all Higher Risk Residential Buildings (HRRB). The LFB are making amendments to the online portal and version 2 is to be issued.

The Council has registered LBH on the portal and this is pending approval with the LFB; once the approval is granted officers will upload the below details to the central system for LBH 10 HRRB. The documents the LFB will be requesting:

- Building floor plans
- External Wall Systems
- If a firefighting system is faulty for an extended period of 24 hours

Building Assessment Tool

Officers have completed the Fire Risk Assessment Priority Tool that has been developed by the Government with input from the National Fire Chief Council. All 11 owned Residential High Riser Blocks (7 stories and above) have scored a Tier 5 (Very Low) and officers do not expect to be contacted by the Home Office. The lower the priority score the lower risk rating. Please note the assessment tool is an indication of the prioritisation of a fire risk assessment and does not determine if a building is safe or unsafe.

Building Names	Priority Tier	Priority Score	Rating
Fitzgerald House	5	18	Low Risk
Skeffington Court	5	17	Low Risk
Glenister House	5	17	Low Risk
Wellings House	5	17	Low Risk
Harding House	5	10	Low Risk
Rabbs Mill House	5	10	Low Risk
Melbourne House	5	10	Low Risk
Sutcliffe House	5	6	Low Risk

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Fairlie House	5	5	Low Risk
The Goulding's	5	4	Low Risk
Cavenham Court	5	5	Low Risk

Residents Fire Safety Updates:

- Residents' Stay put policy documents – Issued
- Tenants Fire door information pack – Issued
- Residents' Fire Safety information pack - Issued

Fire Reform Order 2005- Changes from 23rd January 2023:

Following the Inquiry published from the first phase report of Grenfell Tower the Government has made changes to the law on the below items:

Secure Information boxes: Installed across all high rise and sheltered scheme stock since 2019 and inspected and update monthly or at point of tenancy change.

Wayfinder Signage: Installed across all floors within high-rise buildings in 2021.

Fire Doors: Undertake annual checks of flat entrance doors and quarterly check on communal doors- This has been in place with all high rise and sheltered schemes since 2020.

Fire Fighting equipment: complete monthly servicing- In place for all LBH lifts. We do not have firefighting lifts installed within Council residential blocks.

Fire Door Replacement programme:

The Council is completing an ongoing project to replace LBH flat entrance doors and communal doors where required. Officers only accept 3rd party accredited full door set certified tested doors in the tender process. Please see below for the number of door-sets replaced in total of 5674 door-sets:

Building	Front Entrance Door-sets	Communal Door-sets
High Rise Buildings	759	854
Sheltered Scheme	354	392
Medium and Low Rise	2432	883
Total	3545	2129

- Phase 25-Survey Completed- Expected on site May 2025, following Capital Release
- Phase 26- Currently being surveyed expected on site late May 2025

*Additional information provided on residential blocks below 7 floors.

Before



After



Sprinklers:

Sprinkler Systems are installed within 7 High Rise buildings.

Sutcliffe House installed in 2020; this has a sprinkler suppression system fitted within the main living areas within each dwelling in line with BS9251:2014.

Following this the Council has installed sprinkler systems within 5 High Rise buildings which were completed in 2023. Melbourne House, Rabbs Mills House, Harding House, Fairlie House & The Goulding's have sprinkler suppression systems fitted to both communal areas and main living areas within each dwelling to meet the BS9251:2021 Amendment.

Cavenham Court, purchased in 2024, has a full sprinkler installation.

The remaining 4 High Rise Buildings Glenister, Fitzgerald, Wellings & Skeffington Court are schedule for demolition as part of the Hayes Regeneration project.

Installation Photos:

Dwelling:



Communal Areas:



Electrical upgrades:

Electrical consumer unit upgrades and installation of hard-wired smoke detections and CO2 alarms (EFS) across all LBH residents owned stock. The non access list is currently being worked on by Tenancy to provide access to remaining properties to complete Overdue EICR's and EFS works where applicable.

Below is a breakdown of figures completed to date:

Total Number of properties on Contract	10,243
Properties with EICR exceeding 5 Years	137
Properties awaiting EFS works	52
No Access	137

Service Contracts:

Servicing Area	Intervals	Term Contractor or in house repairs
Emergency Lighting	Monthly servicing and 3 hours drain down annually	Combination of Remote monitoring testing completed & Term Contractor
Automatic Opening Vents	6 Monthly	Term Contractor
Dry Risers	6 Monthly	Term Contractor
Lightning Protection	11 Month	Term Contractor
Sprinkler System	6 Monthly	Term Contractor
EICR- In house and dwelling	5 yearly	Term Contractor
Passenger Lifts	Monthly & 6monthly Loler	Term Contractor
Ventilation	6 Monthly	Term Contractor
Communal Fire Doors	Quarterly	In house repairs team*
Front Entrance Doors	Annually	High Rise Tenancy Officers
Gas	Annually	Term Contractor
CCTV	6 Monthly	Term Contractor

*This is complete by a dedicated team within Hillingdon's Direct Labour Team that have been TRADA certified to undertake fire door inspections and maintenance repairs.

Future projects:

- Automatic Openable Vent replacements
- Low/Med Rise Lateral Replacements
- Door Entry & Access Control Replacements
- Communal Laundry Equipment Replacement

Housing Management

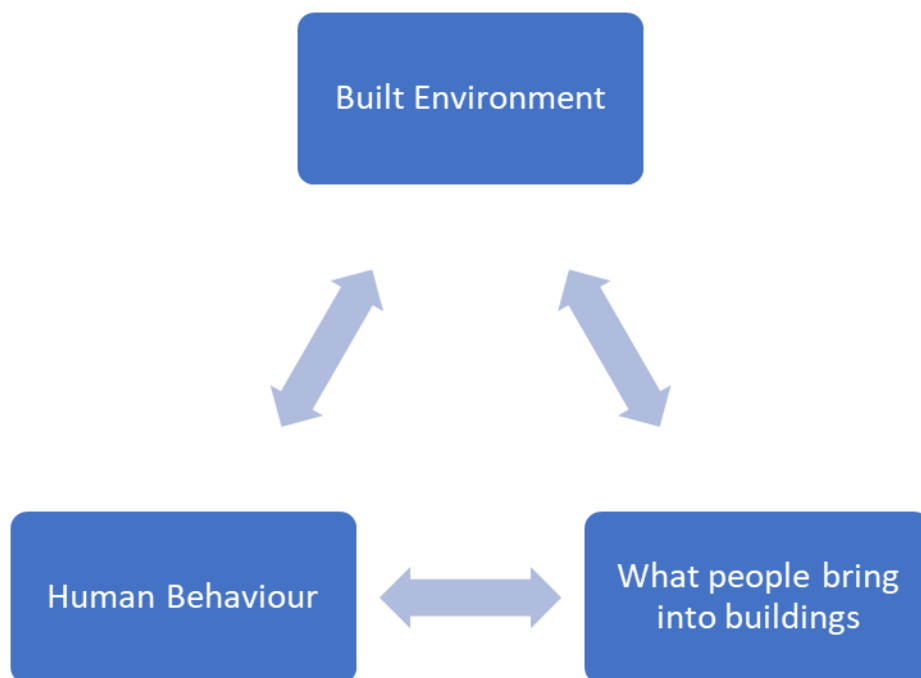
The Housing Management Service has positioned itself to make an effective and compliant contribution to the Council's Building Safety Policy in the context of occupied higher risk buildings within its ownership and management. More recently the Housing Management Service has developed a draft Strategy relating to occupied higher risk buildings which sets out how it supports the Council in ensuring that it is fully compliant with the Building Safety Act 2022, the Social Housing Regulation Act 2023 and other legislative and regulatory obligations which at their heart are designed to ensure that our residents are 'fire safe' and 'fire aware'.

This draft Strategy is attached as Appendix E and will be supported by a robust delivery plan. The Strategy details how the Service dovetails with the technical / building related aspects of compliance through a whole organisation approach to ensure that people and property across the Council's in-scope buildings are effectively managed so that residents are kept safe. The draft Strategy picks up on and takes forward the twin tracking of operational practices which have a clear focus on 'people' and 'property' in the context of fire safety. This strategy supports the Council's work in delivering compliant buildings but has a clear focus on ensuring residents are

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safe. This necessitates proactive management activity aligned to what people bring into our buildings and how they behave. In this draft Strategy, compliant buildings are viewed as the 'safety net' when behavioral risks are not effectively mitigated.



Key drivers for the delivery of the draft Strategy are:

- To ensure the safety of all residents, irrespective of tenure or occupation arrangement, living in the Council's high-rise residential buildings
- To make an effective contribution to the Council's Building Safety Policy in the context of legislative compliance applicable to occupied high-rise residential buildings
- To ensure that residents are involved in decisions regarding 'safety related matters' associated with their homes and the buildings in which they live and
- To ensure a positive communication culture based upon transparency and treating residents with respect and which values their feedback

To achieve the principles of the Strategy, the Housing Management Service is committed to:

- Improving the effectiveness of existing compliance management, including the need for an effective quality assurance framework which supports staff in doing the right thing at the right time to the agreed quality threshold
- Ensure clear and transparent monitoring and reporting to demonstrate compliance, including the development of appropriate performance measures
- Improving the measuring and reporting of resident satisfaction with the safety of their home
- Ensuring that an effective and sustained contribution is made to support the delivery of the principles of the 'golden thread' of information
- Ensuring there is clarity around respective roles, responsibilities and accountabilities
- Ensuring the training and development needs of relevant staff are met and that appropriate refresher training is delivered

- Support the ongoing need to embed a safety culture across Housing Management, residents and other stakeholders



HILLINGDON’S BUILDING SAFETY STRATEGY 2022 - 2025 - Quarter three December 2024

Following the Grenfell Tower fire on 14 June 2017, the Government has been planning a wholesale reform of the building safety system to improve building and fire safety, with the primary aim of ensuring that residents will feel and be safer in their homes. At the centre of this is the Building Safety Bill (the **Bill**) and its associated regulations and guidance.

As part of the reform the council will require the development or purchase of suitable IT (Infrastructure and Technology) systems to enable the effective management and control of building safety “Golden thread” of data for all appropriate buildings.

The Fire Act 2022 will come into force on 23rd January 2023 following publication of guidance which was published on 6th December 2022.

The Fire & Building Safety Act 2022 creates the role of ‘Accountable Person’ who has several specific responsibilities including the development and implementation of a single Residents’ Engagement Strategy for the whole building. The Council’s approach to engagement is set out in Appendix 2 – [draft] Higher Risk and Complex Buildings Engagement Strategy. For the first time it will be a statutory requirement for a resident engagement strategy to be produced for each in-scope high rise building. The Council’s draft reflects a generic approach which can be tailored to the needs of residents across the 11 tower blocks. The key purpose of the strategy will be for residents aged 16 years and over (including non-resident owners) to be encouraged to participate in the making of building safety decisions.

Please see below pages and items for Lead Officer.

Work together with the Building Safety Regulator to discharge our reformed building control responsibilities effectively- Page 2


Take responsibility for ensuring building safety is carefully considered in design and building projects – Page 4

Ensure those working on our design and building projects and on or in our higher-risk buildings are competent to do so- Page 6

Effectively carry out our new statutory responsibilities for our occupied higher-risk buildings- Page 7

Engage and communicate with residents meaningfully about building safety for higher-risk buildings - Page 11

Establish systems and share building safety information with the Regulator and others- Page 12

Version 4- February 2025	Date completed
Gary Penticost, Director of Operational Assets- Principal Accountable Person	Updated January 2025
Rod Smith, Housing Landlord Programme Manager - Accountable Person	Updated January 2025 
Michael Naughton, Head of Capital Programme- Accountable Person	Updated December 2024
Julia Johnson, Director of Planning and Sustainable Growth Accountable Person	Updated November 2024

Action plan: Work together with the Building Safety Regulator to discharge our reformed building control responsibilities effectively

Objective	Actions to deliver objective	Service area	Timeframe	Comments/ status	RAG rating
Work together with the Building Safety Regulator to discharge our reformed building control responsibilities effectively					
5.2.1 Implement the new building control regime whereby the Regulator becomes the building control authority for higher-risk buildings in the borough.	Identify, maintain, and keep up to date a list of all higher-risk buildings in Hillingdon which the Council is the building control authority for and prepare to liaise with the Regulator in relation to these. Draft new procedures for responding to a Regulator's notice (clause 31 of the Bill) that the Regulator will be building control authority for a non-higher-risk building on a multi-building site which also comprises a higher-risk building. Deliver training on the role of the new building control regime for all relevant staff.	Central Services Development Management and Building Control	2022 - 25	Update July 2023 The latest government figures suggest that there are 29 existing HRBs in Hillingdon within the scope of the new regime. It is assumed that this would be an isolated situation where a multi-use site is constructed which contains an HRB. A process of information sharing should be put in place with our planning colleagues to provide an early indication of such a development coming forward. If the BSR becomes the BCB for such a development, it is anticipated that our own BC team will be required to support the regulators MDT (providing our BC team has the capability and capacity and there is no conflict of interest e.g., it is a Hillingdon lead scheme). Update Feb 2024 Under the interim staffing arrangements, the council will not have surveyors qualified at the relevant levels to work with the BSR. It is hoped that once a new structure has been agreed, we will be able to recruit permanent staff with the necessary qualifications. It should be noted that other boroughs could perform the BCB and MDT function in Hillingdon if required. Update Nov 2024 The council has recruited an Interim Building Control manager who is registered at Class 3 and Class 4 and able to inspect all types of buildings, including HRBs. A proposal for a new service model will be developed for presentation at CMT in February/ March 2025.	Amber
5.2.2 Make effective use of our new powers to provide assistance requested by the Regulator (ensuring careful consideration is given to such requests) and ensure all staff assisting the Regulator are competent to do so;	Draft new procedures for responding to Regulator requests for assistance. Audit skills base across the Building Control team in the light of the new duty to ensure staff assisting the Regulator are competent. Deliver training on the role of the new Regulator for all staff in building safety roles and specific training where any gaps in knowledge or skills are identified.	Central Services - Development Management and Building Control	2022 - 25	Flow Chart for Section 13 requests. November 2024 Update Updates have been made the Ocella system to incorporate the new processes. Work is still underway to ensure the council is able to report on the new KPIs.	Amber

	Review relevant job descriptions to ensure they include any specific competency requirements in relation to the new Regulator.			Interim staff are in place and have received the necessary registration New job descriptions will be provided as part of the service restructure and will incorporate the requirements set out by the new Regulator. Interim job role requirements are in place. It should be noted that other boroughs could perform the BCB function in Hillingdon if required.	
5.2.3 Comply with our new duties, including to co-operate and share information with the Regulator and other relevant persons in order to ensure effective delivery our statutory functions.	Draft new procedures for sharing information and deliver training to ensure staff understand them. Deliver training on the role of the new building control regime for all relevant staff.	Central Services - Building Control	2022 - 25	Nov 2024 Update Updates have been made the Ocella system to incorporate the new processes. Work is still underway to ensure the council is able to report on the new KPIs.	Amber
5.2.4 Implement new enforcement powers in relation to contravention of building regulations, including the introduction of compliance and stop notices.	Review and where necessary redesign building control procedures to incorporate the amended system. Deliver training on the role of the new building control regime for all relevant staff.	Central Services - Building Control	2022 - 25	Nov 2024 Update Updates have been made the Ocella system to incorporate the new processes. Work is still underway to ensure the council is able to report on the new KPIs.	Amber
5.2.5 Where appropriate, register staff members as, and comply with new rules in relation to, registered building inspectors.	Review guidance on general/ specific competency requirements for registered building inspectors and conduct an audit of current skills, knowledge, experience, and behaviours in the team. Make arrangements for registering staff members as registered building inspectors. Review and redesign building control procedures to incorporate new rules on registered building inspectors. Deliver training on the role of the new building control regime for all relevant staff.	Central Services - Building Control	2022 - 25	Nov 2024 Update Interim staff are in place and have received the necessary registration	Amber
5.2.6 Ensure we meet the performance standards set by the Regulator.	Once published, conduct a review of the Operational Standards Rules defining the minimum performance standards that building control bodies must meet to ensure the Council complies with these. Put in place arrangements continuously to assess performance against the standards. Deliver training on the role of the new building control regime for all relevant staff.	Central Services - Building Control	2022 - 25	Nov 2024 Update The standards have not yet been published.	Green

Action Plan: Take responsibility for ensuring building safety is carefully considered in design and building projects

Objective	Actions to deliver objective	Service area	Timeframe	Comments/ status	RAG Rating
Take responsibility for ensuring building safety is carefully considered throughout the design and construction process					
6.3.1 Comply with our duties as the Client in Projects, including ensuring: (a) we make suitable arrangements for planning, managing, and monitoring Projects. (b) building information is provided as soon as is practicable to designers and contractors on a Project, including in relation to any HRB work.	<p>Review current building management procedures for planning, managing, and monitoring Projects to ensure they are fit for purpose.</p> <p>Review member oversight arrangements for the design and building process and consider whether further member oversight is required.</p> <p>Review current processes for sharing building information with designers and contractors.</p> <p>Develop new processes to identify and share information on HRB work.</p>	Directorate of Place - Development & Capital Works	2022 - 25	<p>Updated December 2024</p> <p>This is our current practice and procedures are in place to ensure these items are considered. Procedures will be reviewed following any new legislation.</p> <p>Designers, consultants and contractors are required to carry out their duties using reasonable skill and care, and this is referred to in the agreements and contracts executed. In addition, the works are inspected through the construction process. As constructed documents and operation and maintenance manuals form part of the Health and Safety File, which is made available following completion of the building.</p> <p>Information is shared electronically through appropriate software during the construction process and is stored on internal shared folder following completion. A hard copy file is generally issued to managed buildings.</p> <p>The design decisions that affect building safety made throughout the pre-construction and constructions stages will be recorded through the new RIBA tracker template.</p>	Green
6.3.2 Identify and appoint the other Duty holders in the Projects where we are the Client, in line with all regulatory requirements.	<p>Review processes to include any necessary new appointment processes in all Projects.</p> <p>Review current Construction (Design and Management) Regulations 2015 (CDM) processes for appointing designers and contractors to ensure they incorporate the new requirements, particularly as the Client may certify, in writing, that those persons who are appointed under CDM may also be appointed under the relevant building safety regulations.</p>	Directorate of Place - Development & Capital Works	2022 - 25	<p>Updated December 2024</p> <p>All necessary statutory positions under the CDM Regulations and Building Safety Act 2022 are appointed, e.g., Principal Designer and Principal Contractor.</p>	Green
6.3.3 Work together with the other Duty holders to plan, manage and monitor the Project, ensure they cooperate and communicate with each other, coordinate their work, and have systems in place to ensure that the Project complies with all relevant building regulations.	<p>Review processes for working with designers and contractors to ensure compliance with this objective.</p>	Directorate of Place - Development & Capital Works	2022 - 25	<p>Updated December 2024</p> <p>This is current practice and all projects have Building Control Signoff. Any new legislation will be taken into account from the relevant implementation date(s).</p> <p>The entire team delivering a construction process work together and this is implemented using programmes, regular meetings, coordinated data transfer, etc. In addition design decisions that affect building safety made throughout the pre-construction and constructions stages will be recorded through the new RIBA tracker template</p>	Green
6.3.4 Where we fulfil any of the other Duty holder roles, comply with the specific duties and regulatory requirements required for that role.	<p>Review the requirements for other Duty holder roles which are separate to the Client role and ensure the Council can comply with them.</p> <p>Implement systems to identify which roles the Council holds on all Projects and the requirements for each role and implement such processes as are necessary to comply with the Council's different roles.</p>	Directorate of Place - Development & Capital Works	2022 - 25	<p>Updated December 2024</p> <p>This is current practice, and it will continue. All parties in the construction process have defined roles and must comply with the statutory requirements.</p>	Green

Objective	Actions to deliver objective	Service area	Timeframe	Comments/ status	RAG Rating
Take responsibility for ensuring building safety is carefully considered throughout the design and construction process					
<p>6.4.1 In our capacity as Client (and any other Duty holder roles), comply with the requirements of:</p> <p>(a) planning gateway one to ensure fire safety matters are incorporated in applications at the planning stage.</p>	<p>These changes have already come into effect.</p> <p>Ensure applicable applications include the required fire statement setting out fire safety considerations specific to the development.</p> <p>Ensure Planning Committee members are fully appraised on the changes.</p>	<p>Directorate of Place - Development & Capital Works</p>		<p>Updated December 2024</p> <p>This is now incorporated into our processes since it became legislation.</p> <p>Applicable applications take account of fire safety considerations and this is incorporated into the design including planning gateway one.</p>	<p>Green</p>
<p>6.4.1 In our capacity as Client (and any other Duty holder roles), comply with the requirements of:</p> <p>(b) gateway two to seek the Regulator's approval before commencing any HRB work, including:</p> <p>i submitting a signed application containing the required information together with the relevant fee.</p> <p>ii ensuring that a signed competence declaration is submitted with the application; and</p> <p>iii if such approval is given, give the Regulator at least 2 working days' notice of our intention to commence the work.</p>	<p>Amend procedures to include the new gateways.</p> <p>The Council will need to include a signed "competence declaration" regarding the other Duty holders' competence. To do this, a framework/ checklist will be required to set out (once the guidance has been published) what evidence the Council will need to satisfy itself of a Duty holder's competence before making this declaration.</p> <p>The Council will review its current procedures for the appointment of persons involved in all aspects of a HRB work to ensure that are fit for purpose and in particular that they enable the Council to complete the required declaration to the Regulator as to the competence of those working on the HRB work Project.</p>	<p>Directorate of Place - Development & Capital Works</p>	<p>2022 - 25</p>	<p>Updated December 2024</p> <p>This is part of our processes for in scope buildings.</p>	<p>Green</p>
<p>6.4.1 In our capacity as Client (and any other Duty holder roles), comply with the requirements of:</p> <p>(c) gateway three to seek the Regulator's approval when the HRB work is complete before registering and commencing occupation of the building, including:</p> <p>i submitting a signed application containing the required information together with the relevant fee.</p> <p>ii submitting a signed statement confirming that to the best of our knowledge the building, as built, complies with all applicable requirements of the building regulations.</p>	<p>Amend procedures to include the new gateways.</p> <p>The Council will need to include a signed statement confirming that to the best of its knowledge the building, as built, complies with all applicable requirements of the building regulations. To do this, a framework/ checklist will be required to set out what evidence the Council will need to satisfy itself of before making this declaration.</p>	<p>Directorate of Place - Development & Capital Works</p>	<p>2022 - 25</p>	<p>This will become part of our processes for in scope buildings.</p>	<p>Amber</p>

Objective	Actions to deliver objective	Service area	Timeframe	Comments/ status	RAG Rating
Take responsibility for ensuring building safety is carefully considered throughout the design and construction process					
iii ensuring a compliance declaration signed by the appropriate Duty holder is submitted with the application; and iv before or at the same time a gateway 3 application is submitted, notifying the Regulator in writing that the work has been completed: and					
6.3.2 In our capacity as Client (and any other Duty holder roles), comply with the requirements of: (d) the Regulator's change control procedures where a change is proposed in relation to the HRB work between gateways 2 and 3.	Review procedures to ensure that the relevant changes which require notification or approval of the Regulator can be identified. Draft and implement procedures to ensure that the changes are submitted to the Regulator in compliance with The Building (Higher-Risk Buildings) (England) Regulations [2022].	Directorate of Place - Development & Capital Works	2022 - 25	This will become part of our processes for in scope buildings.	Amber

Action Plan: Ensure those working on our design and building projects and on or in our higher-risk buildings are competent to do so

Objective	Actions to deliver objective	Service area	Timeframe	Comments/ status	RAG Rating
Ensure those working on our design and building projects and on or in our higher-risk buildings are competent to do so					
7.2.1 Comply with the new general competency duty to ensure that the Council has the organisational capacity to carry out any building or design work covered by The Building (Appointment of Persons, Industry Competence and Duty holders) (England) Regulations [2021] (the Competency Regulations);	Review the Council's management policies, procedures, systems, and resources to ensure the Council has the organisational capacity to comply with the new duty. Review guidance on general/ specific competency requirements and conduct an audit of current skills, knowledge, experience and behaviours in all relevant teams. Where any gaps are identified, the Council will devise a specific action plan as to how the gaps are to be filled in, which might include training, additional resources or new appointments.	Directorate of Place - Building Safety	2022 - 25	Updated August 2023 All consultants, suppliers and contractors involved in the design and construction of buildings are required to comply with all legislation and ensure they have the competency and resources to carry out their duties. Where the council does not have inhouse expertise it will commission the necessary specialists to undertake the work.	Green
7.2.2 Take all reasonable steps to ensure that those who the Council appoints to carry out any building or design work covered by the Competency Regulations meet the general competence requirement, the competence requirements for their roles and can fulfil their duties to plan, manage and monitor any building work or design work.	Consider the steps that the Council will need to take to be comfortable that external Duty holders are competent. Review all template procurement documents and procedures to reflect the evidence the Council will require from contractors and designers. This links with the competence statement that will need to be provided under Error! Reference source not found. Consider the preparation of checklists to help ensure all requirements are met (and continue to be met) throughout the lifecycle of a project.	Directorate of Place - Building Safety	2022 - 25	Updated August 2023 All consultants, suppliers and contractors involved in the design and construction of buildings are required to comply with all legislation and ensure they have the competency and resources to carry out their duties. Where the council does not have inhouse expertise it will commission the necessary specialists to undertake the work.	Green

Objective	Actions to deliver objective	Service area	Timeframe	Comments/ status	RAG Rating
Ensure those working on our design and building projects and on or in our higher-risk buildings are competent to do so					
7.2.3 Where the Council appoints a Principal Designer or Principal Contractor in relation to HRB work, keep written records of the steps taken under 7.2.2; and	Draft new templates to record this information.	Directorate of Place - Building Safety	2022 -25	Updated August 2023 All written records required by legislation shall be kept by the Principal Designer and Principal Contractor and they shall be made available in the Safety File and/or any other format required by law.	Green
7.2.4 Ensure we meet the specific competency requirements where the Council is appointed in any other Duty holder role, including, where required, designating an individual to manage the Council's functions under a particular role.	Consider which individual should be appointed in cases where the Council fulfils the Principal Designer and Principal Contractor roles. Review guidance on general/ specific competency requirements and conduct an audit of current skills, knowledge, experience and behaviours in the team. Deliver training where any gaps are identified.	Directorate of Place – Building safety	2022 - 25	Updated August 2023 All consultants, suppliers and contractors involved in the design and construction of buildings are required to comply with all legislation and ensure they have the competency and resources to carry out their duties. Where the council does not have inhouse expertise it will commission the necessary specialists to undertake the work. Where further training is required, this shall be undertaken.	Green
7.2.5 Ensure that where the Council appoints specific persons (such as Building Safety Managers) to work on our higher-risk buildings, they meet the competency requirements to do so.	Review guidance on general/ specific competency requirements and conduct an audit of current skills, knowledge, experience and behaviours in the team. See paragraph Error! Reference source not found. for specific requirements for the Building Safety Manager role. Review job descriptions for any role working on higher-risk buildings to ensure compliance with competency regulations and guidance.	Directorate of Place – Building Safety	2022 - 25	In July 2022 the British Standards Institution published a number of new competency standards for roles responsible for safety management in the built environment. This included PAS 8673, which sets out competency requirements for the management of safety in residential buildings. PAS 8673 had originally been intended to set out competency requirements for the Building Safety Manager role in the higher-risk regime in the Building Safety Act. The standard now sets out competency requirements for safety management in the occupation phase of a higher-risk building, against which duty holders can assess all people performing necessary tasks in higher-risk buildings. Fire Safety Board will consider the need to align the competencies of key staff involved in the management and maintenance of higher risk buildings against PAS 8673 during 2024/25. There is no longer a requirement to appoint Building Safety Managers. Following Cabinet Member approval, the Housing Landlord Programme Manager will assume the role of Accountable Person to support the Principal Accountable Person [Director of Operational Assets] with specific delivery and management tasks associated with the Council's approach to 'people, property and prevention' in the context of the management of its own in-scope buildings.	Green

Action Plan: Effectively carry out our new statutory responsibilities for our occupied higher-risk buildings

Objective	Actions to deliver objective	Service area	Timeframe	Comments/ status	RAG Rating
Effectively carry out our new statutory responsibilities for our occupied higher-risk buildings					
<p>8.3 We will be proactive and clear about our role within a higher risk building and comply with all our duties and responsibilities under the new legislation.</p>	<p>Audit each existing higher risk building to identify all the Accountable Persons for each and ensure this information is documented. Where the Council is the only Accountable Person, it will automatically become the Principal Accountable Person under legislation.</p> <p>Consider whether amendments to the Council's constitution are required to provide for these new roles.</p> <p>Consider amending the Forward Plan to include any reporting to Cabinet on Accountable Person/ Principal Accountable Person issues.</p>	<p>Directorate of Place – Building Safety</p>	<p>2022 - 2025</p>	<p>See 7.2.5 above in relation to Principal Accountable Person / Accountable Person roles in relation to occupied higher risk buildings.</p> <p>Principal Accountable Person: Gary Penticost (GP) Accountable Person: Rod Smith (RS) Michael Naughton (NS) Julia Johnson (JJ) Duty Holder: Alana Martin (AM)</p>	<p>Green</p>
<p>8.4.1 Ensure that:</p> <p>(a) new higher-risk buildings are registered with the Regulator before they become occupied or as soon as the relevant section of the Bill comes into force and identify the Council as the Principal Accountable Person; and</p> <p>(b) existing higher-risk buildings are registered with the Regulator within the appropriate transition period or as soon as the relevant section of the Bill comes into force and identify the Council as the Principal Accountable Person.</p>	<p>The Council has identified its existing higher-risk buildings that will need to be registered. Once the Government has published details on the transition period and regulations on registration requirements, arrangements should be made to ensure each building is registered.</p> <p>Identify any higher-risk buildings in the pipeline and draft a specific action plan for that building, including compliance with registration requirements.</p> <p>Deliver training for all teams involved in higher-risk buildings on the regime.</p>	<p>Directorate of Place – Building Safety and Capital works</p>	<p>2022 - 2025</p>	<p>(a) Any necessary registration of new HRB will be undertaken as set out in the legislation.</p> <p>(b) Cavenham Court, 18 Millington Road, Hayes UB3 4FZ is an 'in-scope' building acquired by the Council in September 2024. The property was registered with the BSR and confirmation of registration received prior to letting. A third FTE Tenancy Management Officer [High Roise Living] was introduced at this stage when the number of in-scope blocks increased from 10 to 11. RS</p> <p>(c) We have identified the 11 higher-risk buildings that require registration within LBH Stock. All buildings have been registered with the BSR by the Building Safety Advisor.</p> <p>Training provided: Direct Labour Team are attending Trada training W/C 24th February. This will ensure that LBH staff are complaint when installation of new fire doors and repairs and completed check on Fire door sets that have been installed are all to a competent standard. Tenancy officers and scheme managers completed fire door training in April 2023 to ensure they are competent to undertake fire door checks. Fire Safety Board will review the need and scope for mandatory refresher training to be delivered in 2024/25 to relevant staff groups and review this annually moving forward. RS</p>	<p>Green</p>
<p>8.4.2 Be responsible for applying for a Building Assessment Certificate for the whole building after the higher-risk building has been registered, as directed by the Regulator.</p>	<p>After registration, the Accountable Person for a high-risk residential building will need to apply for a Building Assessment Certificate within 28 days of a direction from the Regulator. Therefore, procedures should be drafted to ensure that the Council complies with this timescale and the documentation required to be submitted with it under section 74 of the Bill.</p>	<p>Directorate of Place – Building Safety</p>	<p>2022 - 2025</p>	<p>This stage will be completed by Building Safety Advisor, following registration being completed we will need to apply for the building assessment certificate. Documents will need to be shared including, the Safety Case Report, mandatory Occurring Reporting System and the Residents Engagement Strategy. The Regulator will assess the documents and inspect the building if passed they will provide a building assessment certificate. This stage is live in April 2024.</p> <p>Current advice is that the BSR will invite Landlords to apply for a BAC on a 'risk-based approach'. It may therefore be some time before the Council is invited to apply in relation to the 11 'in-scope' blocks it owns and manages. The Assessment Criteria set and used by the BSR for each element of the submission for a BAC was obtained in November 2024. This assessment criteria will be used to forward plan a series of self-assessments ahead of any application to ensure that the Council's</p>	<p>Green</p>

				submissions would be 'fit for purpose' and 'right first time'. The self-assessment programme will complete by the end of Q1 2025/26, and actions identified will be reported to Landlord Board and Cabinet Member Leads. RS	
8.4.3 Establish and operate a system for Mandatory Occurrence Reporting and comply with Mandatory Occurrence Reporting requirements as set out in paragraph 10.	See paragraph 10.	Directorate of Place - Building Safety & Capital works	2022 - 2025	Any mandatory occurrence reporting will be undertaken in accordance with the requirements set out in legislation. Occupation Stage: Any incidents that occur will be reported by Building Safety Advisor. The Council's adopted approach to Mandatory Occurrence Reporting will be documented in a Practice Standard and 'sign-off' by Landlord Board by March 2025. RS	Green
8.4.4 Comply with our responsibilities for resident engagement set out in paragraph 9.	See paragraph 9.	Directorate of Place - Building Safety and Housing Management	2022 - 2025	A Tenant & Leaseholder Engagement Strategy has been completed and adopted following consultation and Cabinet approval. This overarching strategy includes specific proposals for resident engagement associated with the Council's management and maintenance of its portfolio of tower blocks. Engagement with tower block residents will support the Council's approach to taking a partnership approach in delivering safe, well managed and maintained higher-risk buildings. Copies of the strategy have been delivered to all households / persons over 16 years of age residing in the 10 in-scope blocks. [There is no plan in place for the recently acquired block at Cavenham Court – see 8.4.1 above] The engagement strategy will be reviewed in conjunction with residents in 2024/25 to bring forward more tailored plans linked to the needs of residents across each of the 11 in-scope blocks. See 8.4.2 above in relation to ensuring that revised and updated Engagement Strategies for each of the 11 'in-scope buildings' will be aligned to the BSR assessment criteria linked to applications for BACs. RS	Green
8.4.5 Develop and maintain a Safety Case for each higher risk building by: (a) conducting an assessment of fire and structural safety risks for areas of responsibility as soon as reasonably practicable after the building becomes occupied or, if later, when the Council becomes an Accountable Person for the building. (b) conducting further assessments of fire and structural safety risks for areas of responsibility at regular intervals, at any time we have reason to suspect the current assessment is no longer valid and at direction of the Regulator; and (c) taking all reasonable steps to prevent a major incident occurring because of a building safety risk materialising and to reduce the severity of the incident.	The Council has a hierarchy of control approach which applies to all Hillingdon's residential buildings but is focussed on higher-risk buildings. All existing higher-risk buildings have been surveyed to identify potential issues, and this has generated a work schedule that has ensured that all buildings meet or exceed the requirements of the Bill. This information should be stored and maintained in order to form part of the golden thread and Safety Case for all of the Council's higher-risk buildings. Ensure there are systems in place going forward to identify and assess "building safety risks" (as defined in the legislation) and take reasonable steps to ensure those risks are reduced and controlled to a proportionate level on an ongoing basis. Procedures should be developed to ensure the assessments are done within the timescales prescribed by the Bill and in line with the definition of "building safety risks" in clause 59 of the Bill. Ensure assessments are recorded. Deliver training to relevant teams on identifying and managing "building safety risks." When taking steps to manage building safety risks within their buildings, the "prescribed principles" must be followed, which build on existing best practice in relation to risk assessment and management. These are: <ul style="list-style-type: none"> • avoid building safety risks. • evaluate building safety risks that cannot be avoided, including identifying the proportionate measures required to reduce address and mitigate the building safety risks. 	Directorate of Place - Building Safety and Housing Management	2022 - 2025	A Housing Management Offer has been developed which sets out the Council's approach to the day-to-day management of its tower block portfolio. The Council has adopted an effective approach which considers the 'people' and 'property' relates risks as part of its approach to the assessment, prevention and mitigation of building safety risks. This provides for a more robust and holistic approach to housing management which has feed into the Safety Case Reports. The Housing Management Offer is now being delivered by 3 FTE dedicated staff within Tenancy Management [and increase of 1 FTE following the acquisition of Cavenham Court, 18 Millington Road. RS Following pilot delivery of the offer, the 'Housing Management offer to residents living in higher risk buildings' has been formally adopted and hand delivery along with the engagement plan and the tailored fire safety information packs to all residents which was completed in March 2024. See comments regarding training above in 8.4.1 as well as 'accreditation under PAS 8673 8.4.5 has a clear focus on the production and submission of Safety Cases for each block. This appears not to have been covered in this section and information about our Safety Cases and compliant submission should be inserted in front of the para on the Housing Management Offer. RS	Amber

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	<ul style="list-style-type: none"> • combat building safety risks at source by introducing proportionate measures to reduce, address and mitigate that risk at the earliest opportunity. • ensure suitable and proportionate systems are in place for the effective inspection, testing and maintenance of the efficacy of measures taken. • give collective protective measures priority over individual protective measures. • adapt to technical progress. • where reasonable to do so, replace the dangerous with the non-dangerous or less dangerous. • where reasonable to do so, consider the impacts on residents within the higher risk building and carry out engagement with those residents, and • give appropriate instructions and information to employees and persons working on or in the higher-risk building. <p>Review the current approach to ensure it follows these prescribed principles.</p> <p>The Council should consider drawing together relevant information for each higher-risk building's Safety Case, based on the early-adopter safety cases on existing buildings and the HSE's "Safety case principles for high-rise residential buildings."</p>				
<p>8.4.6 Bring together the Safety Case Report to show the steps taken to identify, assess, remove, reduce, and manage building safety risks, demonstrating that reasonable and proportionate steps have been taken, and where required, submit these to the Regulator for assessment.</p>	<p>The Safety Case Report is a document that summarises your safety case. It should provide a narrative describing why the most important parts of the safety case are necessary and how these parts work together to keep the building safe to occupy. Documents or information used in the safety case may be referenced in the report to support that narrative.</p> <p>The report should show that you have a clear understanding of the major hazards associated with your building and how the measures you have in place are effective in managing and controlling the risk of a major accident. This should give the reader confidence that the major fire and structural risks have been identified and are being properly managed and controlled.</p> <p>The Council should consider drawing together relevant information to contribute to each higher-risk building's Safety Case Report, based on the early-adopter safety cases on existing buildings and the HSE's "Safety case principles for high-rise residential buildings."</p>	<p>Directorate of Place - Building Safety and Housing Management</p>	<p>2022 - 2025</p>	<p>See 8.4.5 above. RS</p> <p>A housing management offer has been developed and is being delivered to residents living in higher-risk buildings. Residents were consulted on the draft offer prior to formal adoption.</p> <p>The more intensive approach to housing management reflected in the offer underpins the effective management of people / behaviours to deliver safe, well managed and maintained higher-risk buildings.</p> <p>Resident information packs have been completed and hand delivery to all residents across the 10 in-scope blocks. As at March 2024. Resident information packs are under development for the newly acquired block at Cavenham Court, 18 Millington Road. RS</p> <p>Key building information has been uploaded to the online portal by end of September.</p> <p>Building Safety Cases have been created for all 11 LBH owned tower blocks.</p>	<p>Amber</p>
<p>8.4.7 Apply a Safety Management System to make and implement arrangements which deliver the effective planning, organisation, control, monitoring, and review of all the measures in place to prevent an incident involving building safety risks materialising and to limit the impact should one occur.</p>	<p>Review/ implement a tailored Safety Management System to suit the Council's size and nature, meeting the complexity of the Council's operations, with the hazards and associated building safety risks unique to each individual building directly considered.</p> <p>Ensure this is in line with the "Plan, Do, Check, Act" methodology and includes processes to identify, select, define, implement, monitor, maintain, review and improve the range of control measure on which safety depends.</p>	<p>Directorate of Place - Building Safety and Housing Management</p>	<p>2022 - 2025</p>	<p>See above – the management of risks associated with people and behaviours is set out with the Housing Management Offer.</p> <p>A joint quality assurance framework will be developed between Building Safety & Housing Management by the end of Q1 2025/26 to ensure that 'the right thing is being done at the right time to the required standard' across all aspects of building safety and housing management which contribute to the effective management of risk and the prevention of building safety incidents. The development of the framework [Standard] will include matters relating to training and refresher training. RS</p>	<p>Amber</p>
<p>8.4.8 Appoint a Building Safety Manager for the whole higher risk building with the necessary skills, knowledge, experience and</p>	<p>Implement a staffing structure that will fully meet the Council's requirements in respect of the new building safety</p>	<p>Directorate of Place -</p>	<p>2022 - 2025</p>	<p>2 FTE dedicated staff have been engaged to deliver the Housing Management Offer across the higher risk buildings portfolio.</p>	<p>Green</p>

<p>behaviours or organisational capacity to carry out the role (or, where appropriate, carry out the role ourselves, appointing an individual to manage and direct the appropriate teams).</p>	<p>regime, including the appointment of a sufficient number of Building Safety Managers.</p> <p>Once guidance is published, job descriptions should be tailored, and skills of current staff members audited to ensure Building Safety Managers meet the competence requirements for the role. This should be regularly reviewed and documented.</p>	<p>Building Safety and Housing Management</p>		<p>There is no longer a requirement to appoint Building Safety Managers. Following Cabinet Member approval, the Housing Landlord Programme Manager will assume the role of Accountable Person to support the Principal Accountable Person [Director of Operational Assets] with specific delivery and management tasks associated with the Council's approach to 'people, property and prevention' in the context of the management of its own in-scope buildings.</p> <p>In relation to the broader governance of Fire Safety matters, Fire Safety Board will review its Terms of Reference in December 2024 to include broader attendance by a range of managers who directly or indirectly contribute to the management of higher risk buildings and fire safety generally. RS</p>	<p>Green</p>
<p>8.4.9 Be responsible for displaying information about the most recent Building Assessment Certificate, compliance notices and details of those responsible for managing building safety for the higher risk building.</p>	<p>Draft procedures to ensure these requirements are complied with, where necessary.</p> <p>Deliver training for all teams involved in higher-risk buildings on the regime.</p>	<p>Directorate of Place - Building Safety and Housing Management</p>	<p>2022 - 2025</p>	<p>All higher risk buildings contain appropriate notice boards in prominent locations. 2 FTE dedicated Tenancy Management Officers [High Rise Living] have taken ownership of these boards to ensure information presented is compliant, up to date, is helpful to residents and supports the adopted engagement strategy Standards will be set and documented in the context of a uniform approach to information displayed within the tower blocks by March 2025.</p> <p>The Fire Safety Board has assumed responsibility for identifying, scoping and documenting relevant Fire Safety training needs for individual staff members / staff groups and ensuring delivery. This Standard will be documented and reflect Mandatory training requirements. RS</p> <p>The BSR will produce the building assessment certificate after April 2024, they will assess the Key Building Information that has been uploaded and will produce the certificate. The tower blocks will be audited by BSR before a certificate can be produced. This will then be displayed within the ground floor communal areas of all tower blocks.</p>	<p>Amber</p>
<p>8.4.10 Where a special measures order has been made, ensure that no Building Assessment Certificate relating to the building is displayed in the building.</p>	<p>Draft procedures to ensure these requirements are complied with, where necessary.</p> <p>Deliver training for all teams involved in higher-risk buildings on the regime.</p>	<p>Directorate of Place - Building Safety and Housing Management</p>	<p>2022 - 2025</p>	<p>Once a special measure order is made to the Accountable Persons as they are not meeting their duties, the Duty Holder and Fire Safety Inspector will ensure that the building Assessment Certificate is not displayed within the building.</p> <p>Note comment in 8.4.9: <i>The BSR will produce the Building assessment certificate after April 2024, they will assess the Key Building Information that has been uploaded and will produce the certificate. The tower blocks needs to be audited by BSR before a certificate can be produced. This will then be displayed within the ground floor communal areas of all tower blocks.</i></p>	<p>Green</p>
<p>8.4.11 Take the lead responsibility for coordinating the golden thread of safety information for the higher risk building as set out in paragraph 10.</p>	<p>See paragraph 10.</p>	<p>Directorate of Place - Building Safety and Housing Management</p>	<p>2022 - 2025</p>	<p>The Fire Safety Board has assumed responsibility for implementing a programme of self-assessment / audit to ensure that safety related information is available and meets the threshold for compliance at individual block level.</p> <p>A programme of desktop / site visit audits will be developed in Q4 2024/25 and rolled out in 2025/26 with outcome reported to Landlord Board and Cabinet leads as part of engendering assurance. RS</p>	<p>Amber</p>
<p>8.5 Where there is more than one Accountable Person in a higher-risk building, more complex arrangements arise. We will comply with all of our additional duties, including those to co-operate, consult and co-ordinate with other Accountable Persons and Responsible Persons for fire safety.</p>	<p>Identify and record whether there are other Accountable Persons and Responsible Persons for each higher-risk building. Where there are, consider what additional requirements are needed under the Bill in relation to the Principal Accountable Person, consulting or co-ordinating with others (for example, in relation to appointing a Building Safety Manager).</p> <p>Review information sharing systems to ensure co-ordination.</p>	<p>Directorate of Place - Building Safety and Housing Management</p>	<p>2022 - 2025</p>	<p>Following Cabinet Member approval, the Housing Landlord Programme Manager will assume the role of Accountable Person to support the Principal Accountable Person [Director of Operational Assets] with specific delivery and management tasks associated with the Council's approach to 'people, property and prevention' in the context of the management of its own in-scope buildings.</p> <p>The coordination of responsibilities between the Principal Accountable Person and the Accountable Person is undertaken via the Fire Safety Board. Terms of reference for this Board will be reviewed in December 2024. RS</p>	<p>Green</p>

<p>8.6 The Bill also makes changes to the fire safety system which places duties on the Responsible Person. Where the Council is the Responsible Person for a building regulated by the Regulatory Reform (Fire Safety) Order 2005 (FSO), we will comply with our new duties.</p>	<p>Update documents, precedents, and procedures to ensure that the Council:</p> <ul style="list-style-type: none"> Records fire risk assessments in full. Does not appoint a person to assist with making or reviewing a fire risk assessment unless the person is competent. Records fire safety arrangements. Co-operates and co-ordinates with any other Responsible Persons and Accountable Persons in line with legislative requirements; and Keeps records of relevant fire safety information. <p>Key actions include:</p> <ul style="list-style-type: none"> Review guidance on general/ specific competency requirements for persons and conduct an audit of current skills, knowledge, experience, and behaviours in the team Take steps to ascertain who the other Responsible Persons are in buildings regulated by the FSO and Accountable Persons in higher-risk buildings 	<p>Directorate of Place - Building Safety and Housing Management</p>	<p>2022 - 2025</p>	<p>In relation to PAS 8673 competency levels mentions LBH staff currently managing HRB's and our term contractors completing works adhere to the below comments: <i>'Those managing HRBs (or those appointed to do so) should have sufficient working knowledge to make informed decisions, ask intelligent questions, understand when to bring in any expert help and understand how to co-ordinate action based on this expert advice.'</i></p> <p>LBH building safety team and managers are being competent with the necessary skill in relation to PAS 8673.</p> <p>As part of the statutory engagement plan for residents living in higher risk buildings, core documents and other safety and maintenance related information will be made available to residents in simple, easy to access formats. Transparency will underpin the Council's approach to engagement and information sharing. See comments under 8.4.11 and 8.4.9 above.</p> <p>Frankham's undertake fire risk assessment for Hillingdon stock in line with the current regulations and PAS 8673. These are undertaken on a yearly basis and all recommendations are completed within a timely manner. [To include reference to the FRA standard we documented here, which includes our high-risk buildings] RS</p>	<p>Green</p>
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Action Plan: Engage and communicate with residents meaningfully about building safety for higher-risk buildings

Objective	Actions to deliver objective	Service area	Timeframe	Comments/ status	RAG Rating
<p>Engage and communicate with residents meaningfully about building safety for higher-risk buildings</p>					
<p>9.3.1 ensure residents are informed about, and are involved in decisions that concern the safety of their higher-risk building, including providing residents with relevant safety information about the building and enabling residents to request further safety information (in line with data protection legislation);</p>	<p>Develop training to relevant teams to understand what information must be provided to residents and when.</p> <p>Amend cross-departmental procedures to ensure information is communicated to residents in a timely manner.</p> <p>Where the Council is the Responsible Person for buildings regulated by FSO containing two or more sets of domestic premises, we must provide residents with relevant and comprehensible information about relevant fire safety matters. These buildings will need to be identified and tailored information provided.</p>	<p>Directorate of Place - Building Safety and Housing Management</p>	<p>2022 - 2025</p>	<p>Tailored residents 'fire safety packs' and other relevant documentation including the summary housing management offer and engagement strategy, were hand delivered to all residents by the end of March 2024. Processes are in place to share the tailored fire safety packs and other relevant documentation with all new tenants via the 'sign-up process' / "new tenant visit and to all new leaseholders via the assignment process / solicitors' enquiries.</p>	<p>Amber</p>
<p>9.3.2 implement (and share with residents) a Residents' Engagement Strategy that promotes residents' engagement and involvement in decision-making about the management of their higher risk building in relation to building safety.</p>	<p>The tenancy management team have produced a document Service Offer – High Rise Living 2021 outlining the Council's commitment to its residents. This should be reviewed in line with the requirements of the Bill.</p> <p>Produce a Residents' Engagement Strategy that meets the requirements of the Bill. Consider whether this will be</p>	<p>Directorate of Place - Building Safety and Housing Management</p>	<p>2022 - 2025</p>	<p>See above 8.4.5</p> <p>The Housing Management Offer has been reviewed and updated to reflect the changes linked to the enactment of the Building Safety Act 2022. This Offer will be the subject of ongoing review and amendment, in conjunction with residents, as detailed Regulations are implemented.</p> <p>Except for Cavenham Court, 18 Millington Road, Resident Engagement Strategies are in place across the remaining 10 blocks. See 8.42 and 8.4.4 above in relation to review and self-assessment. RS</p>	<p>Green</p>

Objective	Actions to deliver objective	Service area	Timeframe	Comments/ status	RAG Rating
Engage and communicate with residents meaningfully about building safety for higher-risk buildings					
	a new strategy, or a current strategy will be updated. The strategy should contain: <ul style="list-style-type: none"> • what information will be provided to residents • what residents will be consulted on • how residents' views will be sought • how the effectiveness of the strategy will be measured. 				
9.3.3 establish and operate a complaints system which ensures residents' safety concerns are heard and dealt with.	Once regulations are published, develop, and implement a new complaints system. Consider whether this will be separate or part of the current complaints system and how cross-departmental working will need to be amended.	Directorate of Place - Building Safety and Housing Management	2022 - 2025	The role of complaints is reflected within the statutory engagement plan as part of demonstrating that 'the voice of residents' will be heard and acted upon. A complaints process has been developed which captures 'safety related concerns' at individual block level has been developed and promoted via the Housing Management offer. To date no complaints have been received via the new complaints process. As part of refreshing and reviewing the current Engagement Strategies with reference to published good practice and the BAC assessment criteria [see above] opportunities will be explored to raise the profile of online reporting of 'safety related concerns' to residents living across the tower block portfolio. RS	Green
9.3.4 clarify our responsibilities and residents' responsibilities to ensure their homes remain safe, including implementing and where necessary, enforcing, the three new safety-related obligations on residents to help them to play their part: and	Consider how the Council will communicate with residents regarding their new responsibilities. Implement new procedures for issuing Contravention Notices and applications for access to premises. Consider whether any amendments to the Council Tenancy Handbook or related documents should be made to reflect the proposed new tenant statutory duties.	Directorate of Place - Building Safety and Housing Management	2022 - 2025	New and existing landlord and tenant responsibilities are clearly set out in the housing management offer to residents living in higher risk buildings. Supporting the delivery of the offer will be more detailed operational practices which support staff in effectively enforcing rights and obligations. Regulations are awaited following enactment of the Building Safety Act 2022. The Sect 38 Building Safety Act 2022 (BSA) gives Accountable Persons (APs) the power to issue contravention notices to residents and owners of residential units who breach their building safety duties. APs can also request access to premises to carry out their duties. If necessary, a County Court can grant an order for access. APs can issue contravention notices if they believe a resident or owner is: <ul style="list-style-type: none"> • Causing a building safety risk • Interfering with a safety item • Failing to comply with a request for information • The notice requires the recipient to remedy the breach or pay a sum within a specified period • If the recipient is not the owner, the AP must provide a copy of the notice to the owner Operational practices will be documented and brought forward by the end of Q1 25/26 in relation to the use and progression of Contravention Notices. Consideration will also be given to introducing Estate Regulations, developed in conjunction with Legal Services, for consultation with Leaseholders. If implemented, they will assume the status of 'express lease conditions' and support the Council in 'levelling up' obligations between tenures to support a more uniform and robust approach to enforcement. Consultation with leaseholders in higher risk buildings will take place in 2025/26 RS	Amber
9.3.5 ensure relevant tenants and leaseholders are aware of the new implied terms relating to building safety and consult on and implement new provisions for the Building Safety Charges in respect of costs incurred in connection with building safety measures.	Consider amends to relevant leases to explicitly set out the new implied terms.	Directorate of Place - Building Safety and Housing Management	2022 - 2025	Leasehold charges are referenced in the housing management offer. The proposals within the Building Safety Bill associated with leasehold accounting and charges were 'watered down' following the enactment of the Building Safety Act 2022. Leaseholders will be updated on the extent of charges which can be passed on and the statutory safeguards which are in place once Regulations are issued. Request made to	Amber

Objective	Actions to deliver objective	Service area	Timeframe	Comments/ status	RAG Rating
Engage and communicate with residents meaningfully about building safety for higher-risk buildings					
	Introduce the new Building Safety Charge in accordance with the new Schedule 2 of the Landlord and Tenant Act 1985 and update service charge procedures accordingly.			Legal Services 3.9.24 on the extent of any Guidance issued in relation to revised charging arrangements. RS	

Action Plan: Establish systems and share building safety information with the Regulator and others

Objective	Actions to deliver objective	Service area	Timeframe	Comments/ status	RAG Rating
Establish systems and share building safety information with the Regulator and others					
10.4.1 During the design and construction phase: (a) As a client, take all reasonable steps to ensure that the Principal Designer or Principal Contractor: i. Before the construction phase begins, establishes, and thereafter operates and maintains an effective Mandatory Occurrence Reporting System to enable those on the site or in the building to report safety occurrences to the Duty holder(s). ii. Takes reasonable steps to ensure that those on the site or in the building know how to use the Mandatory Occurrence Reporting System and can identify which safety occurrences to report before they start work or enter the site; and iii Reports certain safety occurrences to the Regulator within the prescribed timescales. iv. Ensures an appropriate frequency of inspections for safety occurrences throughout the construction phase. (b) As a Principal Designer or Principal Contractor, we will take responsibility for the duties set out in paragraphs 10.4.1(a); (c) As a client, submit key building information to the Regulator and others in accordance with regulatory requirements.	Establish a Mandatory Occurrence Reporting System in cases where the Council will be the Principal Designer or Principal Contractor. Train staff to identify when and how to use the system. Embed procedures to report "key building information" to the Regulator in accordance with The Building (Higher-Risk Buildings) (England) Regulations [2022]. There will be prescribed information (listed in those regulations) which must be uploaded to the Regulator's online portal and shared with others before the occupation period begins. Where the Council is the Client and other persons take the role of Principal Designer or Principal Contractor, consider what the Council will need to assure itself that the Principal Designer or Principal Contractor can comply with the Mandatory Occurrence Reporting Requirements.	Directorate of Place – Capital works and Building Safety	2022-2025	Update August 2023 A Principal Designer and Principal Contractor are appointed for all construction applicable projects in accordance with the Construction Design and Management Regulations 2015. Any mandatory occurrence reporting required by law will be undertaken and systems set up for its use and any relevant reporting to the Regulator. Principal Designers and Principal Contractors shall be responsible for their duties as set out in legislation and any contractual requirements.	Amber
10.4.2 Introduce and comply with a system of voluntary reporting of information about building safety to promote a positive culture within safety management systems.	Once further regulations are issued, review current procedures, and amend as necessary so there are clear processes for when and how to voluntarily report certain issues to the Regulator.	Directorate of Place - Building Safety and ICT	2022-2025	New Regulations will be added to this document and circulated with all to implement to the correct areas. No additional regulations have been provided to date.	Green

<p>10.4.3 During the occupation phase, we will establish, oversee, and comply with a Single Mandatory Occurrence Reporting System and process, capture and report certain fire and structural safety issues to the Regulator.</p>	<p>Establish a Mandatory Occurrence Reporting System, to be operated by the Building Safety Managers. This is likely to require new information systems.</p> <p>Deliver training to all those whose role means they may need to make a report.</p>	<p>Directorate of Place - Building Safety and ICT</p>	<p>2022-2025</p>	<p>There is no requirement for a Building Safety Manager who would manage this action. Under Review with the Building Safety Advisor.</p> <p>Comments from the HSE website: Provide an overview of your organisation's mandatory occurrence reporting system, as defined in the legislation. Include:</p> <ul style="list-style-type: none"> • how this has been communicated to, and arrangements for liaison with, other accountable persons • the arrangements for reporting required occurrences to BSR • a summary of any reports in the period since the building safety case was last submitted to BSR. If this is your first assessment, cover the period since the duty came into effect. The summary should include any learning points or remedial actions identified from the incident 	<p>Green</p>
<p>10.4.4 As the Client for any HRB work and also during the occupation phase, take the lead responsibility for coordinating the golden thread of safety information for the building, keeping it updated, ensuring it is accurate and accessible and meeting our responsibilities in providing golden thread information to other parties.</p> <p>Page 27</p>	<p>Make arrangements for an electronic system/ facility to be created and maintained by the Client (or someone on their behalf) for the purpose of holding the golden thread information. The exact requirements for the golden thread are yet to be published by the Government but its policy intentions are set out in "Building Regulations Advisory Committee: golden thread report."</p> <p>As the Client, develop procedures for handling this over to the relevant person in occupation so that building owners have to hand well-documented and accurate evidence of their risk assessments and safety arrangements, as well as the documentation supporting these. In many cases, this is likely to be one department in the Council handing over information to another.</p> <p>Develop procedures for persons involved with the higher-risk buildings to maintain any golden thread information in the electronic system.</p> <p>Develop procedures to ensure the required information is stored on the facility and uploaded within the required timescales and that the system is kept up to date.</p>	<p>Directorate of Place - Building Safety and ICT</p>	<p>2022-2025</p>	<p>Electronic system are in progress.</p> <p>Building Safety update: The below documents have been created and will be hand delivered by the high-rise tenancy officers to ensure everyone has received and understood</p> <p>Building Safety pack for tenants Stay Put Policy document- Fire Doors Policy document Building Safety case</p>	<p>Green</p>

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FIRE DOOR INFORMATION FOR RESIDENTS

Fire Doors are a vital part of your building's 'passive fire resistance' – this is a blanket term for measures 'built-in' to your home and the building it is situated in that are designed to stop fires from spreading.

What are fire safety doors and their role?

Flat entrance doors form an integral part of a protected box or fire compartment. They are one of the most important features of a building's fire precautions and have two key functions:

- To stop a fire inside a flat spreading to the communal parts of the building and preventing residents from escaping via the corridor or staircase
- To stop a fire in the communal areas of a block spreading into a flat where residents may be sheltering until the fire and rescue service arrives

Fire doors to stairways and lobbies and in communal corridors are designed and positioned to keep communal areas free from fire and smoke. These areas can then be safely used by residents and who might need to leave the building during a fire. They also assist the fire and rescue service during firefighting operations.

Your building operates a "stay put policy." It is therefore especially important that all flat entrance doors can prevent a fire spreading throughout the building.

The Council, as your landlord and building manager, has several statutory duties in connection with fire doors. The two key duties are set out below:

- It must provide information to all residents in connection with fire doors and
- It must undertake routine checks of fire doors to ensure that they are operating correctly and can fulfil their intended purpose.

What the Law Requires

The Regulatory Reform (Fire Safety) Order 2005 (as amended) and The Fire Safety Act 2023 requires that there are suitable fire precautions in place to ensure that the common parts are safe to use as a means of escape in the event of fire. The appropriate fire precautions are determined by carrying out a fire risk assessment.

The Council has undertaken Fire Risk Assessments of your building which enables it to deal with and manage all risks identified.

One of the most important measures to safeguard the means of escape from fire are fire doors. Our fire risk assessments have already identified the doors in question and, following a comprehensive door replacement programme, the Council are satisfied that the doors are adequate to resist the spread of fire and smoke into, or within, the common parts.

As with all fire safety measures, fire doors need to be kept in good working order and in good repair. Wear and tear can result in defects. Therefore, the Council must ensure that such defects do not undermine the ability of the doors to prevent fire and smoke spread.

Your responsibilities

Residents have a key role to play in ensuring that, if there is a fire in their flat, the flat entrance door presents as an effective barrier to the spread of fire and smoke into the common parts. You should not interfere with self-closing devices and ensure that any defects in the door receive prompt attention by reporting defects to the Council repairs team online to schedule a repair.

Fire Regulations require the Council as your landlord and building manager to inform you that:

- Fire doors should be kept shut when not in use
- Residents or their guests should not tamper with self-closing devices; and
- Residents should report any fault or damage immediately to the Council's Repairs Service:
 - www.hillingdon.gov.uk/emergencyrepairs
 - www.hillingdon.gov.uk/non-emergencyrepairs
 - 01895 556600

Routine Checking of Fire Doors

The Council is committed to implementing the recommendations of the Grenfell Tower Public Inquiry in relation to routine checking of fire doors given their importance in ensuring the safety of residents.

The council will therefore:

- Use best endeavours to check all flat entrance doors at least every 12 months. The council will need access to each flat so that the door can be checked on both sides. Arrangements will be made with residents in advance to carry out these checks

- Carry out checks of any fire doors in communal areas at least every three months
- Keep a record of the steps taken to check flat entrance doors including any case where access to a flat was not granted during any 12-month period. This will include the process of legal action where access is not granted to the Council for the purpose of survey and inspection., the steps you have taken to try to gain access.

Flat Entrance Doors

In relation to flat entrance doors the Council will:

- Check the resident has not replaced a fire-resisting flat entrance door with a new, non-fire-resisting door.
- Ensure there is no damage to, or defects in, the door or frame that might affect the ability to resist the spread of fire or smoke.
- Ensure there is an effective self-closing device. This is especially important. A fire door that does not close fully into its frame will not adequately hold back fire and smoke. It is important to check that the door will close fully into its frame when opened to any angle and allowed to close under the action of the self-closing device.

Doors to stairways and lobbies and doors within corridors

These doors are subject to greater wear and tear and potential for damage compared to flat entrance doors. They must therefore be examined more regularly. While the Fire Safety (England) Regulations require that they be checked every three months, it is a simple matter for them to be monitored by the Council on an ongoing basis when any other checks in the common parts are carried out or the building is visited.

Some corridor and lobby doors might be held open on magnetic door hold-open devices. Such doors are linked to smoke detectors which would cause the door to close on activation.

Fire door checks are vital in making sure your home and the block in which you live is safe for residents. The checks are not a substitute for periodic assessment of fire doors by fire safety specialists. However, the simple fire door checks set out in this guide and the reports which residents raise with the Repairs Service will enable the council to proactively identify defects that prevent a fire door from doing its job and ensure they are swiftly rectified.

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High Rise Blocks Evacuation Strategy

‘Stay Put’ Policy

Following extensive fire safety upgrade work within your building, including new fire doors, smoke alarm systems, emergency lighting and the installation of a fire sprinkler system, your building is considered to be **LOW RISK**.

As your landlord and building manager, the Council’s guidance to all residents living in the building is to stay put unless your flat is being affected by fire or smoke. This guidance is based on the fire protection provided in your building. Although fires in flats do take place they rarely spread beyond the flat where the fire started. By staying put you reduce the risk of entering a smoky corridor unnecessarily and potentially being overcome by smoke.

What is the ‘Stay Put’ policy?

The **‘Stay Put’** policy encompasses purpose-built flats in buildings. Where residents are not in an area directly impacted by fire should stay inside their purpose-built flat with doors and windows shut.

When a fire occurs within your purpose-built flat, or in a common part of the building, you are advised to leave the premises and call the fire and rescue service.

Residents who are not directly affected by the fire should remain in their flat unless and until told otherwise by the fire and rescue service. Those residents who wish to leave are not legally required to stay put, but this would be contrary to the Council’s policy.

Why is it used?

There are several reasons why the ‘Stay Put’ approach has been adopted for your building as an evacuation process.

Firstly, where concrete floors and walls are used to construct homes along with compliant fire doors, it creates a protective ‘box’ or compartment against fire, ensuring that it is contained and enabling the fire and rescue service to have the time to extinguish the fire. Whilst concrete might be unsightly to look at, it has very good fire-resistant properties which limits the transfer of heat and provides structural integrity for longer periods of time.

Secondly, for firefighters to do their job safely and quickly, clear corridors and stairwells help significantly. If people can be kept safe from fire by the compartmentation of their individual flats, fire and rescue services can focus their efforts on extinguishing the fire without the immediate need for large scale evacuation or panic by residents.



The Council's clear guidance is for residents to stay put unless their flat is being affected by fire or smoke. This guidance is robustly supported by the active and passive fire protection provided in your building. By staying put you reduce the risk of entering a smoky corridor unnecessarily and potentially being overcome by smoke.

If you would like to discuss any aspect of the **stay put** policy to your building, please do not hesitate to contact your Tenancy Management Officer.



Building Safety Case

Building Name	Fairlie House
Construction date	1965-1974
Building Owner	London Borough Hillingdon- Place Building Safety team
Building Type	General Residential- High Rise
UPRN (Unique Property Reference Number)	RBL240618
Address	1-72 Fairlie House Pantile Walk Uxbridge Middlesex UB8 1LY
Block Assessment- Gov website	LOW
Report written Building Safety Officers	Michael Emmett – Alana Martin
Version	3: September 2024

Internal Sign off details			
	Name	Date	Signature
Principle Accountable Person	Gary Penticost	22/09/2024	
Accountable Person	Rod Smith	22/09/2024	

This report is to show how and why the building is safe and of a good standard to ensure these are safe for residents living within the High-Rise Residential building.

All the information used to manage the risk of fire spread and structural safety. The safety case will need to report the current and ongoing safety of the building. All the things we do to stop or reduce the impact of fire spread and impact of structural failure. That we have the necessary measure in place to Prevent, Control and Mitigate the risks.

Building Information

Fairlie House comprises 9 floors above ground floor with 72 general needs flats. Each floor from level 1 to 9 has 8 flats per floor. There are 2 lower levels, -1 comprises of storage areas for the tenants and the water tank room and -2 is the basement that provide access to the bin store room, storage areas for tenants and brings you into the shopping centre basement. The basement is managed by the Pavillions shopping centre.

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The building is constructed using precast concrete and features decorative panels made of Glass Reinforced Concrete (GRC), as well as a pebble dash render to all 4 facades. The ground floor of the building serves as the main entrance from the shopping centre and houses various facilities, including a main foyer with a sprinkler system panel, staircases and 2 lifts accessing all floors. No general needs flats are located on the ground floor, -1 and -2. A central staircase provides access to all floors, while two lifts serve all floors including -1 and -2. Chute rooms connect the upper floors to the bin store that is located in the basement. The lift motor room is situated on the flat roof.

This building is part of a larger complex, you can access the shopping centre and additional tower blocks these are controlled via secure fob entry. The building has a height of approximately 29 meters.

Building fire safety strategy

Stay put (Defend in place)

Occupancy

72 flats as of September 2023 this is broken down to 67 LBH (London Borough of Hillingdon) tenanted dwellings and 5 Leaseholders.

Block plan

Please see appendix A:

Construction and External Wall details

Date of construction between 1965-1974. The building construction is concrete and brickwork with two facades have GRC (Glass reinforced concrete) decorative over-clad panel and pebble dash render. The over clad system comprises a 40mm tissue faced Phenolic insulation board, this is bonded to the existing concrete facade with a trowel applied adhesive compound. The render incorporates a 10-15mm reinforced mesh pebble dash finish. The windows across the building are all double glazed and were replaced in 1999.

Internal wall

Including internal wall construction and the paint covering fire rated class 0 Hubden paint throughout. Refuge store FD30s full 3rd part certificate fire doors, external ventilation wall.

Fire Doors Specification

The building is equipped with fully accredited third-party approved front entrance doors for all 72 residential units. These doors are specifically designed to prevent the spread of fire and smoke, providing a minimum of 30 minutes of fire resistance per door set. They have undergone comprehensive testing as complete fire door sets, and we possess the primary test evidence to support their effectiveness.

The installation of these doors has been carried out by Gerda TRADA trained engineers, ensuring proper expertise and adherence to safety standards. To further guarantee the quality of our fire doors, our direct labour organisation (DLO) has undergone TRADA training. This training enables them to assess fire doors and perform any necessary remedial work to a competent standard.

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In addition, our tenancy officers have received fire door training in April 2023. This training equips them with the necessary knowledge to identify and report any defects or issues related to fire doors, ensuring that they are promptly addressed and maintained in optimal condition.

Communal Fire doorsets: Replaced in 2018

These fire doors undergo quarterly servicing conducted by our TRADA qualified repairs operative. Any necessary remedial work is carried out on-site whenever possible, and return appointments are scheduled to ensure that the fire doors are fully operational and meet safety requirements.

The fire doors play a crucial role in our horizontal escape routes. To enhance safety, all communal doorsets are equipped with vertical glazing. This feature allows individuals to view the compartmentation they are heading towards and assess whether it is safe to enter in case of an emergency.

Residents fire front entrance doorsets: Replaced in 2018

The front entrance doorsets of the residents undergo annual servicing by our high riser tenancy officers. Any required repairs are completed by our TRADA qualified repairs operative by scheduled appointments to ensure that the fire doors are fully operational and compliant with safety regulations.

Sprinkler system: Installed 2023

In 2023, the installation of a sprinkler system was completed at Fairlie House. Each dwelling within the building now has a sprinkler system installed in the kitchen, living room, and bedroom areas. The communal corridors are also equipped with sprinklers, but they are not installed within the escape staircase.

The sprinkler system is connected to an external generator for power supply. To ensure an adequate water supply, the system is connected to tanks that hold sufficient water reserves. These tanks are also connected to the main water supply of the building. Regular servicing of the sprinkler system is conducted every six months by our term contractor.

The sprinkler system panel is connected to a remote monitoring system. If the system is activated due to a fire, it will automatically notify the fire brigade. The sprinklers are designed to activate in the event of a fire, providing water to extinguish the fire and protect the affected area.

During the handover process, we conducted a walkthrough with the local fire brigade stations to familiarize them with the location of shut-off points and other relevant information. This ensures efficient coordination in emergency situations.

In addition to the LBH maintained sprinkler system, the Pavillions basement has a sprinkler system included to and this is extended into the 12 level storage areas and bin store room. This servicing is completed by the Pavillions contractors 6 monthly.

Automatic opening vents (AOVs)

Fairlie House is equipped with automatic opening vents (AOVs) located within the communal areas. These AOVs are strategically positioned at the ends of the corridors, with 2 vents per floor. Each AOV (Automatic Opening Ventilation) is connected to an individual smoke detector

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within the communal areas. In the event of a fire, when the smoke detector is triggered, the AOVs will activate, providing ventilation and preventing the accumulation of smoke.

To ensure their proper functioning, the AOVs are serviced quarterly by our term contractors. Any necessary repairs are promptly undertaken to maintain their reliability and effectiveness.

In the upcoming financial year 2024-25, we are in the process of preparing tender specifications for the upgrade of the AOVs. This initiative aims to enhance the performance and capabilities of the ventilation system, ensuring optimal safety measures for the residents of Fairlie House.

Fire risk Assessments: Annual

At Fairlie House, we conduct fire risk assessments on an annual basis. These assessments thoroughly evaluate the fire safety measures and identify any areas that require improvement or attention.

Electrical: Later and rising mains replaced in 2021 and LD1 and consumer units in 2022-23

We have successfully replaced the lateral and rising mains, resulting in improved fire safety, efficiency, and reliability within the building, these were replaced in 2021. As part of ongoing upgrades, fire rated consumer units have been installed in individual tenanted dwellings, further enhancing safety measures.

In addition to fire rated consumer units to tenanted properties, we have also taken additional precautions within both tenanted and leasehold properties. LD1 fire upgrades have been implemented, which include heat or CO2 detection systems installed in all rooms, apart from the bathroom. This decision was made following a consultation with the London Fire Brigade and in consideration of the sprinkler system installation.

The purpose of this additional detection is to provide localized smoke detection that can alert the tenant to a fire before the sprinkler system is activated.

These measures collectively aim to provide early warning and enhance fire safety within the building, ensuring the well-being and protection of the residents.

Lifts: Replaced 2023

There are 2 lifts within Fairlie House that were replaced to BS EN81:73 in 2019. They serve all floors from ground to level 9. These are not firefighting or evacuation lifts, but the fire brigade can control the lifts via a firemans drop key. These undergo monthly servicing.

Security

Fairlie House is equipped with an access control system that regulates entry to the main entrance door. Additionally, a CCTV system has been installed both 10 externally and 3 internal within foyer area. In addition to this we have roof hatch cameras and 2 cameras locates on the roof. This system was implemented and is connected to a control centre located in the Civic Centre.

Communal areas

On the ground floor of Fairlie House, you will find the main foyer areas, this only provide access to the central stair case and the lifts, there is the sprinkler system panel and duplicated of the PIB box. On floor 1 to 9 within the communal areas there are shared bin chute rooms that are protected with FD30 fire doors. From level 4 you can gain access over to a shared rooftop garden areas, this is only shared with LBH tower block The Goulding's. In addition to the garden room there is a lounge room that is accessible for the sheltered scheme tenants within the Goulding's. On -1 level there are storage areas that are allocated to a tenant for use -2 level provides access to the basement and parking areas. There is an additional escape route from level 1, this bring you out into open air on the roof of the shopping centre, following the green floor this will bring you to the granges car park that provides residents with 3 escape routes to follow leading them to ground floor safety.

The bin chutes in the building have their own fire doors for additional protection. These fire doors are communal and are designed to provide a minimum of 30 minutes of fire resistance. This helps to contain any potential fire incidents within the designated areas and prevent the spread of fire throughout the building.

Assembly point- Please see appendix B: Location in green.

Fire Risk Assessment Prioritisation Tool: Tire 5 (Very Low)

In line with government guidelines and collaboration with the National Fire Chief Council, we have employed the Fire Risk Assessment Priority Tool to evaluate fire risks. After conducting the assessment, Fairlie House has been assigned a score of 5, placing it in Tier 5 as a category of Very low risk. It should be noted that the lower the score, the lower the risk within the building.

Risk assessment of occupants

From the month of August 2023, we currently have 9 residents who fall under Category 1 and would require immediate evacuation assistance. This category includes individuals who require rescue by 3 or more fire fighters, need additional equipment (e.g., bariatric person, wheelchair users, stretcher users), or require medical assistance.

Additionally, we have 1 residents who fall under Category 2, necessitating assistance from 2 or less fire fighters. In this category, no additional equipment is required, and it encompasses individuals with conditions such as visual impairment, hearing impairment, or cognitive impairment. However, these residents are still mobile.

We conduct a quarterly review of these categories and their associated residents through our High-Rise Tenancy Officers. For further details, please refer to Appendix C.

Fire Signage

At Fairlie House, we have implemented Wayfinder signage on each floor within the escape staircase, indicating the floor numbers. To further enhance this system, we have placed orders for additional signage that will indicate the flat numbers on the Wayfinder signage. These new signs are scheduled to be installed by March 2024.

In addition to the Wayfinder signage, we have green fire signage strategically placed on each floor, guiding residents to the nearest fire escape routes. Furthermore, on every floor, we have prominently displayed signs stating, "do not use lift in even on a fire" and "keep closed fire

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door" on all communal doors. These signs are regularly reviewed during the weekly walkabouts conducted by our high-rise tenancy officers. If any signage is found to be damaged, defaced, or removed, it is logged, and repairs are promptly carried out. As part of our ongoing improvement efforts, we are gradually replacing the glue-based wall attachments of the signs with secured fittings. This replacement process will be completed by the end of October.

Emergency Lighting: Installed in 2018

To ensure the safety of residents in the event of a fire or mains failure, we have installed an intelligent emergency lighting system in all communal areas of Fairlie House. This includes the staircase, bin chute rooms, boiler plant rooms, lift motor rooms, and water tank rooms. This system provides 9 hours of emergency lighting, illuminating the escape routes and ensuring visibility for both the London Fire Brigade (LFB) and tenants who may need to evacuate the floors. The system is installed using fire resisting cable and incorporates a remote monitoring feature. Any defects are promptly reported to us, and we are immediately alerted when the system switches to emergency lighting mode.

Fire Brigade Access

Fairlie House has a secure information box located outside the main entrance. This box contains detailed floor plans of the building, including the locations of the shut-off switches for the sprinkler system. Access to the plant rooms is restricted and can only be obtained through the Gerda master key system, which is carried on every fire tender. The information box also contains key contact information for authorized contractors and emergency repairs outside of regular hours. Additionally, it includes a record of tenants who may require assistance from the fire brigade to evacuate the building, categorized into Cat 1 and Cat 2. The floor plans and details of the external wall system have been uploaded to the London Fire Brigade's online portal. The main entrance is easily accessible to the fire brigade without any obstructions.

Dry Risers

Fairlie House is equipped with dry risers on each floor, starting from the 1st floor. These risers are serviced alternately in wet and dry conditions every 6 months. The inlet valve is conveniently labelled and located in close proximity to the entrance doors in the basement.

Lightning Protection

A lightning protection system made of copper has been installed on the external walls of Fairlie House. This system undergoes regular servicing by our contracted term contractors every 11 months, following the guidelines set by BSEN62305 to ensure compliance. The lightning protection system plays a crucial role in providing low-resistance paths to earth for lightning currents, redirecting them safely to the ground. This is essential in preventing a fire in the event of a lightning strike. Any necessary remedial work identified during the 11-month servicing is promptly carried out to maintain the system's effectiveness.

Gas

All flats within Fairlie House are connected to the communal gas supply. They operate a 24 hour call out service for any break downs. The boiler room is located within the basement of the larger complex.

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Gas and electrical L/H certification

We are currently seeking to align aspects of compliance between tenants and leaseholders to ensure a uniform approach across all tenures / occupation arrangements in our high-rise blocks.

Management of Building

The Housing Management Service, in conjunction with residents, have developed and implemented a Housing Management Offer across the Council's high-rise building portfolio. This offer has introduced:

- A more intensive approach to housing management with two dedicated Tenancy Management Officers as a key point of contact who are well trained with appropriate levels of management oversight to ensure they are doing the right thing at the right time to the expected quality threshold
- Regular inspections of the shared areas of the building in addition to a regime of property inspections and flat entrance door checks
- Improved levels of customer insight gathered on the occupiers of 'higher risk buildings' to ensure that any presenting risks can be managed and mitigated
- Changes to the Council's Approved Social Housing Allocation Policy to restrict access to new tenants who cannot self-evacuate from the building within a reasonable timeframe and the assessment and move-on of existing tenants who are unable to meet this threshold
- A structured approach to engaging with residents on building safety matters and building safety decisions linked to a resident engagement strategy which seeks to encourage participation in the management of the building and improve the effectiveness of communication with all occupiers who are aged 16 years or over
- Clear guidance for 'staying put' and carrying out partial or total evacuation of the building following direction by the fire and rescue service
- Awareness of the rights and obligations of all households who reside in 'higher risk buildings' including tenants, resident leaseholders and those who rent their home from a leaseholder
- The concept of a social contract between the Council and all occupiers of high-rise buildings which not only sets out the Council's responsibilities, but the obligations placed on residents to ensure they are 'fire aware' and 'fire safe'
- Greater levels of financial and safety related prescribed information to tenants and leaseholders including tenants exercising their Right to Buy and to prospective leaseholders who are looking to purchase an existing leasehold interest in a high-rise building
- Establishes and documents a clear list of building safety costs which the law says can be passed onto leaseholders alongside the statutory protections regarding such costs
- Establishes a new Complaints system dedicated to 'high rise living' and building safety concerns

Taking a 'whole building approach' to fire safety necessitates the need to be more transparent, develop new relationships and improve existing ones with every household across the 10 high-rise buildings. The Council is committing to more contact with residents, more inspections, more information sharing and improved channels of communication. The Council knows that the people living in our high-rise blocks are our greatest source of intelligence about the

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buildings and must be listened to. Within its Housing Management Offer the Council is keen to 'get the balance right' between safety, intrusion, and cost.

Caretaking is on site 5 days a week and report any defects and clear/report communal areas. This includes weekend bin rotation.

Residents Fire Safety Packs

We have provided customized information packs to all residents, containing crucial details about key areas within their building. The purpose of these packs is to ensure that residents are aware of the safety features in their building, giving them confidence and encouraging them to report any damages they may notice. Each pack is specifically tailored to the corresponding block and includes key contacts for reporting concerns, specific escape routes from each flat, block-specific details, advice on appropriate actions during emergencies, instructions regarding the "stay put" policy, and information about fire doors.

Electrical charging in communal areas

It is strictly prohibited to store any items, including charging mobility scooters and e-bikes, in the communal walkways. The responsibility for managing and monitoring this policy lies with the high-rise tenancy officers, who conduct weekly walk rounds to ensure compliance.

Ongoing maintenance

We maintain internal records of safety inspections and maintenance performed on shared systems. These records are diligently kept providing evidence of compliance history.

Servicing Area	Intervals	Term Contractor or in house repairs
Emergency Lighting	Monthly servicing and 6 hours drain down annually	Remote monitoring testing completed
Fire Risk Assessment	Annual	Term Contractor
Automatic Opening Vents	Quarterly	Term Contractor
Fire Extinguishers	Annual	Term Contractor
Dry Risers	6 Monthly	Term Contractor
Lightning Protection	11 Month	Term Contractor
Sprinkler System	6 Monthly	Term Contractor
EICR- Communal and dwelling	5 yearly	Term Contractor
Passenger Lifts	Monthly	Term Contractor
Ventilation	6 Monthly	Term Contractor
Communal Fire Doors	Quarterly	In house repairs team
Front Entrance Doors	Annually	High Rise Tenancy Officers
Gas	Annually	Term Contractor
CCTV	6 Monthly	Term Contractor
Asbestos	Annual	Term Contractor

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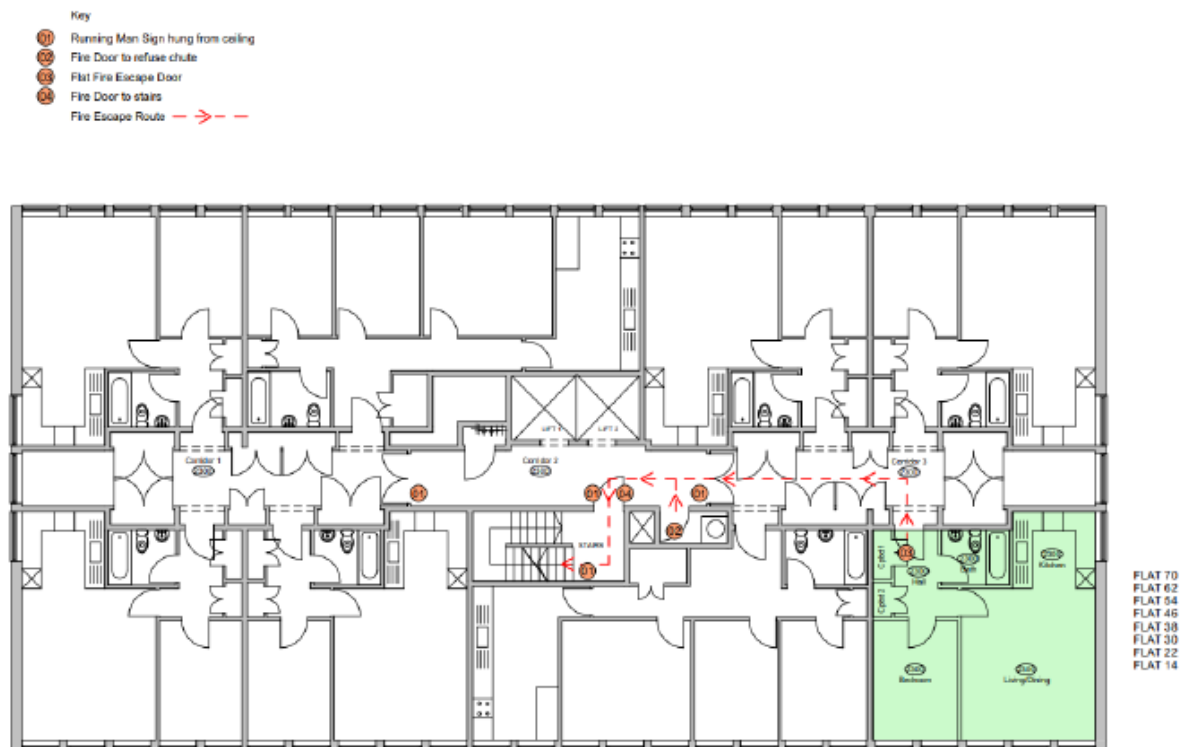
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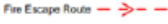
Continual improvements:

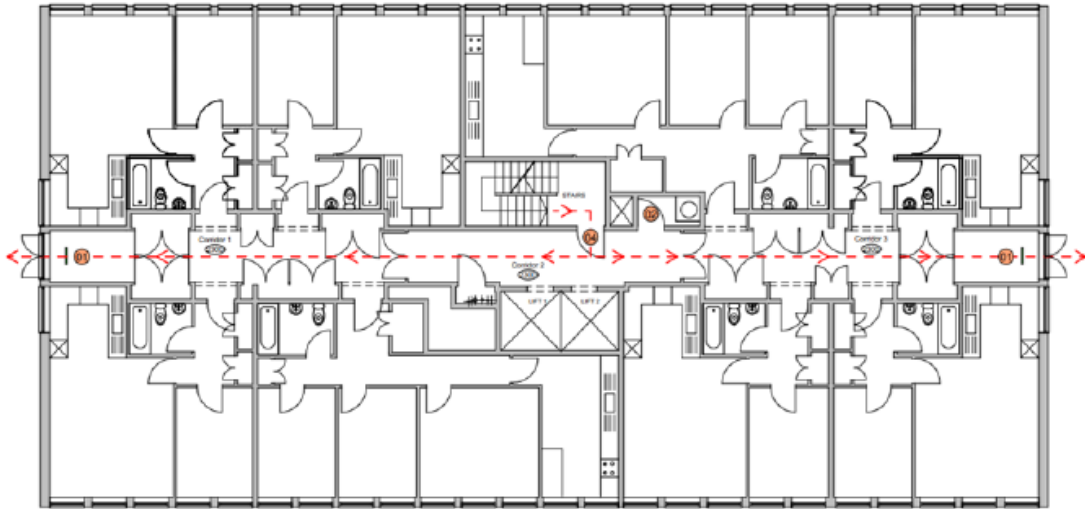
Building safety is a continuous process that requires regular review and prompt adaptation. We have implemented a yearly planned review to ensure that any necessary updates are made promptly. In the event of any changes, this document will be urgently updated with all relevant information.

Appendix A:

Will be added following the receipt of the resident fire safety packs



- Key
-  Running Man Sign hung from ceiling
 -  Fire Door to refuse chute
 -  Flat Fire Escape Door
 -  Fire Door to stairs
 -  Fire Escape Route - - - - -



01 Fire Escape Route First Floor
1:100

Appendix B:

Site location plan and assembly point in green.



Appendix C:

Cat 1 Red- Person requiring rescue by 3 or more fire fighters and/or additional equipment e.g. bariatric person or wheelchair user or requires stretcher or medical assistance.

Cat 2 Orange - Person requiring rescue or evacuation by 2 or less fire fighters with no additional equipment required. e.g. visual impairment, hearing impairment or cognitive impairment but mobile.

9th Floor	65	66	67	68	69	70	71	72
8th Floor	57	58	59	60	61	62	63	64
7th Floor	49	50	51	52	53	54	55	56
6th Floor	41	42	43	44	45	46	47	48
5th Floor	33	34	35	36	37	38	39	40
4th Floor	25	26	27	28	29	30	31	32
3RD Floor	17	18	19	20	21	22	23	24
2nd Floor	9	10	11	12	13	14	15	16
1st Floor	1	2	3	4	5	6	7	8
Basement		Electrical intake Room						

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Housing Management Strategy for occupied Higher Risk Buildings

Draft - February 2025 v0.01





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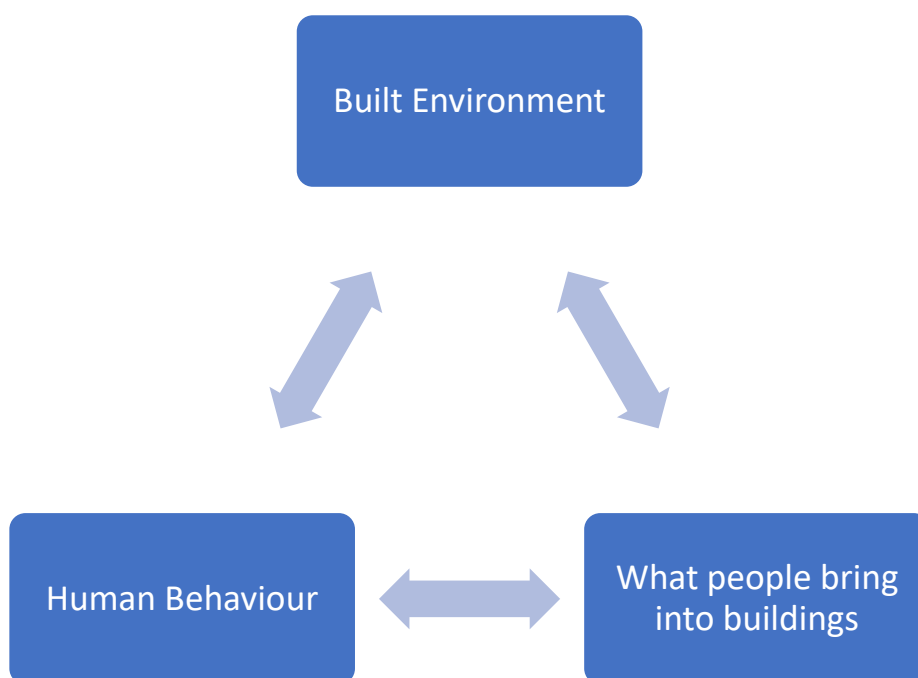
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1.Introduction

1.1 Aims of the Strategy

This document sets out the approach by the Housing Management Service in making an effective and compliant contribution to the Council’s Building Safety Policy in the context of occupied higher risk buildings within its ownership and management. These buildings are set out in Appendix 1 – Schedule of Higher Risk Buildings. This Strategy, and the accompanying Delivery Plan, has been developed to ensure that the Council is fully compliant with the Building Safety Act 2022, the Social Housing Regulation Act 2023 and other legislative and regulatory obligations which at their heart are designed to ensure that our residents are ‘fire safe’ and ‘fire aware’.

The Strategy details how the Service dovetails through a whole organisation approach to ensuring that people and property across our in-scope buildings are effectively managed so that our residents are kept safe. The Strategy picks up on and takes forward the twin tracking of operational practices which have a clear focus on ‘people’ and ‘property’ in the context of fire safety. This strategy supports our work in delivering compliant buildings but has a clear focus on ensuring our residents are safe. This necessitates proactive management activity aligned to what people bring into our buildings and how they behave. **In this Strategy, compliant buildings are viewed as the ‘safety net’ when behavioral risks are not effectively mitigated.**



1.2 Scope of the Strategy

This Strategy applies to staff groups across the Housing Management Service and is applicable to all Council owned high-rise residential blocks as defined in the Building Safety Act 2022. This currently defines high-rise buildings [also referred to as ‘higher risk’ or ‘in-scope’ buildings] of 18m+ in height or 7+ storeys. This includes both tenanted and leasehold stock.

It is anticipated that in future years the buildings that are within the scope of the Act may change (for example to include buildings over 11m+ in height) and this strategy will be reviewed and updated accordingly to ensure it remains fit for purpose.

Based upon the current requirements of the Act, this Strategy applies to 11 council owned and managed occupied 'higher-risk residential blocks as of January 2025.

1.3 Principles of the Strategy

Key drivers for the delivery of the Strategy are:

- To ensure the safety of all residents, irrespective of tenure or occupation arrangement, living in the Council's high-rise residential buildings
- To make an effective contribution to the Council's Building Safety Policy in the context of legislative compliance applicable to occupied high-rise residential buildings
- To ensure that residents are involved in decisions regarding 'safety related matters' associated with their homes and the buildings in which they live and
- To ensure a positive communication culture based upon transparency and treating residents with respect and which values their feedback

1.4 Housing Management Safety Management System

As part of fulfilling its role as outlined in this Strategy, the Housing Management Service will adopt a simple management system for managing the safety risks it has direct responsibility for. This system will be based on the 'Plan, Do, Check, Act' approach. This model covers:

- **Plan** – determine your policy and plan for implementation
- **Do** – assess risks and implement your plan
- **Check** – measure performance
- **Act** – review performance and act on lessons learned

1.5 Key objectives of the Strategy

To achieve the principles of the Strategy, the Housing Management Service is committed to:

- Improving the effectiveness of existing compliance management, including the need for an effective quality assurance framework which supports staff in doing the right thing at the right time to the agreed quality threshold
- Ensure clear and transparent monitoring and reporting to demonstrate compliance, including the development of appropriate performance measures
- Improving the measuring and reporting of resident satisfaction with the safety of their home
- Ensuring that an effective and sustained contribution is made to support the delivery of the principles of the 'golden thread' of information
- Ensuring there is clarity around respective roles, responsibilities and accountabilities

- Ensuring the training and development needs of relevant staff are met and that appropriate refresher training is delivered
- Support the ongoing need to embed a safety culture across Housing Management, residents and other stakeholders

1.6 Links to Corporate Strategies

This Strategy seeks to support the delivery of the Council's Building Safety Strategy which sets out Hillingdon Council's approach to preparing for and implementing the building safety regime as set out in the Building Safety Act 2022. Keeping residents safe in their homes is the key priority underpinning the Council's Corporate Building Safety Strategy. Within this Strategy is clear reference to the Council as owner and manager of 'higher risk buildings' within its social housing portfolio. The Housing Management Strategy for occupied higher risk buildings therefore complements and supports the aims and objectives within the overarching Corporate Strategy.

1.7 Resourcing the Strategy

The Housing Management Service will strengthen front line resources across teams who have a direct role in supporting the successful delivery of this Strategy. This includes ensuring that there is Housing Officer to total number of properties in management ratio which supports a more intensive level of management across the Council's in-scope buildings and a dedicated management lead to ensure effective management oversight of the Delivery Plan. Sufficient resources will also be available from the Resident Engagement & Involvement Team to ensure that the voice of our residents is heard and acted upon and that our tailored Resident Engagement Strategies for our in-scope buildings are up to date, meet the needs of our residents and are compliant with the Building Safety Regulator's expectations.

2. Regulatory Framework

2.1 The Building Safety Act 2022

The Building Safety Act 2022 takes forward the government's stated commitment to fundamentally reform building safety. The Act establishes a building safety regime in England with the introduction of a Building Safety Regulator and sets out a legislative framework for those who procure, design, plan, manage and undertake building work in relation to higher-risk buildings. The focus of this Strategy is the management of occupied higher-risk buildings.

The Act establishes a duty holder regime which includes a statutory requirement for a Principal Accountable Person [PAP], supported by an Accountable Person [AP], to provide a 'Safety Case Report' which demonstrates how occupied residential buildings' safety risks are being identified, mitigated and managed on an ongoing basis. The Act's core theme is that there is a whole building approach to safety and that the Accountable Person considers fire and structural building safety risks and their mitigation.

The Act also introduces the requirement to maintain the 'golden thread' of information throughout the life cycle of in-scope buildings. This must be provided to the Building Safety Regulator at key gateways. Critically the Act requires the

creation of a Resident Engagement Strategy and places a legal obligation on the PAP to ensure that residents are involved in the decisions that concern the Safety of their building.

It can therefore be seen how Housing Management is best placed to deliver core aspects of the Building Safety Act 2022 to occupied higher risk buildings. This approach also supports the Council's approach to fire safety which includes a dual focus on 'property' and 'people'.

2.2 The Social Housing (Regulation) Act 2023

This Act supports and complements the Building Safety Act in that it legislates to ensure all social housing residents are safe in their homes, know how their landlord is performing in relation to building safety, and that their voice is heard.

The Regulator of Social Housing has issued consumer standards against which landlords will be inspected. The transparency, influence and accountability standard requires landlords to be open with tenants and treat them with fairness and respect. The Tenant Involvement and Empowerment Standard requires local authority landlords to "treat all tenants with fairness and respect" and "demonstrate that they understand the different needs of tenants, including in relation to the equality strands and tenants with additional support needs". There is a specific expectation that landlords will "demonstrate how they respond to those needs in the way they provide services and communicate with tenants".

The Housing Ombudsman Complaints Handling Code 2024 states Landlords "must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process" and also "Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk."

2.3 Fire Safety Act (2021) and Fire Safety Regulations (2022)

The 2022 regulations came into force in January 2023 and supplemented the duties contained in the Regulatory Reform (Fire Safety) Order 2005. The Act clarifies that the responsible persons for multi-occupied residential buildings must manage and reduce the risk of fire for the structure and external walls of the building, including cladding, balconies, windows and entrance doors to individual flats that open onto common parts.

These Regulations introduced additional requirements on Responsible Persons, aimed at identifying and communicating fire risk information regarding evacuation procedures to residents in a format they will understand. This Strategy will build upon these fire risk and information requirements as part of our approach to undertaking person centered fire risk assessments and disseminating timely and tailored fire safety information.

3. Meeting the Regulatory Requirements

3.1 Managing safety

The Council, including the Landlord Service, has already put in place measures

to meet the requirements of the Building Safety Act and the Fire Safety Act. Much of the ongoing development work is to improve our systems and processes to better demonstrate levels of compliance. This Strategy builds upon these workstreams by re-focussing the Housing Management Service on:

- **Information management** – accurate data is required to enable the Service to effectively manage the raft of occupation arrangements which exist across its tower block portfolio, ensure vulnerable households are identified and tailored interventions delivered / reasonable adjustments brought forward to mitigate presenting risks, to drive robust inspection / re-inspection regimes and to enforce standards swiftly and appropriately. A single source of data will support the ‘golden thread’ of information.
- **Compliance management** – the provision of an appropriate and robust system to maintain and report on all Housing Management compliance activities, including enforcement activities applicable to tenant and leaseholder obligations, is key to maintaining a safe environment for our residents, staff, contractors and visitors, supported by up to date operational practices.
- **People and culture** – establishing an effective compliance culture that sets the basis of expected behaviour and accountability across the Housing Management Service (staff, managers and residents) will facilitate reductions in fire safety risks and foster the provision of safer homes for our residents. A key component will be the training and development of staff, as well as residents who want to work more closely with us, to incorporate the levels of understanding and competency necessary for the professional and compliant management of fire safety in residential buildings.
- **Resident engagement and communication** – improving the landlord tenant relationship, building trust, treating residents with respect and improving levels of resident empowerment and engagement will help to facilitate improved levels of adherence with practices and processes to facilitate reductions in fire safety risks. A successful communication strategy, supported by an effective digital platform, will ensure core messages are shared in a timely and consistent way to ensure residents are ‘fire safe’ and ‘fire aware’.
- **Safety Case Reports** – will demonstrate the interrelationships of managing property and people related risks in the context of fire safety. The Housing Management Service will make an effective contribution to the development, review and amendment of Safety Case Reports to ensure that all material behavioural risks are appropriately considered and mitigated and that reliance is not centred on building structure to prevent or minimise the risk of harm.
- **The Golden Thread of Information** – will provide Regulatory bodies, our governance structure and residents with the confidence that a ‘single source of truth’ exists for each building in scope and that key information on property and people is up to date and secure. This will support staff to improve decision making and bring forward better and safer outcomes for tenants in the context of fire safety.

3.2 Housing Management Offer

Taking a ‘whole building’ approach to fire safety requires a transparency, the development of new relationships and the improvement of existing ones with each and every household. As part of this Offer to residents living in our tower blocks, the Council is committing to more personal contact with residents,

more inspections, more information sharing and improved channels of communication. The Council knows that the people living in our high-rise blocks are our greatest source of information about our buildings and must be listened to. Through our housing management offer the Council is seeking to 'get the balance right' between safety, the level of intrusion and cost. The delivery of the Housing Management Offer is key in ensuring that our residents are fire safe and Fire aware and sets out:

- A more intensive approach to housing management with dedicated Housing Officers as a key point of contact
- An inspection regime covering shared areas of the building, flat entrance door checks and property inspections.
- The need to gather relevant information about residents who live in our higher risk buildings to ensure that any presenting risks, including vulnerabilities, can be managed and to improve the effectiveness of our communication.
- Clear guidance for 'staying put' and carrying out partial or total evacuation of buildings following direction by the fire and rescue service.
- How residents can participate in matters relating to building safety as part of a documented approach to engagement.
- A commitment to provide safety related information to residents.
- A dedicated Complaints system for residents living in tower blocks.
- The rights and duties of all households who reside in tower blocks including tenants, resident leaseholders and those who rent their home from a leaseholder.
- How new lettings are restricted to tenants and household members who can self-evacuate in the event of being ordered to do so by the emergency services.

3.3 Fire Safety Regulations

The effective delivery of the Housing Management Offer is a key component in ensuring that our buildings are safe and includes a matrix of inspection activities, the provision of tailored information and planned contact with residents. These include:

- New resident visits
- Provision of tailored fire safety information packs
- Person centred fire risk assessments
- Planned reviews of Personal Emergency Evacuation Plans [PEEPs]
- Flat entrance door inspection regime
- Whole flat and balcony inspection regime
- Shared area inspection regime
- Updating vulnerability information within the Premises Information Box [PIB]

3.4 Building Safety Case

This report summarises the measures in place to manage building safety risks and demonstrates that the accountable person has taken 'all reasonable steps' to prevent and mitigate those risks. The reports for each in-scope building are required to be submitted to the Building Safety Regulator.

The Housing management Service recognises that building safety risks are not confined to the spread of fire or smoke in the building, or structural failure of the building. The Housing Management Service will work with the Principal Accountable Person to go above and beyond the requirements of the Building Safety Regulator and ensure that behavioural and other management risks are properly reflected in Building Safety Case Reports alongside robust approaches to mitigating those risks. This includes the production and planned review of Building Safety Case reports and triggering the need for unplanned reviews linked to a material change in presenting circumstances associated with the management of the building.

Where the Housing Management Service identify new or increased risks associated with the management of the building, they will retain responsibility for identifying, implementing and reviewing the effectiveness of further mitigation measures to manage those risks.

4. Vulnerable Residents

As reflected in our Vulnerable Residents & Reasonable Adjustments Policy the Landlord Service is committed to ensuring that vulnerable residents experience fair and equitable outcomes when delivering landlord related services. This commitment extends to the provision of Housing Management services to residents living across our tower block portfolio where particular safety related risks present.

This Strategy not only explains how the council will achieve good outcomes for our vulnerable tower block residents but also commits to listening to their views and opinions. We will develop approaches and mechanisms to ensure that vulnerable residents take part in opportunities to get engaged, influence decision-making and can easily complain about the quality of services delivered across our tower block portfolio.

4.1 The Golden Thread

The scope of the 'golden thread' of information reflected in the Building Safety Act 2022 is considerable and should be sufficient to serve as the basis for the Building Safety Case Report. This includes but is not limited to; plans, maintenance documents, materials documentation, certifications and risk assessments. The expectation is that these records are maintained digitally, be current, relevant and accessible, allowing proper retention, security and version control to be maintained.

The Housing Management Service has a key role to play in this context. With responsibility for the management of 'people related risks' and ensuring that vulnerable residents receive fair and equitable outcomes in relation to fire safety, it is essential that the Service follows the core principles of the 'golden thread' duties across all its records and processes associated with keeping residents fire safe and fire aware. Central to this is our customer insight data. Individuals have the right to be informed about the collection and use of their personal data. This is a key transparency requirement under the General Data Protection Regulations. More information on the type of data we collect is set out within the

4.2 Customer Insight Data

In order to influence what we do and how we do it, it is essential that we develop a better understanding of who lives in our tower blocks. Accurate and relevant information about our tower block residents will support us to personalise our service offer, respond to the changing needs of residents and above all, ensure our residents are fire safe and fire aware. The Housing Management Service therefore recognises that accurate and relevant customer insight data is a core element of the 'Golden Thread' and is key to the effective management of risk.

We will ensure systems and processes support and enable vulnerable residents to disclose their needs and help staff spot signs of vulnerability, ensuring that systems can effectively note and retrieve information about a residents' needs. In addition, staff will be empowered to escalate where standard processes and procedures do not provide the right outcome for vulnerable residents in the context of fire safety.

4.3 Personal Emergency Evaluation Plans [PEEPs]

On 2nd December 2024 the government issued a response to the Emergency Evacuation Information Sharing Plus (EEIS+) consultation which was held in 2022 to seek views on new proposals to support the fire safety of residents who would need support to evacuate in an emergency situation. Government, in its response at that time, confirmed that legislation would be introduced to deliver Personal Emergency Evacuation Plans (PEEP) for residential settings which would be known as a 'Residential PEEP'. The scope of Residential PEEPs would go beyond that of the consultation. It was stated that Regulations would mandate Residential PEEPs for all high-rise residential buildings and for residential buildings between 11 and 18 metres with simultaneous evacuation strategies in place. All 'higher risk' buildings are the subject of a 'stay put' strategy.

Notwithstanding the government's future intentions for mandating PEEPs in higher risk buildings, the Housing Management Service will:

- Make reasonable endeavours to identify vulnerable residents who require 'Person Centred Fire Risk Assessments' [PCFRAs] and potential mitigations which are practical and proportionate.
- At the end of the Person-Centred Fire Risk Assessment process, the resident and the Housing Management Service need to be clear on what the resident would do in the event of a fire affecting them. The Housing Management Service will be responsible for recording and summarising this output in a Residential PEEP statement.
- PEEPs will be reviewed annually unless otherwise stated or as a result of a material change in circumstances
- Ensure information on vulnerable residents in high-rise buildings is maintained and can be made readily available to the Fire & Rescue Service in a digital format on request

- Meet the cost of reasonable adjustments arising from PCRFA's within tenant's homes where practical and proportionate to do so
- Where a leaseholder is the only beneficiary of a reasonable adjustment within the home, the cost to implement measures will be charged to them.
- Where the Council determines that it is appropriate for all leaseholders to fund a measure (for example, a common-area measure of benefit to many residents), those leaseholders will have the opportunity to challenge costs they deem unreasonable via existing leaseholder law mechanisms.
- The practice of identifying vulnerable households and developing and reviewing person centred 'personal emergency evacuation plans [PEEPs] and undertaking reasonable adjustments will be documented in the 'Housing Management Offer'.

In summary terms the Housing Management Service will follow the following five Step approach:

- Step 1: Define the building evacuation strategy
- Step 2: Identification of those needing support to evacuate
- Step 3: Undertake Person-Centred Fire Risk Assessment and develop PEEP
- Step 4: Share information with the local Fire & Rescue Service on request
- Step 5: The Fire & Rescue Service access and use this information via the Premises Information Box [PIB] in the event of a fire

4.4 Premises Information Boxes [PIBs]

Premises Information Boxes [PIBs] are secure metal boxes located to the front of all higher risk buildings which are accessible to the Fire & Rescue Service. They contain a range of building and resident related information. The Housing Management Service is responsible for maintaining all resident related information in line with the Code of Practice for the Provision of Premises Information Boxes in Residential Buildings.

All residents who are the subject of a PEEP will be recorded as 'category 1' households within the 'premises information box'. The Housing Management Service will also annotate within the PIB any resident who is receiving oxygen therapy and has oxygen cylinders stored within their flat. Use and storage of oxygen cylinders will also be clearly marked adjacent to the flat entrance door.

This resident focussed information located within the PIB provides the Fire & Rescue Service with key information 'at a glance' regarding residents who are unable to self-evacuate unaided, in addition to resident-related issues which could present as 'high risk' in the event of a real fire situation.

5. Delivering our objectives

5.1 Roles & Responsibilities under the Strategy

The Director of Operational Assets holds the statutory role of Principal Accountable Person [PAP] for the Council's portfolio of higher risk buildings under the Building Safety Act 2022. The PAP is also the named Health & Safety lead under the social housing regulatory framework. In the context of managing building safety and behavioural risks, the PAP is supported by an Accountable Person [AP] who has a clear focus on the effective management of behavioural

risks and ensuring engagement and communication with residents is aligned with the expectations of the Building Safety Regulator. The statutory AP role will provide management oversight, advice and support to the Housing Management Service to ensure that the commitments set out in this Strategy are met.

The Head of Housing Management will ensure the necessary allocation and deployment of resources from across the Housing Management Service to make an effective and sustained contribution to the Housing Management Delivery Plan for Occupied Higher Risk Buildings with the overarching objective of ensuring residents within the scope of The Building Safety Act 2022 remain fire safe and fire aware. This will include; the appointment of a Neighbourhood Housing Manager to take a lead role in relation to the Occupied Higher Risk Buildings, ensuring that there are sufficient staff resources to deliver a more intensive level of Housing Management and ensuring that staff receive appropriate levels of training and development to deliver their roles effectively and confidently under this Strategy.

5.2 Governance & Performance Management

Fire Safety Board is an integral part of the Council's Landlord Service governance structure. Its overriding purpose is to ensure that, as a responsible social landlord, our residents are 'fire safe' and 'fire aware'. Fire Safety Board will have strategic oversight of all workstreams which have a direct or indirect link to fire safety across the managed housing portfolio. It provides assurance to Landlord Board, Corporate Management Team Leads and Cabinet Member leads that, in the context of fire safety, the Council is self-aware, Compliant and is striving to put the safety of residents first.

The 'ownership' of the Fire Safety Policy [including related Standards] and the Building Safety Strategy [which included occupied higher risk buildings] is vested in Fire Safety Board to ensure the effectiveness of strategic guidance and oversight of operational delivery.

The terms of reference of Fire Safety Board include the 'exercise of strategic oversight of the management of 'higher risk' buildings, including the discharge of all statutory functions'. Fire Safety Board will therefore exercise oversight and monitoring of the content and delivery of the workplan linked to the Housing Management Strategy for occupied higher risk buildings and will provide regular updates to Landlord Board, Corporate Management Team Leads, Cabinet Member leads and residents

5.3 Staff Resources

The Landlord Service has made significant and ongoing investment in its people and property. These are stated strategic objectives within our [draft] Landlord Strategy. We want to manage homes that are safe and which residents can be proud of. In order to achieve this, and meet the commitments set out within this Strategy, we will continue to ensure that levels of staff resources are sufficient and receive appropriate and ongoing training and development.

5.4 Competencies, Training and Development

A key area of the Building Safety Act 2022 is to ensure that anyone undertaking

works is competent to work in buildings that are in-scope. Mirroring this approach the Housing Management Service are committed to investing in the professionalisation of managers and staff groups and this extends to those who have specific operational, managerial and strategic responsibilities for the management of in-scope buildings. We will ensure that staff receive appropriate training and development to ensure that they are competent and confident in fulfilling their roles and responsibilities and are aware of changes in Regulations and emerging good practice in the context of managing higher risk buildings.

5.5 Resident Engagement & Communication

The resident voice and resident engagement are key areas of the Building Safety Act 2022 and the Social Housing Regulatory regime. Transparency, influence and accountability is a 'golden thread' running through the Regulator's Consumer Standards. The Landlord Service recognises that successful resident engagement is therefore critical to achieving the outcomes which this strategy is designed to achieve.

The Building Safety Act 2022 requires the creation of a tailored Resident Engagement strategy and places a legal obligation on the PAP to ensure that residents are involved in safety related decisions and receive information regarding safety related matters which affect their building.

This statutory engagement strategy must include a complaints system to ensure residents' safety concerns are heard and dealt with. Residents also have the ability to escalate complaints to the Building Safety Regulator. To ensure that prompt and efficient action is taken to resolve, all building safety complaints raised by residents living in one of the Council's in-scope buildings will be recorded and acknowledged within 24 hours and assigned, as appropriate, to the designated Housing Management or Building Safety lead as the principal investigator. All building safety complaint types will be responded to in accordance with the Council's Complaints Policy. Safety related complaints from residents living in higher risk buildings will be specifically referenced within the Annual Complaints and Improvement Report produced by the Landlord Service.

In relation to work with residents across our in-scope buildings the Landlord Service is working on two levels; the production of a Resident Empowerment & Influence framework at strategic level in addition to the more local specific engagement that will take place with residents in each of our in-scope blocks. This will ensure a building specific Resident Engagement Strategy is produced for each of our high-rise, high-risk buildings.

The building specific Resident Engagement Strategies will be aligned to and adopt the overarching principles of the Resident Empowerment & Influence framework and will be regularly reviewed and adopted for all buildings that fall within the scope of Building Safety Act now or in the future.

Our building specific Resident Engagement Strategies will:

- include how we will share information about building safety with residents
- set out those building safety decisions residents will be asked about

- when residents will be asked about planned works and how to minimise disruption
- how opinions will be collected and used
- show how communication needs have been considered
- set out how we will measure and review participation
- provide a route to enable residents to raise safety concerns formally
- include the ability to capture formal and informal feedback
- detail the ways in which we will engage with residents and how we will ensure their diverse needs are considered
- acknowledge the role of residents and their responsibilities to support safety.
- be reviewed every two years in conjunction with residents
- include how consultations will be undertaken and over what period
- be distributed to all residents aged 16 years and over living in the building and be published on the Council's website

5.6 Data Management & Information systems

It is recognised that the scope of the 'golden thread' of information must include a raft of building related data. The expectation is that these records are maintained digitally, be current, relevant and accessible, allowing proper retention, security, and version control to be maintained.

As part of this Strategy the Housing Management Service consider resident insight data as an integral part of that body of information which constitutes the 'golden thread' and which is necessary to effectively manage the building, mitigate presenting risks and deliver fairer and better outcomes for residents. Key to this is documenting a single view of the resident and their household.

The Housing Management Service use NEC Housing to record resident, household and vulnerability information. NEC Housing has a pop-up flagging function that alerts Officers prior to reading the tenant details. Accurate recording and management of vulnerability data is essential for providing appropriate support to our residents. The NEC Housing system is configured with specific data fields designed to capture relevant information, ensuring consistency and preventing the entry of irrelevant data. Our staff use these predefined fields when recording vulnerabilities to maintain data integrity and protect resident privacy.

Information held regarding a person's vulnerability within an in-scope building will be reviewed annually unless there is a material change in circumstances to ensure that it is up to date and accurate.

5.7 Quality Assurance

Integral to the actions and workstreams contained in the Delivery Plan supporting the Housing Management Strategy for Occupied Higher Risk Buildings, the Service will develop a Quality Assurance Framework. This QAF will be developed in conjunction with residents and used as a management tool to ensure that the right task is being undertaken by staff at the right time and to the agreed quality standard. Outcomes from the QAF will be shared with residents.

5.8 Review of the Strategy [and Delivery Plan]

The Housing Management Service, in conjunction with residents, will carry out a review of the Strategy and delivery plan every two years to make sure that it remains properly aligned to regulatory requirements and the needs of residents. In the event of any material secondary legislation being introduced, a review will take place in advance of the review period.

The review process will also enable us to assess how well we have delivered against the priorities and targets set and identify areas for improvement. It will also enable us to use feedback received from residents and latest best practice to ensure that our Strategy for occupied higher risk buildings and associated Delivery Plan remains fit for purpose.

6. Communication

6.1 Engagement strategies

In conjunction with residents the Council will co-create, document and publish details on how all residents aged 16 years and over can participate in the management of the building at a pace and level which suits them.

These tailored engagement strategies will support our overall approach to transparency, information and accountability and the 'social contract' between the Council and all residents residing in our higher risk buildings.

6.2 Tailored Fire Safety Information

All residents will be given a 'Fire Safety Information Pack'. The content of the pack will be explained to residents by their Housing Officer. All packs will be tailored to individual tower blocks and individual property types.

'Fire safety Information Packs' will be reviewed and updated in the light of any material changes to the building, Statutory / Regulatory changes and feedback from residents.

We will agree with residents what information they would like us to publish and make available on the Council's website. This can include:

- Full and summary versions of the Housing Management Offer to residents living in our in-scope buildings
- Service contracts – including a summary of specification, frequency and compliance
- Fire Risk Assessments – including due dates, completed dates and summary outcomes
- Building Registration and Building Assessment certification
- Safety Case Reports – which document building safety risks and the steps taken / being taken to reduce and control those risks
- Mandatory occurrence reporting - specific issues which must be reported to the Building Safety Regulator
- Details of Accountable Persons who are responsible for ensuring that fire and structural safety is being managed for each and every tower block

- Fire safety concerns and complaints – details of how to raise fire safety concerns, make a complaint and details of the complaints procedure operated by the Building Safety Regulator
- Dates for shared area inspections and the outcomes from shared area inspections

6.3 Complaints

A tailored complaints handling process has been introduced by the Council for residents living in tower blocks. This is to make sure effective action is taken where concerns are raised in relation to building safety and compliance risks. The Council will continue to work with residents to ensure this process:

- Clearly defines a ‘relevant complaint’ associated with building safety risks and compliance matters.
- Sets out who can make a complaint and how.
- States the timeframe to consider and responded to a complaint.
- Sets out the circumstances when a complaint must be referred to the Regulator [Health & Safety Executive] and
- Commits to sharing information including the outcomes of ‘relevant complaints’ with residents.

In its offer to residents living in tower blocks the Council has provided an element within the complaints procedure that focuses on ‘building safety concerns’. Residents can report and identify a specific tower block when reporting their concerns. This feature within the complaints handling procedure allows for notifications to be sent directly and immediately to the appropriate service team for investigation, resolution and response. We will work with residents to review formal complaints in order to influence how we deliver services and improve outcomes for residents living in our in-scope buildings.

6.4 Resident Obligations

The Building Safety Act 2022, in addition to tenancy and lease conditions, place obligations on the Council, tenants, leaseholders and other occupiers of in-scope buildings. As owner and manager of the building the Council’s approach to housing management is for all parties with a vested interest in building safety to rely upon the ‘enforcement’ of rights and obligations as a last resort rather than a first response. In all cases the Council’s preferred option is to work with residents through a ‘social contract’ which reflects the rights, duties and obligations of all parties to maintain safe, clean and well managed buildings and estate environments. As building owner and manager, the Council accepts its full range of statutory and contractual obligations associated with the management and maintenance of in-scope buildings. Our housing management offer reflects the Council’s commitment to all residents regarding its approach to meeting these obligations. To support engagement in a ‘social contract’ it is also important that tenants, leaseholders and other residents meet their obligations too. In order for the Council to meet its obligations, it is important that all residents:

- Provide access to the Council following reasonable notice for the purpose of inspection, survey or to undertake work. This includes but is not limited to gas and electrical safety testing

- Keep in repair and proper working order any safety related item which is the responsibility of the resident. In the case of leaseholders and leaseholders who have sublet their flat, this will include gas and electrical installations
- Take care not to interfere with, damage or allow to be damaged any safety related item in the building
- Cooperate in relation to the provision of relevant information needed by the Council to assess risks and take reasonable steps to prevent major incidents in the building
- Refrain from storing any items on the internal shared areas of the building and on private balconies which would add to the fire load
- Participate in the management of the building and building safety decisions as part of the Council's engagement strategy with all residents

Gas Safety is important to everyone. This includes the Council in its capacity as a landlord and building manager, resident leaseholders who have gas appliances and gas heating and leaseholders who have sublet their flat and are therefore also landlords. The implications associated with failures in gas safety can be serious and far reaching. In the context of keeping everyone safe it is therefore important that all residents and parties play their part.

The Gas Safety (Installation & Use) Regulations 1998 as amended deals with the installation, maintenance and use of gas appliances, fittings and flues in domestic premises. They place duties on landlords to ensure that gas appliances, fittings and flues provided for tenants' use are safe.

In summary terms the Council will require landlords to:

- Ensure gas fittings and flues are maintained in a safe condition
- Gas appliances must be serviced annually
- Ensure an annual gas safety check is carried out on each appliance / flue
- Inform tenants of where to turn off the gas and what to do in an emergency
- Keep records of the gas safety check
- Issue a copy of the latest safety check record to the existing tenant

All servicing and checks must be undertaken by an appropriate Gas Safe Registered engineer.

Annual servicing to ensure that gas appliances, fittings and flues are in safe and proper working order is equally important to resident leaseholders.

In order for the Council to meet its obligations it will:

- Require all tenants to provide access to ensure that the annual gas service can take place
- Require all leaseholders who have sub-let their flat to provide the Council with evidence each year that it has completed an annual gas safety check by a Gas Safe registered engineer in their capacity as a landlord
- Check with all sub-tenants to ensure that they have received a copy of the latest gas check safety report

- Require all resident leaseholders to show that they have had their gas installations serviced each year by a Gas Safe registered engineer

British Standards – BS7671 require all electrical installations to undergo Inspection and testing at regular intervals. The industry agreed standard is 5 years for rented property or a change of tenant. This requirement applies to the Council in its capacity as a landlord and to leaseholders who have sub-let their flats.

British Standards also require landlords to have a mains wired smoke detector installed on the escape routes for each floor, a detector in the lounge (or principal habitable room), and a mains wired heat detector in the kitchen. All landlords are also required to ensure a carbon monoxide alarm is installed in every room where there is a fixed combustion appliance (including a gas boiler). Where a new fixed combustion appliance is installed, a carbon monoxide alarm will be required to be installed by law.

Landlords are legally required to repair or replace smoke and carbon monoxide alarms once they have been informed that they are faulty. Testing of alarms remains the tenant's responsibility.

6.5 Contravention Notice

The Housing Management Service will develop, and share with residents, operational practices associated with the use of Contravention Notices. The Building Safety Act 2022 gives Accountable Persons (APs) the power to issue contravention notices to residents and owners of residential units who breach their building safety duties. APs can also request access to premises to carry out their duties. If necessary, a County Court can grant an order for access.

APs can issue contravention notices if they believe a resident or owner is:

- Causing a building safety risk
- Interfering with a safety item
- Failing to comply with a request for information
- The notice requires the recipient to remedy the breach or pay a sum within a specified period
- If the recipient is not the owner, the AP must provide a copy of the notice to the owner

6.6 Digital Notice Boards

The Housing Management Service will work with residents to pilot and potentially roll-out 'digital notice boards' across its tower block portfolio, save for those blocks scheduled for demolition under the Hayes regeneration programme.

Engaging with and keeping residents informed in relation to key messages and ensuring they are properly sign-posted in relation to core services is key to the Council's approach in ensuring that residents remain 'fire safe' and 'fire aware'. Under the Building Safety Act 2022 the Council has a statutory duty to bring forward tailored Resident Engagement Strategies for each of its 'higher risk' buildings. Digital notice boards, with the potential for real time updates' has potential to support a tailored approach to the ongoing development of these

strategies in line with expectations laid down by both the Regulator of Social Housing and the Building Safety Regulator.

Our rationale for piloting the installation of digital notice boards include:

- **Fire Safety information:** regular updates on fire safety protocols, emergency procedures and reminders for residents to check smoke alarms and not to use for storage or clutter fire escape routes. Signposting residents to tailored resources on the London Fire Brigade website.
- **Anti-Social Behaviour issues:** Timely notifications about ongoing ASB issues within the building including unauthorised entry, reporting procedures [including when and how to report to the Police] and support resources for affected residents.
- **Tenancy Management updates:** reminders regarding applicable tenancy conditions including access for gas and electrical compliance checks, reminders regarding planned visits in relation to the housing management offer for residents in 'higher risk' buildings, notifying change of circumstances associated with vulnerability / ability to self-evacuate, upcoming meetings / how to be involved and resources available for tenants to report 'safety related concerns.'
- **Repair and maintenance work notifications:** including FAQ information about planned work such as timelines and anticipated disruption, routine servicing to active fire precautions and other installations such as lifts and pumps to ensure residents are aware and prepared.

Governance			
Effective from:	00/00/2025	Review Date:	00/00/2028
Policy Owner:	Head of Housing Management		
Policy Author:	Housing Landlord Programme Manager and Accountable Person		
Approved by:	Cllr Tuckwell – Cabinet Member for Planning, Housing & Growth		
Version Number:	V0.01		

Appendix 1: Schedule of 'in scope buildings

Building Address	Flats	No of storeys
Harding House, Addison Way, Hayes, Middx, UB3 2DH	Harding House 2-96 (evens)	13
Sutcliffe House, Addison Way, Hayes, Middx, UB3 2DJ	Sutcliffe House 134-228 (evens)	13
Melbourne House, Yeading Lane, Hayes, Middx, UB4 9LJ	Melbourne House 1-96	13
Skeffington Court, 51 Silverdale Road, Hayes, Middx, UB3 3BY	Skeffington Court 1-75	14
Wellings House, 236 Avondale Drive, Hayes, Middx, UB3 3PN	Wellings House - 1-48	13
Fitzgerald House, 237 Avondale Drive, Hayes, Middx, UB3 3PW	Fitzgerald House 1-48	13
Glenister House, 238 Avondale Drive, Hayes, Middx, UB3 3PP	Glenister House 1-48	13
Fairlie House, Pantile Walk, Uxbridge, Middx, UB8 1LT	Fairlie House - 1-72	11
The Gouldings, Pantile Walk, Uxbridge, Middx, UB8 1LR	The Gouldings - 1-72	11
Rabbs Mill House, 14 Chiltern View Road, Uxbridge, Middx, UB8 2PB	Rabbs Mill House 1-79	14
Cavenham Court, 18 Millington Road, Hayes, Middx, UB3 4FZ	Cavenham Court 1 - 113	7

Appendix 2: Glossary of terms

Term or reference in Strategy	Definition
'In-scope' and 'higher risk' buildings.	A residential building of at least 18m in height or over 6 storeys, whichever is reached first
Building Safety Regulator	The 'Regulator' in respect of duties and responsibilities for 'higher risk' buildings is the Health & Safety Executive
Principal Accountable Person [PAP]	A position defined in law with statutory responsibilities for occupied higher risk buildings including fire and structural safety
Accountable Person [AP]	A position defined in law with statutory responsibilities for occupied higher risk buildings. The post holder is answerable to the Principal Accountable Person
Building Safety Certificate	Are issued by the Regulator when satisfied that the Council is fully compliant and has not breached any relevant duty in respect of its management of a 'higher risk' building
Tenancy Management Officer [High Rise Living]	The Tenancy Management Officer (High Rise Living) is the 'point of contact' responsible for the delivery of a more intensive form of housing management service to all residents living in the Council's tower block portfolio
Building safety risks	These are safety related risks associated with the building which must be identified, regularly reviewed and effectively managed
Building Safety Case Report	This report summarises the measures in place to manage building safety risks and demonstrates that the AP has taken "all reasonable steps" to prevent and mitigate those risks
Building Assessment Certificate	After a higher-risk residential building (at least 7 storeys or 18 metres high with 2 or more residential units) in England is registered, the Building Safety Regulator will ensure the building's Principal Accountable Persons (PAPs) and Accountable Persons (APs) are managing relevant risks and are working to keep all residents safe.

	<p>The Building Safety Regulator will regularly carry out assessments and, if all standards are met, they will provide a Building Assessment Certificate to those PAPs that have been asked to apply for one.</p> <p>The certificate aims to highlight the building's performance and show that the Accountable Persons are correctly managing the residential building. The certificate must be displayed in an area where it can be immediately visible by residents and visitors.</p>
Residents' Engagement Strategy	Is a statutory plan produced by the owner and manager of the 'higher risk' building which sets how all residents can participate in the management of the building.
Building safety charge	Is a statutory element within the service charge payable by leaseholders which relates to all costs associated with building safety work
Stay put strategy	A strategy based on the design principle that only the residents of the flat of fire origin need to escape initially, while other residents may remain in their own flats unless their flat is affected by smoke or fire, they feel threatened, or they are instructed to leave by the Fire & Rescue Service. A stay put strategy does not preclude residents, who are aware of a fire within a building but not directly affected by it, from deciding to evacuate.
Personal emergency evacuation plan [PEEP]	An evacuation is the process whereby people leave the building in the event of an incident. A rescue is where a person receives physical assistance to get clear of the area involved in the incident. A PEEP will be developed where a person is unable to self-evacuate unaided. The plan is intended to be executed without relying upon intervention by the Fire & Rescue Service
Personal Emergency Plan [PEP]	Contains an assessment of risk [in the context of fire safety] and a corresponding mitigation plan to control or eliminate the presenting risks identified.

Privacy Notice	A document that the Council publishes to explain how personal data relating to residents is processed. It has two aims: to promote transparency and to give individuals more control over the way their data is collected and used
Relevant Complaint	Are Complaints associated with associated with building safety risks and compliance matters rather than day to day service provision

Translations

If you would like to receive this information in another language please contact us on 01895 277 038

سے ہم مہربانی دے رہے ہیں چاہتے ہیں کہ رزنا حاصل میں زبان دوسری کے سے معلومات یہ آپ اگر
کریں رابطہ پر 01895 277 308 ڈیلائی فون

Urdu translation.

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01895 277
038 'ਤੇ ਸੰਪਰਕ ਕਰੋ.

Punjabi Translation.

જો તમે આ માહિતી બીજી ભાષામાં પ્રાપ્ત કરવા માંગતા હો, તો કૃપા કરીને અમારો સંપર્ક કરો ટેલિફોન 01895
277 038

Gujrati traditional.

यदि आप यह जानकारी किसी अन्य भाषा में प्राप्त करना चाहते हैं तो कृपया हमसे टेलीफोन 01895 277 038 पर
संपर्क करें

Hindi

Hadii aad rabto macluumaad dheerad ah, oo habkale loo dhigey fadlan nala soo xidhiidh nambarka
01895 277 038

Somalia

Version: v0.01 February 2025

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GRENFELL TOWER INQUIRY - PHASE TWO REPORT

Committee name	Corporate Resources and Infrastructure Select Committee
Officer reporting	Kirstie Newham, Homes and Communities
Papers with report	Presentation
Ward	All

HEADLINES

Officers will update the Committee on Phase Two of the Grenfell Tower Inquiry.

RECOMMENDATIONS

That the Committee notes the information in the presentation.

SUPPORTING INFORMATION

A presentation from the Council's Emergency Management and Response Manager, Kirstie Newham, will provide Members with a brief overview of the Grenfell Tower Inquiry Phase 2 resilience recommendations. It will set out Hillingdon's progress in implementing these key resilience recommendations and will outline the next steps.

RESIDENT BENEFIT

Residents will be updated on Hillingdon's progress in respect of the resilience recommendations further to the Grenfell Tower Inquiry.

FINANCIAL IMPLICATIONS

None directly in relation to this report.

LEGAL IMPLICATIONS

None directly in relation to this report.

BACKGROUND PAPERS

Nil.

APPENDICES

Presentation.

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Grenfell Tower Inquiry Phase Two Report

A presentation by Kirstie Newham – Emergency Management and Response Service

04.03.25

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Introduction

- Brief overview of the Grenfell Tower Inquiry Phase 2 resilience recommendations.
- Purpose: To present Hillingdon's progress in implementing key resilience recommendations.
- Method: Red-Amber-Green (RAG) assessment of our current status.
- Non resilience related recommendations are for the consideration of BAU services and will not be discussed during this presentation



Summary of Recommendations & RAG Status

No.	Recommendation	Status
1	Revision of LLAG guidance	RED
2	Training for Chief Executives on LLAG	RED
3	Effective humanitarian assistance plans	AMBER
4	Resilience as an integral responsibility	RED
5	Electronic resident registration system	AMBER
6	Quick access to temporary accommodation	AMBER
7	Immediate financial assistance arrangements	RED
8	Clear key worker arrangements	RED
9	Communication with affected residents	AMBER
10	Public communication on emergencies	GREEN



Recommendation 1 – Revision of LLAG Guidance (RED)

- Issue: Need for clearer guidance on LLAG operations, especially for single-borough incidents.
- Actions:
 - Chief Executive to seek assurance from CELC on LLAG guidance revision.
 - Report progress to the Emergency Planning Board
- Challenges: Lack of clarity and training on updated guidance.



Recommendation 2 – LLAG Training for Chief Executives (RED)

- Issue: Lack of structured, recorded training on LLAG responsibilities.
- Actions:
 - Ensure training records are maintained on SharePoint.
 - Require periodic refresher training for all Chief Executives.
- Challenges: Inconsistent training frequency across boroughs.



Recommendation 3 – Humanitarian Assistance Plans (AMBER)

- Issue: Regional plans exist but require improvement in training and execution.
- Actions:
 - Ensure four senior Social Care staff complete HALO training.
 - Regularly test humanitarian assistance plans in exercises.
 - Recruit Emergency Response Officers (ERO) and unblock vacancies.
 - Expand BRC emergency centre training to all council staff.
- Challenges: Training gaps and staffing constraints.



Recommendation 4 – Resilience as an Organisational Responsibility (RED)

- Issue: Resilience is not embedded in all job roles and responsibilities.
- Actions:
 - Update job descriptions to reflect emergency planning expectations.
 - Embed the understanding that “resilience is everyone's business”.
- Challenges: Competing priorities & short-term focus. Lack of awareness and understanding. No direct accountability or consequences. Success is invisible. Cultural shift needed to embed resilience mindset across all staff.



Recommendation 5 – Electronic Resident Registration (AMBER)

- Issue: Lack of efficient electronic system to track impacted residents.
- Actions:
 - Test new electronic registration forms in a live exercise.
 - Ensure adequate staffing for the exercise.
- Challenges: Ensuring data security and usability in high-pressure scenarios.



Recommendation 6 – Quick Access to Temporary Accommodation (AMBER)

- Issue: Need for contingency plans for mass displacement.
- Actions:
 - Homeless Prevention Manager to create a short plan for approval.
- Challenges: Limited availability of suitable temporary accommodation.



Recommendation 7 – Immediate Financial Assistance (RED)

- Issue: No clear framework for distributing financial aid during emergencies.
- Actions:
 - Finance to create an emergency relief fund plan.
 - Secure £100k funding.
 - Decide on distribution method (vouchers, debit cards, etc.).
 - Develop tracking mechanism for financial aid.
- Challenges: Budget constraints and rapid implementation of financial assistance mechanisms



Recommendation 8 – Defined Key Worker Arrangements (RED)

- Issue: Unclear roles, responsibilities, and availability of key workers.
- Actions:
 - Social Care Directors to define key worker roles and responsibilities.
 - Implement training and communication strategy.
- Challenges: Cross-agency coordination and resource availability. Competing priorities.



Recommendation 9 – Communication with Affected Residents (AMBER)

- Issue: Inconsistent communication in appropriate languages.
- Actions:
 - Work with London Heads of Communications Network to adopt best practices.
 - Explore partnerships with CVS groups for translation support.
- Challenges: Ensuring inclusivity across multiple languages and communities.



Recommendation 10 – Public Communication on Emergencies (GREEN)

- Status: **Completed.**
- Action: Communication team has incorporated emergency public messaging into their corporate plan.
- Next Steps: Continue reviewing and improving messaging based on incident reviews.



Summary of Next Steps

- Prioritise addressing RED recommendations (LLAG guidance, training, financial assistance, key workers, resilience culture).
- Strengthen interdepartmental collaboration and training initiatives.
- Secure necessary funding and resources to implement changes effectively.
- Regularly test and update emergency response plans.



Questions & Discussion

Open floor for questions and comments.



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CABINET FORWARD PLAN

Committee name	Corporate Resources & Infrastructure Select Committee
Officer reporting	Anisha Teji, Democratic Services
Papers with report	Appendix A – Latest Forward Plan
Ward	As shown on the Forward Plan

HEADLINES

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

RECOMMENDATION

That the Committee considers the Cabinet Forward Plan.

SUPPORTING INFORMATION

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

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

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

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

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

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

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

BACKGROUND PAPERS

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

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)				
Cabinet meeting - Thursday 13 February 2025 (report deadline 22 January 2025)											
268	Local Development Scheme	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
276	Yeading Lane, Hayes Estate - External Repairs and Decorations	Cabinet will consider a tender for the External Repairs and Decorations programme, due to be delivered at Yeading Lane Estate, Hayes. This will improve the estate environment and will serve as an investment in the Council's housing stock.	Yeading		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	Merrick Knight / Gary Pentecost / Michael Breen / Alice Gray	Karrie Whelan		NEW ITEM	Private (3)
261	Temporary Accommodation Strategy & Action Plan	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
203	Hillingdon Adoption Services	Cabinet will consider a report regarding an extension of the services provided by the Regional Adoption Agency.	N/A		Cllr Susan O'Brien - Children, Families & Education	Children, Families & Education	Alex Coman / Poppy Reddy / Sally Offin	Julie Kelly			Private (3)
250	Banking, Client Money Manager and Merchant Services	Cabinet will consider extending the current contracts with three finance providers; (1) Royal Bank of Scotland Plc for the provision of banking services (2) Lloyds Bank Plc for the provision of a Client Money Manager Account and (3) Global Payments UK Ltd for the provision of Merchant Services.	N/A		Cllr Martin Goddard - Finance & Transformation	Corporate Resources & Infrastructure	Annette Reeves / Michelle Kenyon	Richard Ennis			Private (3)
264	Irrecoverable Corporate Debt	Cabinet will consider a report to write off irrecoverable Housing Benefit debts valued over 50k, as required by the Council's Constitution.	N/A		Cllr Martin Goddard - Finance & Transformation	Corporate Resources & Infrastructure	Tiffany Boreham	Richard Ennis			Private (3)
SI	2025/26 Budget and Future Medium-Term Financial Strategy (BUDGET FRAMEWORK)	Following consultation, this report will set out the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2025/26 for consultation, along with indicative projections for the following four years. This will also include the HRA rents for consideration.	All	Proposed Full Council adoption - 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 = 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 = Standard Item each month/regularly

SI	The Schools Budget 2025/26	Cabinet will be asked to agree the Schools Budget for the next financial year, following a recommendation from the Schools Forum.	All		Cllr Susan O'Brien - Children, Families & Education / Cllr Martin Goddard - Finance & Transformation	Corporate Resources & Infrastructure	Danny Doherty	Richard Ennis	Schools Forum		Public
SI	Corporate Disposals Programme 2024/25	As part of the Corporate Disposal programme, Cabinet will consider recommendations on property and land disposals for the remainder of the financial year 2024-2025 and make the necessary decisions on sites to be declared surplus and provide delegated authority to enable the implementation of any decisions made.	Various		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	James Raven / Julia Thompson	Karrie Whelan			Private (3)
SI	Minor Property Transactions	A regular report to Cabinet on minor property matters that may arise during the course of the year that require a Cabinet decision. These will relate to discounted leases to voluntary sector organisations and/or any easements, wayleaves and leases relating to utilities in order to support the Council's capital programmes and other such similar matters.	All		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	James Raven	Karrie Whelan			Private (3)
SI	Monthly Council Budget - monitoring report	The Cabinet receives a monthly report setting out in detail the Council's revenue and capital position and other key financial decisions required.	All		Cllr Martin Goddard - Finance & Transformation	Corporate Resources & Infrastructure	Andy Goodwin	Richard Ennis			Public
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	Democratic Services	N/A			Public
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	TBC	TBC		Public

Cabinet Member Decisions expected - February 2025

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

274	Counter Fraud Strategy 2025-2028	Cabinet will consider a new 3-year Counter Fraud Strategy for approval, following consideration by the Audit Committee. The Strategy will set out the robust plans and direction that Hillingdon Council will take to tackle fraud.	N/A		Cllr Martin Goddard - Finance & Transformation	Corporate Resources & Infrastructure	Alex Brown	Richard Ennis	Audit Committee	NEW ITEM	Public
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Scheduled Upcoming Decisions

Ref

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 Item each month/regularly

229	HRA Asset Management Plan	This reports seeks approval of the Council's Asset Management Plan for the Housing Revenue Account, which provides details of how the Council will discharge its duty to properly maintain and manage its Social Housing properties.	N/A		Cllr Jonathan Bianco - Corporate Services & Property / Cllr Steve Tuckwell - Planning, Housing & Growth	Corporate Resources & Infrastructure	Bobby Finch	Karrie Whelan			Public
266	Contingent Labour review	This report provides a review of the Council's external contingent (temporary) labour services and for Cabinet to consider any decisions as a result.	N/A		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	Tony Sweeting	Matthew Wallbridge	Service users including: Adults Social Care and Health, Children's Services, Waste and Repairs teams.		Private (3)
267	Full Maintenance and Repair Contract for the Council Fleet	Cabinet will consider extending the current contract with for the provision of a full maintenance and repair contract of the Council Fleet	N/A		Cllr Martin Goddard - Finance & Transformation	Corporate Resources & Infrastructure	Stephen Gunter / Michelle Kenyon	Richard Ennis			Private (3)
256	Disabled Facilities Grant & Adaptations Supply & Install of Stairlifts and Ceiling Track Hoists	Cabinet will consider the contract award for a provider for the Disabled Facilities Grant & Adaptations Supply & Install of Stairlifts and Ceiling Track Hoists.	N/A		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	Sarah-Jane Bartlett	Karrie Whelan			Private (3)
SI	Corporate Disposals Programme 2024/25	As part of the Corporate Disposal programme, Cabinet will consider recommendations on property and land disposals for the remainder of the financial year 2024-2025 and make the necessary decisions on sites to be declared surplus and provide delegated authority to enable the implementation of any decisions made.	Various		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	James Raven / Julia Thompson	Karrie Whelan			Private (3)
SI	Housing Forward Investment Programme 2025/26 (and 2024/25 review)	Following Cabinet's decision in September 2023, this new annual report will agree the forward programme of specific Housing Revenue Account works for the ensuing financial year and provide suitable delegated authority to the Director to implement the programme over the period. The report will also include a look-back at delivering the past year's programme and the investment being made by the Council to upgrade the Council's housing stock.	All		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	Gary Penticost	Karrie Whelan			Public

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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	Minor Property Transactions	A regular report to Cabinet on minor property matters that may arise during the course of the year that require a Cabinet decision. These will relate to discounted leases to voluntary sector organisations and/or any easements, wayleaves and leases relating to utilities in order to support the Council's capital programmes and other such similar matters.	All		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	James Raven / Julia Thompson	Karrie Whelan			Private (3)
SI	Monthly Council Budget - monitoring report	The Cabinet receives a monthly report setting out in detail the Council's revenue and capital position and other key financial decisions required. Cabinet will also consider the fees related to the summer activity offer for children.	All		Cllr Martin Goddard - Finance & Transformation	Corporate Resources & Infrastructure	Andy Goodwin	Richard Ennis			Public
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	Democratic Services	N/A			Public
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	TBC	TBC		Public
Cabinet Member Decisions expected - March 2025											
265	Platinum Jubilee Leisure Centre - Contract Variation	Cabinet will consider the variation of the contract and lease with the Council's Leisure Operator to include the new Platinum Jubilee Leisure Centre in West Drayton. Cabinet provided the necessary delegated authority for this on 23 March 2023.	West Drayton		Cllr Ian Edwards - Leader of the Council / Cllr Martin Goddard - Finance & Transformation / Cllr Eddie Lavery - Community & Environment	Corporate Resources & Infrastructure	Nicky McDermott	Richard Ennis / Dan Kennedy			Private (3)
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		Various		Public
Cabinet meeting - Thursday 10 April 2025 (report deadline 19 March)											
SI	Minor Property Transactions	A regular report to Cabinet on minor property matters that may arise during the course of the year that require a Cabinet decision. These will relate to discounted leases to voluntary sector organisations and/or any easements, wayleaves and leases relating to utilities in order to support the Council's capital programmes and other such similar matters.	All		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	James Raven / Julia Thompson	Karrie Whelan			Private (3)

SI = Standard Item each month/regularly

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

SI	Monthly Council Budget - monitoring report	The Cabinet receives a monthly report setting out in detail the Council's revenue and capital position and other key financial decisions required. Cabinet will also consider the fees related to the summer activity offer for children.	All		Cllr Martin Goddard - Finance & Transformation	Corporate Resources & Infrastructure	Andy Goodwin	Richard Ennis			Public
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	Democratic Services	N/A			Public
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	TBC	TBC		Public

Cabinet Member Decisions expected - April 2025

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
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Cabinet meeting - Thursday 22 May 2025 (report deadline 30 April)

SI 09/97	Minor Property Transactions	A regular report to Cabinet on minor property matters that may arise during the course of the year that require a Cabinet decision. These will relate to discounted leases to voluntary sector organisations and/or any easements, wayleaves and leases relating to utilities in order to support the Council's capital programmes and other such similar matters.	All		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	James Raven	Karrie Whelan			Private (3)
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	Various		All	TBC	Democratic Services	N/A	Various		Public
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		All Cabinet Members	All	Democratic Services	TBC			Public

Cabinet Member Decisions expected - May 2025

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
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Cabinet meeting - Thursday 26 June 2025 (report deadline 4 June)

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

SI	Minor Property Transactions	A regular report to Cabinet on minor property matters that may arise during the course of the year that require a Cabinet decision. These will relate to discounted leases to voluntary sector organisations and/or any easements, wayleaves and leases relating to utilities in order to support the Council's capital programmes and other such similar matters.	All		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	James Raven	Karrie Whelan			Private (3)
SI	Budget Outturn 2024/25	Cabinet will review the Council's budget outturn position for the previous financial year.	All		Cllr Martin Goddard - Finance & Transformation	Corporate Resources & Infrastructure	Andy Goodwin	Richard Ennis			Public
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

Cabinet Member Decisions expected - June 2025

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All		C - Democratic Services	TBC	Various		Public
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Cabinet meeting - Thursday 24 July 2025 (report deadline 2 July)

SI	Minor Property Transactions	A regular report to Cabinet on minor property matters that may arise during the course of the year that require a Cabinet decision. These will relate to discounted leases to voluntary sector organisations and/or any easements, wayleaves and leases relating to utilities in order to support the Council's capital programmes and other such similar matters.	All		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	James Raven	Karrie Whelan			Private (3)
SI	Monthly Council Budget - monitoring report	The Cabinet receives a monthly report setting out in detail the Council's revenue and capital position and other key financial decisions required. Cabinet will also consider the fees related to the summer activity offer for children.	All		Cllr Martin Goddard - Finance & Transformation	Corporate Resources & Infrastructure	Andy Goodwin	Richard Ennis			Public
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

Cabinet Member Decisions expected - July 2025

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

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
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AUGUST 2025 - NO CABINET MEETING

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All	TBC	Democratic Services	TBC	Various		Public
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CABINET MEMBER DECISIONS: Standard Items (SI) that may be considered each month

Page 99	SI	Urgent Cabinet-level decisions & interim decision-making (including emergency decisions)	The Leader of the Council has the necessary authority to make decisions that would otherwise be reserved to the Cabinet, in the absence of a Cabinet meeting or in urgent circumstances. Any such decisions will be published in the usual way and reported to a subsequent Cabinet meeting for ratification. The Leader may also take emergency decisions without notice, in particular in relation to the COVID-19 pandemic, which will be ratified at a later Cabinet meeting.	Various		Cllr Ian Edwards - Leader of the Council	TBC	TBC	TBC		Public / Private
	SI	Ward Budget Initiative	To approve the spending of Ward Budgets following applications from Ward Councillors - this will be done on a monthly or regular cycle.	All		Cllr Eddie Lavery (Cabinet Member for Community & Environment) - Leader of the Council (if in Ickenham & South Ruislip ward)	Corporate Resources & Infrastructure	Natasha Norton	Local consultation within the Ward undertaken by Ward Councillors		Public
	SI	Business, shops and commercial rents, leases, surrenders and renewals	To approve various rents, leases, surrenders and lease renewals for a variety of businesses, organisations, properties or via commercial transactions, as per thresholds for decision-making set out in the Procurement and Contract Standing Orders.	Various		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	James Raven			Private (3)
	SI	To consider rent reviews	To consider rent reviews of commercial and other premises.	tbc		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	James Raven			Private (1,2,3)

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

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	Release of Capital Funds	The release of all capital monies requires formal Member approval, unless otherwise determined either by the Cabinet or the Leader. Batches of monthly reports (as well as occasional individual reports) to determine the release of capital for any schemes already agreed in the capital budget and previously approved by Cabinet or Cabinet Members	TBC		Cllr Martin Goddard - Finance & Transformation (in conjunction with relevant Cabinet Member)	All - TBC by decision made	various		Corporate Finance		Public but some Private (1,2,3)
SI	Housing Buy-Back / The purchase of ex Council properties or new private properties for the Council's housing supply	Cabinet Member may determine, as and when required, the purchase and aquisition of new properties as part of the Housing Buy-back Scheme or using HRA funds to increase the affordable housing stock within the Borough.	TBC		Relevant Portfolio Cabinet Members	Corporate Resources & Infrastructure	Ben Sargent				Private (1,2,3)
SI	Petitions about matters under the control of the Cabinet	Cabinet Members will consider a number of petitions received by local residents and organisations and decide on future action. These will be arranged as Petition Hearings.	TBC		All	TBC	Democratic Services				Public
SI	Local Safety Schemes and Parking Revenue Account funded schemes	To consider petitions received and decide on future action	TBC		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	David Knowles / Steve Austin		Traffic Liaison Group		Public
SI	Pedestrian Crossings	To approve schemes to provide crossing facilities	TBC		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	David Knowles / Steve Austin				Public
SI	To approve debt / write offs	To approve individual case of debt / write offs that are in excess of £5000 but under £50,000.	n/a		Cllr Martin Goddard - Finance & Transformation	Corporate Resources & Infrastructure	Tiffany Boreham				Private (1,2,3)
SI	To approve compensation payments	To approve compensation payments in relation to any complaint to the Council in excess of £1000.	n/a		All	TBC	various				Private (1,2,3)
SI	Transport - Local Implementation Programme	Local Implementation Programme including schemes for the public realm, parking, road safety, school travel, walking, cycling, air quality improvement and Traffic Regulation Orders.	TBC		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	David Knowles / Steve Austin / Alan Tilly				Public

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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	Acceptance of Tenders	To accept quotations, tenders, contract extensions and contract variations valued between £50k and £500k in their Portfolio Area where funding is previously included in Council budgets.	n/a		Cllr Ian Edwards - Leader of the Council OR Cllr Martin Goddard - Finance & Transformation / in conjunction with relevant Cabinet Member	TBC	various				Private (3)
SI	All Delegated Decisions by Cabinet to Cabinet Members, including tender and property decisions	Where previously delegated by Cabinet, to make any necessary decisions, accept tenders, bids and authorise property decisions / transactions in accordance with the Procurement and Contract Standing Orders.	TBC		All	TBC	various				Public / Private (1,2,3)
SI	Sale, and conversion, of loft space to leaseholders and also extension of Leasehold Interests of flats under the 1993 Act	To consider any issues in relation to loft space and also consider an extension of the leasehold interests for several flats where the Council as freeholder has received an application under the Leasehold Reform Housing and Urban Development Act 1993. The report will recommend grant of the extensions in each case where the Notice is valid and in accordance with legislation.	TBC		Cllr Jonathan Bianco - Corporate Services & Property	Corporate Resources & Infrastructure	James Raven				Private (1,2,3)
SI	External funding bids	To authorise the making of bids for external funding where there is no requirement for a financial commitment from the Council.	n/a		All	TBC	various				Public
SI	Appeals in relation to business rates (NDR)	To determine appeals in relation to business rates following a decision by the Council.	TBC		Cllr Martin Goddard - Finance & Transformation	Corporate Resources & Infrastructure	Tiffany Boreham				Private (1,2,3)
SI	Response to key consultations that may impact upon the Borough	A standard item to capture any emerging consultations from Government, the GLA or other public bodies and institutions that will impact upon the Borough. Where the deadline to respond cannot be met by the date of the Cabinet meeting, the Constitution allows the Cabinet Member to sign-off the response.	TBC		All	TBC	various				Public

SI = Standard Item each month/regularly

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

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WORK PROGRAMME

Committee name	Corporate Resources and Infrastructure Select Committee
Officer reporting	Anisha Teji – Democratic Services
Papers with report	Appendix A – Work Programme
Ward	All

HEADLINES

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

RECOMMENDATIONS

That the Committee considers the Multi-Year Work Programme attached 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
4 March 2025	CR5
10 April 2025	CR5
17 June 2025	CR5
23 July 2025	CR5
17 September 2025	CR5
19 November 2025	CR5
6 January 2026	CR5
12 February 2026	CR5
5 March 2026	CR5
7 April 2026	CR5

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.

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Multi Year Work Programme 2022 - 2026

		2024/25 MY		2025/26 MY								
Service Area	Corporate Resources and Infrastructure Select Committee	May No meeting	March 4	April 10	June 17	July 23	Sept 17	Nov 19	Jan 6	February 12	March 4	April 21
Democratic Services + relevant service(s)	Major Review: Maximising Council Spaces: A Review of Business and Private Hire Opportunities Topic selection / scoping stage Witness / evidence / consultation stage Findings, conclusions and recommendations Final review report agreement Target Cabinet reporting				X	X	X	X				
Regular service & performance monitoring and scrutiny												
Business Intelligence	Annual Performance Monitoring							X				
Finance	Mid year Budget Update							X				
Highways	Electric Vehicle Infrastructure Strategy - annual update					X						
Assets	Building Safety Strategy - Annual Monitoring Report		X								X	
Democratic Services	Cabinet Member attendance				X							
Digital	Digital & Transformation Update						X					
Business Intelligence	Annual complaints & service update report TBC						X					
Finance	Cabinet's budget proposals for next financial year								X			
Democratic Services	Cabinet Forward Plan Monthly Monitoring	X	X	X	X	X	X	X	X	X	X	X
One-off information / service update and scrutiny												
Democratic Services	Remit of new Select Committee / Changes to ToR / Scrutiny updates/news											
Human Resources	Staff skills, learning and development TBC											
Technology	Cyber Security Update								X			
Planning and Regeneration	Hayes Estate Regeneration Progress								X			
Assets	Update on Council's Fleet								X			
Transportation	Hillingdon Cycling Strategy - implementation				X							
Health Safety/ Emergency Response	Emergency Response Service (Grenfell Town Inquiry recommendations)		X									
Assets	Ensuring Fire Safety in Private Residential Properties (request from full Council)		X									
Counter Fraud	Counter Fraud Update											
Assets	Right to buys backs				X							
Cross-cutting topics for wider scrutiny												
Council wide	Resident experience											
CEO	Strategic Partnerships (Brunel, SNP, Businesses etc...)								X			
External	Utility company scrutiny (broadband, water, electricity, gas, mobile operators)										X	
Past review delivery - implementation of recommendations to Cabinet												
Procurement and Commissioning	Procurement Review 2023/24									X		
Transportation	Road Safety Review 2023/24				X							
Highways	Highways Resurfacing 2023/24					X						
Committee Site Visits + reporting back to subsequent meeting												
Assets	Civic Centre Tour / New Library etc... Capital Programme (Date TBC)				X							
Adult Social Care	Mortuary (Date TBC)							X				
Assets / Capital Programme	Platinum Jubilee Leisure Centre (Date TBC)					X						
Internal use only												
Agenda			24-Feb-25	02-Apr-25	09-Jun-25	15-Jul-25	09-Sep-25	11-Nov-25	29-Dec-25	04-Feb-26	25-Feb-25	13-Apr-26

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STRICTLY NOT FOR PUBLICATION

Exempt information by virtue of paragraph(s) 6a, 6b of Part 1 of Schedule 12A
of the Local Government Act 1972 (as amended).

Agenda Item 9

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