



Residents' Services Select Committee

Date:

TUESDAY, 15 JULY 2025

Time:

7.00 PM

Venue:

Meeting Details:

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Councillors on the Committee

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

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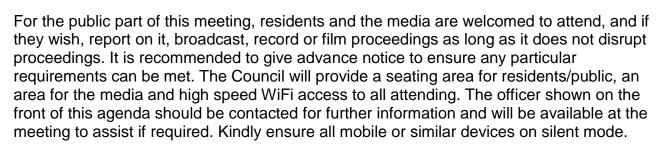
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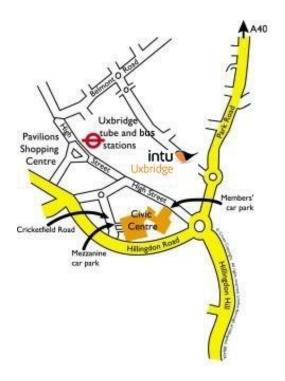


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Terms of Reference

Residents' Services Select Committee

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

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

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

STATUTORY COMMITTEE

Statutory Crime and Disorder Scrutiny

This Committee will act as a Crime and Disorder Committee as defined in the Crime and Disorder (Overview and Scrutiny) Regulations 2009 and carry out the bi-annual scrutiny of decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions.

Duty of partners to attend and provide information

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

Agenda

1	Apologies for Absence	
2	Declarations of interest in matters coming before this meeting	
3	To receive the minutes of the previous meeting	1 - 14
4	To confirm that the items of business marked as Part I will be considered in public and those marked Part II will be considered in private	
Par	t I - Members, Public and Press	
5	Animal Welfare and Animal Licensing	15 - 50
6	Allotments	To follow
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8	Forward Plan	63 - 76
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10	Financial Scrutiny Training - Verbal Update	



Agenda Item 3

Minutes

RESIDENTS' SERVICES SELECT COMMITTEE

12 June 2025



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

	Committee Members Present: Councillors Wayne Bridges (Chair), Darran Davies, Ekta Gohil, Scott Farley (Opposition Lead), Janet Gardner, Kamal Preet Kaur and Kaushik Banerjee Officers Present: Matt Davis (Director – Strategic and Operational Finance) Julia Johnson (Director of Planning and Sustainable Growth) Dan Kennedy (Corporate Director of Central Services) Freddie Mohammed (Parking Representations and Appeals Manager) Liz Penny (Democratic Services Officer) Richard Webb (Director Community Safety & Enforcement)
	Becky Coffin (Director of Communities and Sustainability, Heathrow) Danielle Knafo (Stakeholder Engagement Manager, Heathrow)
82.	APOLOGIES FOR ABSENCE (Agenda Item 1)
	Apologies for absence were received from Councillor Peter Smallwood OBE with Councillor Kaushik Banerjee substituting.
83.	DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (Agenda Item 2)
	There were no declarations of interest.
84.	TO RECEIVE THE MINUTES OF THE PREVIOUS MEETINGS DATED 22 APRIL 2025 AND 8 MAY 2025 (Agenda Item 3)
	RESOLVED: That the minutes of the meetings dated 22 April 2025 and 8 May 2025 be agreed as an accurate record.
85.	TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED AS PART I WILL BE CONSIDERED IN PUBLIC AND THOSE MARKED PART II WILL BE CONSIDERED IN PRIVATE (Agenda Item 4)
	It was confirmed that all items of business were marked Part I and would be considered in public.
86.	HEATHROW INFORMATION REPORT (Agenda Item 5)
	Becky Coffin (Director of Communities and Sustainability, Heathrow) and Danielle Knafo (Stakeholder Engagement Manager, Heathrow) were in attendance to present their report and respond to Members' questions. Key points included:

- Heathrow's pride in being part of the Hillingdon community and the strengthening partnership with the Council in recent years were highlighted.
- Three key areas of collaboration were focussed on: local partnership working, economic growth, and local impact.

Local Partnership Working

- It was noted that Heathrow had prioritised several initiatives over the past three years, notably addressing local parking concerns.
- A Local Parking Action Plan had been established, managed through a multistakeholder forum under the Heathrow Area Transport Group, with input from Hillingdon and other boroughs.
- Efforts included:
 - Tackling meet-and-greet and nuisance parking by private hire vehicles.
 - Collaborating with the British Parking Association to approve operators.
 - Enhancing the Authorised Vehicle Area for safer waiting zones.
 - Supporting Public Space Protection Orders (PSPOs) and Controlled Parking Zones (CPZs), with enforcement aided by police funding, particularly benefiting Heathrow Villages.
- Members heard that the Community Investment Partnership had been launched over two years previously with the Council, London Wildlife Trust, and British Airways.
 - This initiative supported local nature reserves such as Minet and Cranford Country Parks, and Yeading Meadows.
 - It also facilitated conservation work and volunteer opportunities.
- It was noted that Heathrow had sponsored the recent "Picnic in the Park" at Barra Hall Park, where over 750 plants had been distributed to local families by the Heathrow Rangers.

Role in Local Economic Growth

- It was confirmed that, in December of the previous year, Heathrow had announced a £2.3 billion infrastructure investment, focusing on:
 - Terminal upgrades.
 - Enhancing customer experience and punctuality.
 - Improving local transport and sustainable travel connections.
- The Heathrow Local Growth Task Force had been established, involving Borough stakeholders, chambers of commerce, and business groups.
 - Workstreams included employment and skills, supply chain development, sustainable transport, and green growth.

- It was noted that Heathrow had participated in the "Hillingdon Takes Off" event in February.
 - The event showcased strong interest from investors and businesses in West London's economic potential.

Addressing Local Impact

- The challenges of having an airport in the Borough were recognised and Heathrow's commitment to listening and responding to community concerns was emphasised.
- On sustainable travel:
 - It was noted that Heathrow promoted active travel routes through its Local Cycling and Walking Infrastructure Plan.
 - Collaborations including the Harlington High Street route, and the Hillingdon Cycle Strategy were highlighted.
- On air quality:
 - Data from Heathrow Airwatch showed a 35–39% reduction in pollutants over the past decade, with all monitoring stations, including Hillingdon's, within regulatory limits.
 - Plans were underway for Clean Air Day, including a pilot workshop at Harlington School.
- · On noise:
 - The Committee was informed that a new noise insulation programme had been launched, offering up to 100% funding for eligible homes.
 - In Longford, 304 of 454 eligible homes had registered, and 209 installations had been completed to date.
 - Additional support included insulation for schools, vortex protection, and relocation assistance, all aligned with Heathrow's Noise Action Plan.

In response to questions from the Committee regarding the recent power outage at Heathrow, it was recognised that it had been a difficult day for both the Borough and the airport, during which the airport had been closed due to a fire at the North Hyde substation. It was noted that the decision to close had been made to prioritise the safety of passengers and staff, and an apology was extended for the disruption caused. The successful recovery of operations was attributed to the efforts of the airport's many partners.

Members heard that the Kelly Review, conducted independently by non-executive director Ruth Kelly, had recently been published. This review examined the airport's preparedness and response to the incident. It concluded that the decisions made on the day had been appropriate and that safety had been effectively prioritised, with no injuries reported. It was noted that energy resilience remained a key part of the airport's

strategy, and that the response had been effective due to established crisis procedures.

The Committee was informed that the Kelly Review included around 20 recommendations aimed at strengthening future resilience. The airport team committed to implementing all of them and offered to share the published findings. It was acknowledged that some questions remained unanswered at the national level, particularly regarding the cause of the fire and the failure of all three transformers, with a final report expected later in the year.

Members sought further clarification regarding the impact of the Cranford Park Agreement. In response, the Director of Communities and Sustainability at Heathrow confirmed that the changes being referred to were related to the former Cranford Agreement, a government policy that had been dissolved approximately thirteen years earlier. Planning permission had been submitted to make ground infrastructure changes that would allow for runway alternation, enabling take-offs and landings in both directions on both runways. As part of this application to the Council, noise and air quality assessments and modelling had been carried out to evaluate the potential impacts of the proposed changes. It was noted that mitigation measures had been proposed, including noise insulation for homes affected by new or increased noise levels. These proposals were under review by the Council's planning team. The Committee heard that an existing network of air quality monitors was already in place in the area, which would provide relevant data to support ongoing assessments.

Councillors raised concerns about ongoing parking issues in the nearby area of Packet Boat Lane noting that increased parking charges had led to a rise in unregulated parking on private land in that area, with hundreds of cars being parked near a popular lake. Members enquired whether there was a way for Councillors to directly report such issues and for residents to engage with Heathrow on these matters.

In response, it was explained that Heathrow had set up a reporting portal the previous year. This portal allowed residents from any location to report nuisance parking believed to be linked to the airport. Reports submitted through the portal were reviewed by the service access team, who used the data to identify problem areas and coordinate responses with the Council and local police, including a dedicated officer. It was confirmed that a Community Relations Helpline was available via email or phone during working hours, for reporting broader issues not limited to parking. It was agreed that these contact options would be relayed to Members to be shared with residents.

Councillors expressed concern about the burden placed on the Council's parking officers due to airport-related parking issues, particularly vehicles left for extended periods. They asked what Heathrow was doing beyond working with the police to support the Council and requested an example of a successful intervention.

In response, the Heathrow representatives acknowledged the issue and explained that they had funded enforcement in Hillingdon and other boroughs. They described efforts to address private hire vehicle parking through direct engagement, improvements to authorised vehicle areas, and communication with licensing authorities. The most effective measure cited was the implementation of Public Space Protection Orders (PSPOs), which had led to over 1,000 drivers being moved on, with few repeat offenders. Illegal parking operations were being addressed through collaboration with the Council and police, and public messaging discouraged the use of unapproved

parking providers.

Members raised concerns about the smell and taste of aviation fuel in residential areas and asked whether anything could be done to prevent this. It was clarified that air quality monitoring showed aircraft emissions had minimal reach and that most pollution detected came from road traffic. It was explained that airspace modernisation, a government-led programme, would reduce aircraft stacking and associated emissions.

In response to a further question from the Committee regarding a bird hide facility and why it had not been advertised, given its potential value for school visits, it was noted that the facility had only recently opened. The Heathrow representatives committed to following up on opportunities for school engagement. They also mentioned other biodiversity sites and existing partnerships with local schools, offering to explore further outreach.

Members returned to the issue of unauthorised mass car parks and asked whether Heathrow had discussed funding support for residents affected by new parking permit charges. The Heathrow representatives stated that they were open to such discussions and emphasised their focus on addressing the root causes of the problem. They encouraged residents to report issues via the portal to ensure data-driven responses.

In response to further questions from the Committee, it was confirmed that noise monitoring extended under flight paths, and that new ground noise monitoring was being introduced in response to community feedback.

Councillors enquired whether the partnership between Heathrow and the Council had reached its full potential and what could be improved. The Heathrow representatives acknowledged progress but noted that parking remained a challenge. They highlighted community investment initiatives and encouraged Councillors to promote funding opportunities. They also discussed the Heathrow Skills and Employment Academy and the importance of making job opportunities more accessible to residents.

In response to questions about Heathrow's zero waste objective and how much waste was recycled, the Committee heard that approximately 49% of waste was currently recycled, with a goal to increase this to 60–70% over the next 5–10 years. It was explained that construction and commercial waste were largely recyclable, but onboard catering waste had to be incinerated due to international regulations.

Councillors enquired about Heathrow's business rates and whether the airport would be open to discussions with senior officers to ensure fair contributions. In response, it was confirmed that Heathrow was the largest business rates payer in the country. The Council's Director of Strategic and Operational Finance clarified that valuations were set by the Valuation Office Agency, not the Council.

Members sought further clarification regarding Heathrow's response to the Government's recent announcement supporting a third runway. It was confirmed that a proposal was being prepared for submission by summer, reviewing previously paused plans, and considering necessary policy changes to meet the Government's timeline.

Returning to parking, Councillor asked whether Heathrow would be willing to fund enforcement efforts more fairly, given the increasing burden on the Council. The Heathrow representatives were disappointed their efforts were not fully recognised and reiterated their commitment to enforcement and collaboration. They confirmed

openness to further discussions and additional measures. The Director of Community Safety and Enforcement added that Heathrow had already funded additional enforcement deployments and that recent meetings had resulted in further funding commitments.

With regard to apprenticeship capacity and work experience opportunities at Heathrow, the Committee was informed that multiple apprenticeship schemes were in place, with 31 Hillingdon residents currently supported. It was noted that Heathrow had also reported delivering 371 work experience days to 429 young people in the first quarter of the year. Opportunities to expand this further would be explored.

Members asked whether Heathrow provided winter support, such as gritting local roads. It was confirmed that this possibility would be further explored; however, it was noted that Heathrow's equipment was specialised for airport use.

A further question from the Committee focused on active travel and sustainable transport. The Heathrow representatives explained that their Local Cycling and Walking Action Plan aimed to connect airport routes with Borough networks. They discussed the Sustainable Travel Zone, which subsidised bus routes for shift workers, and invited feedback on areas needing improved access.

The session concluded with a request from the Chair for Heathrow to consider supporting canal and towpath improvements, which the representative agreed to take back to their team. The chair thanked the Heathrow team for their attendance and engagement.

That the Residents' Services Select Committee noted the information provided in the Heathrow Information Report.

87. **DRAFT PARKING ANNUAL REPORT** (Agenda Item 6)

Richard Webb (Director of Community Safety and Enforcement) and Freddie Mohammed (Parking Representations and Appeals Manager) were in attendance to respond to Members' queries in relation to the Draft Parking Annual Report.

Councillors sought to determine the percentage of Penalty Charge Notices (PCNs) that had been paid upfront and how many had proceeded to the collection stage. The response from officers indicated that the information was not immediately available but could be retrieved from the processing system and would be provided to the Committee after the meeting.

Members enquired whether road signs associated with moving traffic restrictions, such as waiting restrictions and entry prohibitions, were sufficiently visible, appropriately sized, and suitable for public comprehension. It was confirmed that parking enforcement was heavily legislated, and that signage complied with the Traffic Signs and General Directions regulations, ensuring uniformity across England and Wales.

A subsequent question from the Committee raised concerns about the misuse of disabled parking bays and the abuse faced by both legitimate blue badge holders and enforcement officers. Councillors questioned the frequency of visits to areas where such abuse occurred and whether there were sufficient staff to manage these issues. In response, it was explained that staffing and deployment were continually reviewed in collaboration with the contractor, and that a vehicle equipped with ANPR had been

acquired to improve coverage. It was also noted that specific operations targeting blue badge fraud were conducted throughout the year.

Officers acknowledged the difficulty in enforcement due to invisible disabilities and explained that civil enforcement officers were limited in their authority, being able only to inspect badges. Members were informed that fraud investigations and prosecutions were handled by a dedicated team in collaboration with enforcement officers.

Members offered to provide a list of locations where blue badge misuse was prevalent and noted that they had never been asked to show their own badges, suggesting a lack of enforcement visibility.

Councillors asked whether PCNs could be broken down by those that had proceeded to court or entered debt recovery. They also queried how the Council monitored the deployment of enforcement officers to ensure they were present during peak times and that resources were used effectively. The response provided an overview of the enforcement process, from initial challenge to adjudication and potential court involvement. It was confirmed that data on PCNs was tracked by the finance team and that deployment was monitored through a tracking system, monthly meetings, and a hotline that allowed for rapid response to reported issues.

Members raised concerns regarding a recent visit during which parking enforcement officers had been observed being assaulted, including having their handheld device taken. Councillors questioned why, after a "code red" alert had been issued, the officer had received a phone call asking whether police assistance was needed, rather than immediate action being taken. Concerns were expressed that the control room was not actively monitoring the situation despite the presence of 3,000 live cameras in the Borough. Members further questioned why the contractor staff were not based in the control room and emphasised the vulnerability of officers, suggesting that the current system did not adequately protect them. Councillors felt a review of officer protection was essential.

Officers acknowledged the seriousness of the incident and confirmed that footage had been reviewed. It was explained that a "code red" alert triggered a response from nearby Civil Enforcement Officers (CEOs), who arrived quickly. The benefit of multiple body-worn cameras was noted, and it was stated that such incidents were reviewed monthly and reported to the police when appropriate. It was also noted that prosecutions had occurred in some cases, depending on the evidence and the willingness of the CEO to proceed.

Members reiterated that although three officers had been present, the assaulted officer had been alone at the time of the incident. The Committee questioned why the contractor had not been integrated into the control room and suggested that even a radio link could allow the control room to activate nearby cameras in response to a code red. Councillors stressed that response times of even three minutes could be too long in such situations. Officers acknowledged the concern and committed to investigating the feasibility of integration with the control room.

Councillors raised further questions about the hotline used to report illegally parked vehicles. They asked whether Key Performance Indicators (KPIs) were in place for the hotline, noting that residents had experienced long wait times and inconsistent responses. The Committee questioned whether the hotline's performance was being monitored and whether improvements were needed.

In response, it was confirmed that KPIs existed for the hotline, including call volumes and response times. However, it was clarified that the hotline did not operate with full call centre functionality, and therefore metrics such as dropped or missed calls were not available. The hotline was staffed by a single person, which could lead to delays during busy periods. It was confirmed that the hotline was managed by the contractor under the terms of the parking contract.

In reply to requests for further clarification, it was confirmed that PCNs were issued based on contraventions rather than location, therefore the system did not automatically categorise them by zone or ward. **However, it was possible to extract that data through additional processing.**

Members enquired whether the current level of enforcement was sufficient, citing a neighbouring borough that had issued more than twice as many PCNs.

The response stated that comparing headline figures between boroughs was not straightforward due to differences in policy, geography, and enforcement practices. It was emphasised that the Council aimed to achieve compliance rather than maximise PCN issuance. Factors such as the number of restrictions, use of cameras, and policy decisions (e.g., leniency for first-time offenders with blue badges) all influenced the figures. It was noted that the Council's approach prioritised fairness and customer service, including discretionary cancellations for certain groups.

The Committee Members commented on the lack of comparative data in the report, stating that the figures presented did not allow for meaningful year-on-year analysis. They asked what was being done to address the issue of "ghost plates" and other methods used to obscure vehicle registration.

The response clarified that ghost plates were more commonly associated with speeding offences rather than parking violations. It was explained that if a vehicle was reported as cloned, the Council required a crime reference number from the police prior to cancelling the PCN. While such cases were not extremely common, they had been increasing. It was noted that enforcement officers had not reported encountering ghost plates with stickers, and that such tactics were more often used to evade speed cameras.

Councillors sought further clarification as to what procedures were in place for dealing with parking infringements that occurred outside of the contracted enforcement hours, which ended at 10:00pm. The response confirmed that there was no enforcement service outside of those hours, but that if a significant number of complaints were received, the situation would be reviewed.

Councillors noted that some questions raised in previous meetings had not received responses and that requests for trend data and safety-related issues had been previously submitted but were not reflected in the current report.

Officers acknowledged the omission and explained that the parking annual report was governed by legislative requirements but could be expanded to include additional data if requested. It was confirmed that trend data would be included in future reports.

Councillors asked whether financial compensation was sought from third-party contractors when parking bays were suspended due to prolonged roadworks or other

disruptions. It was clarified that, while no penalty fees were charged for overruns, contractors were charged a daily rate for each day of suspension, which generated income for the Council.

Further concerns were raised about the tracking of enforcement officers and Members enquired whether tracking could be applied to the officers themselves rather than just the devices. It was explained that the handheld devices were linked to a geolocation system which allowed tracking of the device's location. Officers were not permitted to leave their devices unattended, and any breach of this protocol would trigger a disciplinary investigation.

In response to further questions from the Committee, it was noted that **the accuracy of the tracking system was not known but could be investigated.** Regarding the effectiveness of the parking enforcement strategy, it was stated that despite increased enforcement efforts and a higher number of PCNs issued, contravention rates had not declined.

Noting that although there were 3,000 CCTV cameras in the Borough, these were not monitored 24/7, Councillors suggested a review of the staffing and operational hours of the control room. It was confirmed that the control room did not have sufficient staff to maintain continuous monitoring.

Councillors asked whether enforcement officers had the authority to take action against vehicles that were legally parked but causing damage to roads or pavements, particularly in light of increased development and heavy vehicle use. It was confirmed that since 1974, parking on pavements or verges had been prohibited unless explicitly permitted by the Council. Officers could issue PCNs for such violations, and a specific contravention code existed for larger vehicles. Officers added that cloned vehicle cases were handled by requiring a crime reference number from the police before cancelling the PCN. It was confirmed that, as set out on page 32 of the report, over 11,000 PCNs had been issued for vehicles parked on footpaths or areas other than the carriageway.

That the Residents' Services Select Committee noted the contents of the draft annual parking report and commented on matters requiring clarification or for consideration of inclusion in the report.

88. **TOWN CENTRE REGENERATION - UXBRIDGE AND HAYES TOWN** (Agenda Item 7)

Julia Johnson, Director of Planning and Sustainable Growth, was in attendance to respond to clarification questions from Members regarding the Town Centre Regeneration report.

Members enquired how the recent announcement that no UK Shared Prosperity Fund (UKSPF) would be allocated to London boroughs post-2026 would affect the current regeneration schemes. They queried whether the schemes were fully costed or if additional funding had been anticipated. In response, officers confirmed that the announcement had been unexpected and that the current programme was based solely on the funding received for the present year. It was stated that all allocated funds were required to be spent within the year, and the team was already exploring future funding options to continue the work, given its early positive impact.

Councillors asked whether local Safer Neighbourhood Teams or anti-social behaviour

teams had been involved in the design of the regeneration schemes, particularly regarding night-time safety features such as lighting and open spaces. In reply, it was acknowledged that, while the Safe Communities Team had been engaged, there had not yet been direct involvement from police officers. **The officer committed to following up on this.**

The Committee raised concerns about unmet promises in previous developments, such as the absence of a cinema and health centre in the Old Vinyl Factory and High Point Village. Members requested that local Councillors be consulted in future planning processes and highlighted ongoing issues such as a non-functioning clock and persistent rough sleeping in the subway. They also advocated for the promotion of local heritage, including Fairy Corner. The officer acknowledged the shortcomings of past developments and stated that lessons had been learned. It was explained that future schemes would ensure community benefits were delivered before residents moved in. Specific actions included assigning an officer to be on-site weekly, forming a landlord liaison group, and hosting open days to attract potential occupiers. The Director of Planning and Sustainable Growth agreed to follow up on the clock and subway issues and expressed support for celebrating local history through regeneration efforts.

Members asked what incentives and support schemes were in place to retain businesses and attract new enterprises to Hayes, noting the proliferation of similar shops and the loss of major retailers. It was explained that the Council had limited control over shop types due to planning regulations. However, efforts were being made to attract creative and startup businesses, particularly those priced out of East London. It was noted that the Council was also considering expanding the town centre boundary to include areas like the Old Vinyl Factory, which would allow greater influence over ground floor uses.

Councillors asked how the success of regeneration efforts was being measured, particularly in the Owen Road and Austin Road estates. They also requested that construction hoardings be made more visually appealing. The response stated that Phase 1 of the estate redevelopment was nearing completion and that a housing regeneration officer was working on-site to monitor social value outcomes. Improvements to canal links and affordable housing provisions were also highlighted. The officer agreed to follow up on the appearance of the hoardings.

Members raised concerns about parking provisions in new developments, particularly in light of aggressive housing targets and limited public transport options. They asked what measures were being taken to prevent overflow parking in residential streets. The response explained that parking levels were determined by the London Plan and based on public transport accessibility. In areas like Hayes and Uxbridge, which had high accessibility, car-free developments were encouraged. However, the Council could collect funds to support future parking schemes if needed.

In response to Councillors' requests for clarification regarding parking assessments in areas surrounding regeneration sites, it was indicated that parking data was collected during the planning application process and that post-occupancy surveys could be considered if specific concerns were raised.

It was confirmed that there was a growing emphasis on aligning planning with public health outcomes. Examples included proposals for leisure facilities and community kitchens, as well as ongoing collaboration with public health colleagues.

Councillors suggested exploring European models of regeneration, such as subsidised repair factories that promoted reuse and community engagement. It was confirmed that officers were open to such ideas and that similar creative initiatives were already being explored.

Members asked whether residents displaced from the Austin Road site had the right to return and whether parking needs had been adequately considered. In response, it was confirmed that returning residents would be accommodated and that parking provisions had been balanced against other planning priorities. It was noted that additional tools outside the planning system could be used if parking became problematic.

The Committee advocated for the establishment of a community centre in one of the new developments to serve diverse local communities. Members also questioned why Section 106 funds were not always spent in the areas directly impacted by development. It was explained that a community space was still expected as part of the cinema building in the Old Vinyl Factory and that discussions with the landowner were ongoing. Regarding Section 106 funds, it was clarified that some contributions were site-specific, while others, such as those for carbon offsetting or air quality, could be used more flexibly across the Borough depending on the nature of the mitigation required.

That the Residents' Services Select Committee noted and commented on the programme of work outlined in the report.

89. UPDATE FURTHER TO THE COMMITTEE'S REVIEW OF THE EMPTY HOMES COUNCIL TAX PREMIUM (Agenda Item 8)

Matt Davis, Director of Strategic and Operational Finance, was in attendance to respond to Members' questions in relation to the report.

Members sought further clarification regarding ambiguity in the report, noting that it appeared to simultaneously state that the scheme was not always effective while also recommending its continuation. They referenced data on page 52 of the agenda pack, highlighting inconsistencies in the number of accounts charged a premium and questioning the scheme's effectiveness in bringing properties back into use.

The Director of Strategic and Operational Finance responded by explaining that the report did not quantify how many more homes would have remained empty without the scheme, as such data did not exist. The scheme, introduced in 2013, aimed to encourage occupancy of otherwise vacant homes. It was acknowledged that the report's wording could have been clearer, and it was noted that many councils had adopted similar schemes for the same purpose.

Councillors raised concerns about the clarity of the report's language, particularly regarding second homes and the application of a premium. They cited a section indicating plans to contact second homeowners by December 2025 and questioned the clarity and timing of the policy's implementation.

In response, it was clarified that the referenced paragraph pertained to second homes, not empty homes. It was confirmed that the Council had not yet introduced the second homes premium discussed in February 2024. A legal notice had been published to announce a consultation on the scheme's introduction from April 2026. The Council

planned to consult registered second homeowners before September to confirm their status, as some may no longer be using the properties as second homes. It was reiterated that the matter would be included in the December budget-setting process and it was acknowledged that the report was somewhat unclear.

In reply to further questions from the Committee, it was explained that the Council pursued all reasonable means to collect debt, including court recovery, and wrote off debts only in cases such as untraceable individuals, bereavement, or bankruptcy.

Members suggested that liability orders added weight to enforcement and helped recover costs. In reply, the Director of Strategic and Operational Finance confirmed that the associated costs were chargeable to the ratepayer if payment was not made by the due date.

Councillors asked whether the Council had considered combining the premium with compulsory purchase order (CPO) powers to prompt quicker engagement from property owners. The Director of Strategic and Operational Finance agreed to investigate this proposal further after the meeting.

In response to their requests for further clarification, Members heard that the proposal remained under consultation and would be evaluated as part of the December budget process. A business case would be prepared, assessing demographics and financial viability. The Council might proceed even if the scheme incurred modest costs, provided it yielded environmental or housing benefits.

Members enquired whether the Council also sought to recover costs incurred from clearing overgrown properties. It was clarified that the current discussion focused solely on Council tax recovery.

Members wondered whether the Council could sell debt, as private companies do, to recover costs. In reply, it was noted that officers had recently discussed this option, known as factoring. Members heard that, while it could provide immediate income, private companies might not act with the same social responsibility. The Council would consider all options during the budget-setting process to maximise benefits.

It was noted that the scheme's primary goal was behavioural change and reducing the need for temporary accommodation, rather than revenue generation.

RESOLVED: That the Residents' Services Select Committee:

- 1. Noted the proposed next steps to increase the empty property premium to the maximum allowed and introduce the second home premium from 01/04/2026; and
- 2. Commented on the information within the report and provided feedback to Cabinet where necessary.
- 90. | **FORWARD PLAN** (Agenda Item 9)

RESOLVED: That the Forward Plan be noted.

91. **WORK PROGRAMME** (Agenda Item 10)

Members requested a mini review or information item on the topic of Breakspear

Crematorium.
A summer site visit to Ruislip Lido was suggested.
RESOLVED: That the Work Programme be noted.
The meeting, which commenced at 7.00 pm, closed at 9.25 pm.

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



Agenda Item 5

ANIMAL WELFARE & ANIMAL LICENSING

Committee name

Residents' Services Select Committee

Daniel Ferrer, Licensing Team Manager

- Photographs of "Ronnie" – Appendix A
- Photographs of "Frankie" – Appendix B
- Council's Public Space Protection Order – Appendix C
- SDK full annual report for 2024/25 - Appendix D

HEADLINES

This report provides information on the Council's responsibilities under animal welfare and animal licensing legislation. It provides an overview of activity, trends and enforcement cases and provides information on how residents can report intelligence and/or make complaints to the Council.

RECOMMENDATIONS

That the Select Committee:

1. Notes the content of this report

SUPPORTING INFORMATION

ANIMAL LICENSING

The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 set out the framework for licensing activities involving animals in England. These regulations came into force on 1 October 2018 and are designed to ensure the welfare of animals involved in various activities. This is the biggest step in improving welfare standards for animals for many years.

The regulations place a requirement on Local Authorities to have a competent and qualified Officer for the purposes of carrying out the inspection required under the regulations. Currently, the London Borough of Hillingdon has one officer that is qualified and another that is currently undertaking the training.

The activities covered by the regulations are selling animals as pets, providing boarding for cats, providing boarding for dogs in kennels, providing boarding for dogs in a residential home (Home Boarding), providing day care for dogs (Commercial business with no overnight stays for dogs),

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providing boarding for cats (catteries), hiring out horses for riding or instruction, dog breeding (for those in scope of the regulations), and training animals for exhibition.

The regulations are supported by Statutory Guidance which makes up the conditions which operators must comply with. The regulations operate on a rating system (compliance with statutory guidance) and compliance history. The better the compliance, the better the Licence.

Licences vary in duration from 1 year to 3 years, and those with the highest standards of compliance with the conditions including the "Higher Standard" conditions would achieve a 3-year licence; those with compliance against all the mandatory conditions but not the higher standard conditions would receive a 2 year licence, and those with 1-2 minor failings against the mandatory conditions may achieve a 1 year licence. N.B, businesses that have a minor failing and achieve a 1-year licence must improve as a 1-year licence may only be issued once. If no improvements are made, then the business cannot be licensed.

Once a business is licenced, it must be inspected once more during the term of the licence. It must be noted that, for the initial inspection for Dog Breeding businesses, the Local Authority Officer must be accompanied by a veterinarian who must carry out their own inspection and provide a report and recommendation. Following the veterinarian initial inspection, veterinarians are not required to inspect again.

Hiring out horses for riding or instruction applications are also required to be initially inspected by an equine veterinarian along with the Local Authority officer, but due to there being a higher risk to the public in this activity, riding schools are required to be inspected every year by the LA and veterinarian.

Refusal and enforcement

Where a licence application is refused; the applicant may request a reinspection. Local Authorities do not have to accept every request for a reinspection, and where a notice of refusal has been issued, the applicant has 28 days to make an appeal to the First Tier Tribunal.

Where businesses are found not to be complying with the conditions laid out in the statutory guidance, the Local Authority has powers to suspend or vary the licence accordingly.

Businesses which are found to be operating in the absence of a licence can be prosecuted for the offence. This offence is contained within the Animal Welfare Act 2006 section 13 (Licensing or registration of activities involving animals) which is the overarching legislation to the 2018 Regulations. It is also an offence to advertise an animal business without a licence, and this is mostly found with dog breeding businesses where the puppies are advertised for sale, but the business is unlicensed. These unlicensed businesses often have very poor welfare standards, thereby exploiting the animals that they are breeding from and compromising the welfare of both the breeding dogs and the puppies. It should be noted that this is not limited to the breeding and sale of dogs but is also common with people breeding and selling cats and other animals such as birds and reptiles, which all fall into the activity of selling animals as pets.

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Numbers of Licensed premises:

- Hiring out Horses 3 premises which are all currently 3-year 5 star rated.
- Breeding Dogs 1 premises that is 3-year 5 star rated.
- Boarding for Cats 3 premises all 2-year 3 star rated
- Home Boarding Dogs 5 premises all 3-year 5 star rated
- Day Care for Dogs 2 premises all 3-year 5 star rated
- Providing Kennels for Dogs 1 premises 3-year 5 star rated
- Selling Animals as Pets 4 premises all 3-year 5 star rated.

Since the licensing of Activities involving Animal (England) Regulations 2018 came into force, three businesses providing boarding for cats have closed; one business was not compliant with the regulations and was not able to be licensed, one closed due to the lease on the property not being renewed and one has closed for refurbishment to become compliant with the regulations. There has also been the closure of one business providing day care for dogs due to the lease on the land not being renewed, and one business (riding School) closed due to financial reasons. There are also a number of businesses including Dog Breeding, Home Boarding and Dog Day Care that have not renewed their licence and may be potentially operating on an unlicensed basis. The Team is closely monitoring these premises.

Unlicensed Activities.

The Licensing Team is aware that there are many businesses in the Borough who are potentially operating on an unlicensed basis, and the most prevalent are those that breed and sell dogs which often have the poorest welfare standards. The other prevalent operation is providing Home Boarding for Dogs. The Team is focusing their efforts in these areas.

Unlicensed breeding of dogs - investigations

- 2025 5 cases
- 2024 6 cases

Unlicensed sale of animals as pets

- 2025 2 cases (1 cat breeder and 1 breeding other animals for sale as pets including birds)
- 2024 1 case (1 cat breeder)

Unlicensed operators generally have very poor standards in animal welfare and husbandry, but also as a result of the unlicensed activity, they deprive the Local Authority of licencing fees through the licensing system. These unlicensed businesses will also avoid paying taxes on earnings through the unlicensed businesses and often, as was seen in the breeding and sale of XL Bullies prior to the ban, these individuals are often involved or connected to criminal gangs and networks.

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CASE STUDY: COLNE AVENUE

This 2018 case concerned unlicensed dog breeders. A couple in West Drayton, Galyna Khudyakova and Volodymyr Tymoshenko, were fined nearly £50,000 for breeding and selling dogs and cats without a license. They pleaded guilty to two offences at Uxbridge Magistrates Court. This followed a large and complex case where officers executed a search warrant in December 2018 revealing dozens of animals kept in poor conditions, with cages stacked from floor to ceiling and a room used for animal birthing. The Judge sentenced each defendant (identically) as follows:

- 1. Fine for each offence £4,500 (so £9,000 for each defendant)
- 2. Prosecution costs £15,000 each (so £30,000 between the defendants)
- 3. Victim surcharge £150 each
- 4. Total £24,150 in financial penalties/costs for each defendant £48,300 in total.

In terms of the Possession Order the Council were awarded £282,738. These costs were high because the Council were responsible for boarding costs and animal care for every animal prior to the Possession Order being granted.

The defendants are currently continuing to pay these costs to the Council in monthly instalments of £350.

CASE STUDY: Current Prosecution (LIVE CASE)

Whilst specific details cannot be divulged at this time, there is an investigation into a property and those residing at the property which started in July 2020 with a number of complaints referred to the licensing team in relation to unlicensed breeding of dogs and poor welfare conditions. An intensive investigation took place and involved multiple agencies and organisations which culminated in a Warrant being obtained to enter and search the premises in December 2021. During the search in which officers were accompanied by a veterinarian, 16 adult dogs and 18 puppies were taken into possession due to poor welfare conditions. The investigation has led to a prosecution file being submitted relating to unlicensed breeding but also a charge for conspiracy to commit fraud due to the nature of the business. A court date of January 2026 has been given.

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ANIMAL WELFARE CRIME & ENFORCEMENT

Hillingdon Council has two Licensing Officers that have, by virtue of the legislation and the authority, been appointed as animal welfare officers under the Animal Welfare Act 2006 (as well as some other animal related legislation). This gives them powers under the Act to use certain parts of the legislation to enforce, investigate and even prosecute for Animal Welfare offences.

The most utilised sections of the Animal Welfare Act 2006 legislation by Officers are:

- Section 4: Unnecessary suffering of a protected animal
- **Section 9**: Establishes a duty of care for individuals responsible for animals, requiring them to take reasonable steps to ensure the welfare needs of those animals are met.
- **Section 10**: Serving Improvement notices for any offence under section 9 that may not be deemed serious enough to prosecute but that requires some intervention
- **Section 18.5 and 18.6**: Taking animals into possession that are deemed to be suffering, or that may suffer if the circumstances do not change
- **Section 20**: Orders in relation to animals taken into possession as above (under Section 18.5) such as taking over ownership of the animal so that it can be rehomed.
- **Section 23**: Applications for warrants to enter a premises to search for evidence in relation to offences under the act.
- Section 30: The section that allows for the local authority to prosecute for offences under the act.

Animal welfare reports are on the rise. In 2024 the Team received 9 complaints regarding animal welfare and, as of June 2025, the Team is already at 15 within the first six months. The majority come to the Team from residents complaining about neighbours, barking dogs, smelly premises or incidents they have witnessed. The police also have the same powers, and arguably more due to being able to make arrests etc, but with their ever-stretched resources, it often does, and should fall to the local authority to be able to use the legislation and the powers given by the legislation to act. The RSPCA also carry out investigations. It is important to remember though that they have no more powers than a member of the public regarding the Animal Welfare Act and as they are having to make more and more cuts for the charity to survive, they also have less capacity to take on investigations or prosecutions. Establishing a good working relationship alongside these partners is vital to gain the best intelligence and to try and prevent multiple agencies dealing with the same issue. This can prove challenging as there is no central database for this information, so officers need to rely on data request applications and a good relationship with local officers and RSPCA inspectors.

Where possible officers will attend addresses and locations where reports have been made and then make assessments once in attendance. They often have little information beforehand, hence risk assessments and evaluating whether any offences are present and their severity, are carried out on scene in most cases. Officers have a large case load so cases are prioritised as efficiently as possible, The Team would like to be more proactive, rather than reactive, but demand is high. Officers would like to deliver training in animal welfare to other Council departments that make regular visits to residents so they may have an idea of what to look out for or perhaps deliver training to residents themselves.

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<u>CASE STUDY: FREEZELAND WAY, STANWELL MOOR ROAD & BAYHURST WOODS HORSES</u>

This case study details the swift and effective actions taken by officers to address the issue of abandoned horses on different sites within the Borough. Over the last six months, several horses were dumped on various areas of Council-owned land, prompting immediate action from the authorities.

- Freezeland Way, Uxbridge: Officers discovered three horses and a foal abandoned at Freezeland Way. Notices were served under the Control of Horses Act 2015, which allows for the detention of unlawfully grazing horses. Two horses were removed before the 96-hour notice period ended, while the remaining horses were taken into Council possession.
- Stanwell Moor Road: Eight horses were found on a large site with dilapidated stable buildings along Stanwell Moor Road. All horses were removed before the 96-hour notice period ended, ensuring their safety and well-being.
- **Bayhurst Woods**: Local residents reported three ponies abandoned near Bayhurst Woods. The ponies were removed to safety on January 14, 2025, following concerns shared on social media.
- Cranford Park: An incredibly sick pony, later named "Ronnie," was found abandoned at Cranford Park. Officers removed Ronnie within hours for veterinary treatment. He was later signed over to the RSPCA and has since recovered well.

The Control of Horses Act 2015 grants private landowners and local authorities the authority to detain horses unlawfully grazing on their land. If no owner is found within 96 hours of the notice, possession is taken by the council.

The main challenges for Officers during this operation included: finding homes, transport, and arranging logistics for the removal of the horses. However, the beneficial outcomes saw effective collaboration with other council departments, the RSPCA, transport companies, vets, and the equine charity World Horse Welfare that ensured all horses were removed safely and had somewhere to go, preventing the need for euthanasia or expensive bailiff services.

The worst welfare case involved "Ronnie", a pony in poor health. He was treated and has since recovered well. Ronnie now resides at the RSPCA Milbrook Centre and is hopeful for rehoming in the future.

Before and after photographs of "Ronnie" can be found at **Appendix A.**

CASE STUDY: JB - use of Section 20 Animal Welfare Act 2006.

This case study details the actions taken by officers to address the welfare concerns of two dogs owned by JB, a Council tenant living in sheltered housing. Over several months, the dogs were found in poor conditions, prompting immediate action from the authorities.

On October 31, 2024, JB had a fall at home and was admitted to hospital. Neighbours discovered the poor condition of her property, with dog faeces and urine throughout. JB had two dogs, Lilly and Bobby, without a care plan in place.

On November 8, 2024, the dogs were taken to kennels under the Care Act 2014. Lilly required immediate veterinary care due to unstable diabetes. JB returned home on November 25, 2024, and the property was cleaned. The dogs were returned on December 11, 2024, with improved health.

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However, on December 21, 2024, JB was admitted to hospital again. Lilly was found very unwell and later died. Bobby required immediate veterinary care. Officers issued an Improvement Notice under Section 10 of the Animal Welfare Act on January 6, 2025, due to ongoing welfare concerns.

On March 10, 2025, Bobby was seized under Section 18.5 of the Animal Welfare Act. A Section 20 application was successful, granting possession to the Council for rehoming. Bobby was eventually rehomed via a charity.

The Care Act 2014 allows for the kennelling of animals when owners are unable to care for them. The Animal Welfare Act provides powers to issue Improvement Notices and seize animals in poor welfare conditions.

The main challenges in this case included managing the welfare of the dogs, cleaning the property, and arranging logistics for kennelling and veterinary care. Effective collaboration with the RSPCA, transport companies, vets, and equine charity World Horse Welfare ensured the dogs were cared for and rehomed.

Lilly required immediate veterinary care due to unstable diabetes and later died. Bobby required veterinary care and was eventually rehomed after being seized under the Animal Welfare Act.

The average cost of kennelling a dog is £35 per day per dog. The total costs for kennelling and veterinary care amounted to £18,131.48, plus £250 for the application.

CASE STUDY: - New case of unlicensed breeding & selling of dogs.

An address within the Borough first came to the Team's attention in September 2023 due to multiple complaints from neighbours and waste collection teams about fly-tipping of dog faeces. Initially, there was minimal evidence of dog breeding and selling, leading to a warning letter and a Fixed Penalty Notice (FPN) for fly-tipping. Recently, the same address resurfaced with referrals from Citizens Advice about a puppy with a serious heart condition and local police reporting an attack on a neighbour's dog. Data requests to advertising sites revealed prolific breeding and selling of dogs since 2022, with puppies sold for £3000 - £5000 each. Social media searches further supported this evidence; The address is a Council property with no permission to run a business. Efforts are underway to apply for a search warrant under Section 23 of the Animal Welfare Act to gather more evidence for prosecution. The goal is to address the issue of unlicensed breeding and selling in the Borough, a widespread problem across the country.

CASE STUDY: "FRANKIE" - on going investigation to consider FPNs

On March 31, 2025, an SDK (Contracted Dog Warden Service Provider) collection report raised immediate concerns for Animal Welfare officers when a stray dog, later named "Frankie", was found emaciated and suffering from a severe skin condition. The dog required urgent veterinary treatment. The owner listed on the microchip claimed to have given the dog to another person a week prior, who then reported finding the stray. Both parties refused to take responsibility for the dog. Officers suspected that Frankie's condition had deteriorated over a longer period, prompting an investigation.

Veterinary treatment was provided, and evidence was gathered to support a potential prosecution under Section 9 of the Animal Welfare Act 2006. The previous owners will be invited for a PACE-

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compliant interview once all evidence is collected. After the required seven-day retention period, Frankie was sent to a charity and is expected to be rehomed. Officers visited Frankie two months later to document his recovery, which will be crucial evidence in demonstrating that his needs were not met by the previous owners, who also misused Council stray dog services.

Photographs of "Frankie" can be found at Appendix B.

This case is a good example of where PCNs for Animal Welfare offences may be well utilised in the future.

A penalty notice under the act gives an individual or body corporate (such as a company or charity) the opportunity to avoid prosecution for a criminal offence by paying a fee. Payment of a penalty notice does not require an admission of guilt and will not result in a criminal record.

Penalty notices will add to and complement the current suite of enforcement and regulatory options, such as:

- advice and guidance
- warning letters or statutory notices
- movement restrictions
- cautions and prosecutions

This is to support early redirection through behaviour change, to promote compliance with animal health and welfare rules.

Penalty notices are not designed for serious offences (or where a ban from animal ownership is sought) or for minor breaches where advice and guidance in the first instance would be sufficient in rectifying the issue. It enables fines to be given for up to £5000. Given the amount of time it takes for cases to be heard at court and the lenient sentences and fines being imposed when they get there, the PCN could be a good alternative is some cases, though prosecution will always be considered and will not be replaced. Any case where a PCN has been issued but then subsequently remains unpaid, will then require prosecution so careful consideration will need to be given to each case.

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DOGS

Dangerous Dogs & XL Bullies

From 31 December 2023, The Dangerous Dogs Act 1991 was updated so it made it against the law to:

- sell an XL Bully dog
- abandon an XL Bully dog or let it stray
- give away an XL Bully dog
- breed from an XL Bully dog
- have an XL Bully in public without a lead and muzzle

In addition, from 1 February 2024 it was made a criminal offence to own an XL Bully dog in England and Wales unless your dog has a Certificate of Exemption.

The responsibility for determining if a dog is an XL Bully rests with the owners; should the owners choose to ignore the change in legislation or refuse to accept that their dog is an XL Bully, this may still result in the dog being seized.

The Government Guidance regarding the XL Bully ban can be viewed at:

https://www.gov.uk/guidance/ban-on-xl-bully-dogs

As is the case with current breed types that are prohibited, the police are the lead enforcement agency and will investigate for offences under Section 1 of the Dangerous Dogs Act 1991. The Licensing Team work in partnership with police forces to share intelligence and information where appropriate if this relates to a Section 1 offence e.g. Illegal breeding, or if a suspected prohibited breed type is picked up as a stray once the ban is in force. Seizure of dogs that require to be seized under The Dangerous Dogs Act will be carried out by the Police; it will also be up to the Police to "Type" a dog that is either referred to them by a Dog Warden Service or seized by the Police.

The current situation within the London Borough of Hillingdon is that the Licensing Team are aware of one premises where there is a Community Protection Warning in place; this was issued to the owner due to the aggressive nature of the dogs - there are two XL Bully's at the property.

Since the 1 April 2023, SDK (Contracted Dog Warden Service Provider) have collected 3 XL Bullies which were returned to their owners.

The London Borough of Hillingdon have no Licensed XL Bully breeders, although Licensing is aware of a number that are potentially operating on an unlicensed basis. It is also understood that one particular unlicensed breeder is continuing to breed despite the ban coming into force. The Team is investigating and focusing efforts on these cases.

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PSPO

The updated Council Public Spaces Protection Order (PSPO) which came into force on 1st May 2025 imposes a number of offences for dog walkers, they include:

- a person in sole charge of 4 dogs in a public space without a Dog Walkers licence
- a person in sole charge of 6 dogs in a public space with a Dog Walkers licence
- a person in charge of a dog that defecates on land within the 'restricted area' and fails to remove the faeces

The Council's full PSPO can be found at Appendix C.

The Council's Environmental Enforcement Team deals with offences under the PSPO by issuing Fixed Penalty Notices. Last year they received 82 complaints regarding dogs and issued 2 FPNs. The Team deals with these by installing signage in the area of concern (more specifically no dog fouling) and patrolling is actioned. Should offences be witnessed by officers, then FPNs will be issued.

Dog Walking Licences

Hillingdon has a voluntary professional dog walking licence scheme in place where persons who are paid to walk dogs need to be registered with the Council. This scheme helps maintain the environment and support the upkeep of the parks and people's enjoyment of them, through the effective management of commercial dog walking. Licence holders are subject to conditions of the licence and codes of conduct. There is a restriction on walking 6 dogs at a time in Hillingdon's green spaces. Those operating without a licence could face a fine of up to £100. Since the scheme started in 2019, the Licensing Team has issued 106 Dog Walking Licences.

Microchipping requirements

The Microchipping of Cats and Dogs (England) Regulations 2023 require that all cats and dogs in England be microchipped by a certain age and registered on a compliant database. Specifically, cats must be microchipped by 20 weeks of age, and dogs by 8 weeks of age. Failure to comply with these regulations can result in a fine of up to £500.

During the period 01/01/2024 to 31/12/2024 – of the 44 dogs that were reclaimed following collection as strays by the Council's contracted Stray Dog Service, SDK Environmental Services Ltd, only 30 were microchipped. It is likely that most owners would correctly microchip their dogs following receiving a warning letter, and over time increase the number of dogs that could be directly returned to owner and reduce the burden on the London Borough of Hillingdon in terms of rehoming fees. Therefore, officers will be focusing more on this area of work by following up on any non-microchipped dogs and by also providing education to the local community.

Barking dogs - CPN's/CPW's Noise nuisance

Persistent barking can constitute a statutory noise nuisance under the Environmental Protection Act 1980 and this issue is dealt with the Council's Environmental Protections Officers. The EP Team received 104 complaints last year for barking dogs.

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In addition, under the Anti-Social Behaviour, Crime and Policing Act 2014 – Part 4, authorised officers are able to issue Community Protection Warnings (CPWs) and Community Protection Notices (CPNs) to correct the dog owners' behaviour where their dog is is having a detrimental effect of a persistent or continuing nature, on the quality of life of those in the locality, and the conduct is unreasonable.

Impact of Covid and Cost of Living Crisis

There have been several reports highlighting the increase in abandoned dogs due to both the COVID-19 pandemic and the ongoing cost of living crisis. During the pandemic, many people adopted pets for companionship while staying at home. However, as life returned to normal, some pet owners found it challenging to manage their pets alongside their changing routines. This led to a significant rise in pet surrenders. Financial hardships also played a role, with many families struggling to afford pet care costs. The cost-of-living crisis has further exacerbated the situation. In the UK, for example, the Royal Society for the Prevention of Cruelty to Animals (RSPCA) reported a 24% increase in abandoned animals in 2022. Rising costs of pet food, veterinary care, and other essentials have made it difficult for many pet owners to keep their pets.

At Hillingdon, The Licensing Team has seen some evidence that supports this. For example, from 2021/22 there was a 38% increase in dog collections from the Council's Stray Dog Service, SDK Limited. Furthermore, in the same period, although there was an increase in dogs returned to their owners, there was a 83% increase in dogs going to kennels and a 114% increase in dogs that needed rehoming.

The table below shows the previous 3 Year Statistics (October 2021 to September 2024)

	1	I			
		_	+/- on		
		Oct 2022 -	P.		+/- on previous
	Sept 2022	Sept 2023	year	Sept 2024	year
Total Requests for Service	200	275	38%	264	-4%
Aborted Service Requests	85	95	12%	72	-24%
In Hours Service Requests	96	137	43%	137	0%
Out of Hours Service					
Requests	104	138	33%	127	-80%
Direct RTO	25	28	12%	33	18%
Section 150's Issued	9	4	-55%	7	75%
Total Dogs to Kennels	81	148	83%	152	3%
Total Dogs Rehomed	34	73	114%	65	-11%
Total Dogs Claimed from					
Kennels	43	59	37%	54	-9%
Total Dogs PTS	0	16	100%	28	75%

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The RSPCA's **Animal Kindness Index 2022 Report** discusses the rise in animal abandonments and the impact of the cost-of-living crisis. A link to the full report can be found below:

The Animal Kindness Index 2022 Report | RSPCA - RSPCA - rspca.org.uk

STRAY DOG SERVICE

The Council has a statutory responsibility under the Environmental Protection Act 1990 as amended by the Clean Neighbourhoods and Environment Act 2005, to deal with stray and lost dogs found in the Borough and has relied on an external provider, SDK Environmental Services Ltd, to discharge its responsibilities.

On 15 April 2025 the Leader, in consultation with the Cabinet Member for Community & Environment, formally accepted the tender from SDK Environmental Services Ltd for the provision of a stray dog and rehoming service to the London Borough of Hillingdon for a three-year period from 1 July 2025 to 31 March 2028. This followed a competitive tender and procurement process.

The stray and lost dog service operates on a 24-hour, seven days per week basis and includes transportation to licenced kennelling facilities, collection of statutory fines and administrative duties. This includes taking front line calls and issuing statutory notices on behalf of the Council. This contract award provides the Council with a single supplier with sufficient resources, technical knowledge and experience to deliver stray dog and kennelling services in accordance with statutory requirements. It also ensures that the Council complies with its statutory duties to provide a dog warden/stray dog service.

During the last financial year 2024/25 there were a total of 183 total requests for the service. 97 of these requests were in hours whilst 86 were called out of hours. A total of 110 dogs were transported to kennels. 43 of these were rehomed and 43 were returned to their owners. 24 dogs were put to sleep.

SDK's full annual report for 2024/24 can be found at **Appendix D.**

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ANIMAL DISEASE & CONTINGENCY

In the UK, The Animal Health Act 1981 is the primary piece of legislation in relation to Animal Health which enables the Minister to make legislation relating to animal health and welfare. It is worth noting that the majority of animal health legislation within the UK derives from European law, and a lot of EU legislation is enabled into UK law via the Animal Health Act 1981.

Along with the Animal Health Act 1981, EU Regulations originally made under the European Communities Act and now implemented through the European Union (Withdrawal) Act 2018, County councils, metropolitan boroughs and unitary authorities in England have a **statutory duty** to work with local communities to help them comply with laws that are aimed at preventing the spread of animal disease and protecting the welfare of animals.

There are a number of agencies including Local Authorities (LA) that have statutory responsibilities under this Act, which include the Department for Environment and Rural Affairs (DEFRA) and the Animal and Plant Health Agency (APHA). The Primary function for Local Authorities is to carry out enforcement in relation to the Act or other legislation made under the Act.

The Animal Health Act 1981 also requires that, under S50, a local authority shall execute and enforce this act. Also, every order made under it, and S.52, every LA shall appoint as many officers as they think necessary to enforce the Act. It is worth noting that there over 100 different pieces of legislation that relate to Animal Health and the prevention and control of the spread of disease.

Powers

General Animal Health Act powers include Entry (Certain conditions apply), Examine / Inspect / Copy, take photographs, take measurements, take samples / tests, Seizure and removal; to Mark any object or thing, Slaughter animals (Certain conditions apply) Detain and Destroy, and Serve Notice. These powers are some of the most robust contained in UK Legislation and should give an indication of the seriousness of the subject matter. The Animal Health Act also places the requirement that anyone having in their charge an animal affected or suspected of having certain disease at speed must notify that fact to the police, who in turn must notify LA / APHA. The diseases covered by this legal requirement are known as notifiable diseases and include such diseases as FMD, Avian Influenza etc, often known as NOTIFIABLE EXOTIC DISEASES.

It is worth pointing out that, following the 2001 Foot and Mouth outbreak, a pig farmer who ran a pig fattening unit in Heddon on the Wall, Northumberland, was also found guilty of wilfully failing to alert officials when he knew his animals had the disease, causing unnecessary suffering to pigs, feeding his animals unprocessed waste and failing to properly dispose of animal by products. This farm was traced back to the start of the outbreak which then cost the UK economy over £8 billion, which would equate to £16.9 billion today. Foot and mouth disease was suspected at an abattoir in Essex on 19 February 2001 and confirmed the following day. By the time the disease had been eradicated in September 2001, more than six million animals had been slaughtered; over four million for disease control purposes and over two million for welfare reasons. At least 57 farms had already been infected with the virus when the disease was confirmed on 20

Residents' Services Select Committee - 15 July 2025

February 2001. The disease spread quickly and there were outbreaks in 44 counties, unitary authorities and metropolitan districts and over 2,000 premises were infected. In mid-April 2001, at the height of the crisis, more than 10,000 vets, soldiers, field and support staff, assisted by thousands more working for contractors, were engaged in fighting the disease. Up to 100,000 animals were slaughtered and disposed of each day in what was a massive and complex logistical operation. Tourism suffered the largest financial impact from the outbreak, with visitors to Britain and the countryside deterred by the initial blanket closure of footpaths by local authorities and media images of mass pyres. This highlights the importance of animal disease control as the outbreak affected not only farming, tourism and hospitality but also the food industry and exports.

Controls

The UK has an overarching disease control strategy (Contingency plan for exotic notifiable diseases of animals in England - GOV.UK) which, through the Civil Contingencies Act 2004, filters down to Local Regions and then to Authorities and the Resilience Forums. Local Authorities must have their own Risk register and Animal Health and Disease should make up an element of this register. Local Authorities have access to Field Officer Guides produced by the Association of Chief Trading Standards Officers (ACTSO) which provide guidance in the case of an outbreak. See link for details. Guidance

Current Situation

The two most prevalent diseases currently are Avian Influenza and Bluetongue. Avian Influenza affects bird populations which include both wild and captive birds and is generally more prevalent during the colder months and is brought in by migrant birds. When avian influenza is confirmed in poultry at an individual premises, a declaration will be served on the premises, and a 3km Protection and 10km Surveillance Zones are declared to prevent the spread of disease beyond the area around the infected farm. Keepers of poultry or other captive birds kept within a Protection Zone or Surveillance Zone (or temporary control zones or other low pathogenic restricted zones) must comply with the biosecurity requirements declared specifically for such zones. This does not remove the obligation to comply with the additional biosecurity measures required by the Prevention Zone Declaration.

In the case of Bluetongue, a 10km **temporary control zone (TCZ)** may be put in place around the affected farms which will restrict all movements of susceptible animals except under veterinary licence.

The London Borough of Hillingdon to date has had no reports of suspected or confirmed cases of Bluetongue, and although the London Borough of Hillingdon did see some cases of Avian Influenza in the Wild Bird population in 2023/2024, there have been no reports of suspected or confirmed cases in captive birds (Poultry Farms)

During the high vector period for both diseases, the London Borough of Hillingdon did write to all known keepers to inform them of movement restrictions or mandatory biosecurity measures. Should an outbreak occur, the London Borough of Hillingdon would be required to enforce measures put in place.

Although the UK is considered to be Rabies Free, Local Authorities should, as with control

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strategies for other Animal Diseases, be familiar with the implications that would be involved in an outbreak. This would need to consider safety of staff and vaccinations, collection of infected animals, where the infected animals would be kept as it is unlikely that this would be supported by the Stray Dog collection service provider, and local authorities should identify premises that may be used in advance of a disease situation, and culling and disposal, as well as being required to enforce movement restrictions on animals, and other restrictions placed on the area infected.

Please see the control strategy for further details. rabies-control-strategy-aug2019a.pdf

Planning and preparedness

The London Borough of Hillingdon has been fortunate over recent years with no significant outbreaks of animal disease. With all animal diseases, there is a level of preparedness that would be required to be able to respond effectively to an outbreak. Currently, the London Borough of Hillingdon may not be sufficiently prepared to respond effectively to an outbreak.

Europe

Between January and March 2025, a number of cases of Foot & Mouth Disease were confirmed in Germany, Slovakia and Hungary. As soon as these cases were confirmed, the UK Government acted quickly to restrict certain products from being brought into the UK. It is also worth noting that, in relation to Bluetongue, the infected midge being blown over from continental Europe is now in the high vector period for the spread of this disease. Cold winters in the UK do help to eliminate infected midge in the UK although it is now expected that there will be some overwintering. As the UK and Europe are now again in more suitable climatic conditions, it may be expected that cases will again rise. It is also thought by experts that the effect on the UK is around 12 months behind the effects in Europe, and this could now result in a far worse scenario for cattle and sheep farmers in the UK this year.

Currently the London Borough of Hillingdon has one officer that actively monitors this area of work due to other demands on the service. Therefore, it is a challenge to carry out more proactive visits or farm inspections to check for matters such as farmed animal welfare, cleansing and disinfection procedures, fallen stock management, compliance with national bio security or housing measures, animal identification requirements or transportation regulations and Bovine Tuberculosis vaccinations. The Licensing Team will respond to any notifications from DEFRA / APHA where intervention is required; in 2024, two on farm joint inspections were carried out with APHA due to concerns raised around cattle movements. On this occasion no non-compliance was found.

Waste process and Green Spaces process for clearing deceased animals

The London Borough of Hillingdon does not currently have a policy for dealing with deceased animals. Although the London Borough of Hillingdon does have land that is leased out for the purpose of grazing animals or keeping horses, it does not have any livestock of its own. In the case of Avian Influenza in the wild bird population, the London Borough of Hillingdon has relied on the assistance of Swan Support, a charitable organisation that has assisted with the collection of deceased wild birds. These were then stored in freezers at Harlington Road Depot, which are emptied when full and taken to Grunden's for incineration.

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How this report benefits Hillingdon residents

Select Committees monitor services that matter to residents and directly engage residents in developing policy proposals and recommendations to Cabinet. As such, Committees seek to improve the way the Council provides services to residents.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

Nil.

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APPENDIX A – Photographs of "Ronnie" found at Cranford Park and then 3 months later





ANNEX B – PHOTOGRAPHS OF "FRANKIE"





FRANKIE on the day of seizure 31/03/25



FRANKIE Just over 2 months later on 2/6/2025





Public Spaces Protection Order

Anti Social Behaviour Crime and Policing Act 2014 s.59

Notice is hereby given that London Borough of Hillingdon ("the Council") has made the following Public Spaces Protection Order under section 59 of the Anti-Social Behaviour Crime and Policing Act 2014 ("the Act"):

- 1. The land described in the schedule below ("the restricted areas") being land in the area of the Council is land to which the Anti-Social Behaviour Crime and Policing Act 2014 applies and will be protected by the making of this Order
- 2. The Order may be cited as the (Parks and Public Places) Public Spaces Protection Order ("the Order") and came into force on 1st May 2025 for a duration of 3 years.

3. BOROUGH WIDE CONDITIONS

The effect of the Order is to impose the prohibitions and requirements in this Part E within all public places and housing communal areas within the Borough Wide Restricted Area (as shown edged in Schedule 1) at all times.

1. Alcohol and Drugs

- (a) A person commits an offence if without reasonable excuse they are in possession of an open container of alcohol and/or are consuming alcohol (other than in premises licensed for the sale of alcohol or at a venue where a Temporary Event Notice is in place) after having been required to stop by an authorised person.
- (b) A person commits an offence if without reasonable excuse they fail to hand over immediately any alcohol, whether in an open or closed container, when required to do so by an authorised person who believes that the person has consumed, is consuming or intends to consume alcohol in breach of the prohibition 1 (a) above.
- (c) A person commits an offence if without reasonable excuse they are under the influence of controlled drugs and/or other psychoactive substance.

Penalties - In the restricted areas any person who continues drinking alcohol having been required to desist by an authorised officer under condition (a) above or fails to hand over any alcohol in his or her possession when required to do so by an authorised officer under condition (b) a above commits an offence under section 63 and is liable on summary conviction to a fine not exceeding level 2 on the standard scale or fixed penalty notice of a maximum £100.

2. Vehicles

- (a) A person commits an offence if without reasonable excuse, they use an electric powered e-scooter or e-bicycle, motorised, or powered vehicle to drive over any footway, footpath, grass verge adjacent to any part of the public highway, or within the Councils Green Spaces. (This prohibition does not apply to those persons using mobility vehicles or powered wheelchairs).
- (b) A person commits an offence if without reasonable excuse they allow any vehicle in their charge, to idle unnecessarily when parked, whether attended or otherwise, on any part of the public highway, unless as part of an official examination or assessment by a mechanic.
- (c) A person commits an offence if they use remote controlled model vehicles or aircraft that is likely to cause nuisance from noise or cause harassment, alarm, or distress to another person.
- (d) A person commits an offence if they use drones or small unmanned aircraft (SUA) of any mass without the express consent of the Council.

Penalties – A person who is guilty of an offence under this part of the order shall be liable on summary conviction to a fine not exceeding level 3 on the standard scale.

3. Car Meets

- (a) No person shall participate in a car meet as a driver or passenger being carried in or on a motor vehicle.
- (b) No person shall congregate to spectate a car meet.
- (c) No person shall use any water outlet for the purpose of flooding the road to facilitate performance of stunts at a car meet.
- (d) No person shall promote, organise or publicise a car meet (including but not limited to via email, the internet, social media, or any publication or broadcast medium).

4. Urinating, Defecating and Spitting

No person shall urinate, defecate, or spit except in a premises or receptacle designed for that purpose.

5. Dogs, birds and vermin

(a) A person commits an offence if they are in sole charge of more than four dogs in a public place within the administrative area of the London Borough of Hillingdon (The 'Restricted Area') without a licence.

- (b) Where a valid licence is in force, a person commits an offence if they are in sole charge of more than six dogs in a public place within the administrative area of the London Borough of Hillingdon (The 'Restricted Area').
- (c) A person commits an offence if, without reasonable excuse, any dog in their charge defecates on land within the 'restricted area' and they fail to remove the faeces and deposit it in a dog faeces receptacle, forthwith.
- (d) A person commits an offence if they fail to place a lead on a dog (which at the time the person is in charge of or responsible for) when the dog is on a pavement by a road (within 3 metres of a carriageway) or when required to do so by an authorised officer.
- (e) A person commits an offence if they place or distribute of any type of food source in a street or Green Space to either feed or attract birds or vermin.

Penalties – A person who is guilty of an offence under this part of the order shall be liable on summary conviction to a fine not exceeding level 3 on the standard scale.

Notes relating to condition (C) - placing faeces in a receptacle on the land which is provided for the purpose or for the disposal of waste, shall be sufficient removal from the land under requirement (C) above; being unaware of the defecation or not having a device for or other suitable means of removing the faeces shall not be a reasonable excuse for failing to remove the faeces; this requirement does not apply if the person is a registered assistance dog owner.

5.1. Exempted persons

The following are exempt from conditions 5(c) to 5(e) above:

- i. any person with a disability within the meaning of the Equality Act 2010 whose disability affects their mobility, manual dexterity, physical coordination, ability to lift, carry or move everyday objects, or otherwise comply with the condition where they are in charge of a dog upon which they rely for assistance
- ii. any person who is in charge of an assistance dog trained by a relevant charity
- iii. any person who has been given permission by the owner, occupier or person or authority in charge of the relevant land not to comply with the condition on that land
- iv. the police, emergency services or other agencies permitted by the Council using a dog for official purposes

6. General Prohibitions

(a) A person commits an offence if they encamp (with or without a vehicle) without the express consent of the Council.

- (b) A person commits an offence if they are being verbally abusive to any person or using foul language or behaving in a way which causes or is likely to cause harassment, alarm or distress to another person.
- (c) A person commits an offence if they are engaged in the act of begging for food or money that causes harassment, alarm, or distress to another person

7. Obstruction of an Authorised Officer

- (a) Any person who attempts to obstruct an Authorised Officer in carrying out their duties under this Public Spaces Protection Order shall commit an offence.
- (b) Obstruction includes, but is not limited to, giving false information, physically obstructing an Authorised Officer, and refusing to comply with any reasonable instruction given to ensure compliance with this PSPO.

F. PARKS AND OPEN SPACES CONDITIONS

The effect of the Order is to impose the prohibitions and requirements in this Part F within all Green Spaces and Parks within the Borough Wide Restricted Area (as shown in Schedule 1) at all times.

- (a) A person commits an offence if they light or are in control of or responsible for activity involving a fire, barbecue, or fireworks without the express consent of the Council.
- (b) A person commits an offence if they use any device designed or adapted for detecting or locating any metal or mineral on or in the ground without the express consent of the Council.
- (c) A person commits an offence if they smoke any substance including cigarettes, cigars, electronic cigarettes (vapes), herbal cigarettes or similar within the boundary of a children's play area.
- (d) A person commits an offence if they engage in any type of fishing or dredge or remove any material from any park or open space without the express consent of the Council.
- (e) A person commits an offence if they do not leave a park at the designated closing time or when required to do so by an authorised officer.
- (f) A person commits an offence if they do not extinguish a fire and/or barbecue or firework (if appropriate and safe to do so), removing all waste and/or associated items for safe disposal
- (g) A person commits an offence if they fail to ensure that any dog (which at the time the person is in charge of or responsible for) having entered a children's play area, leaves that play area forthwith
- (h) No person shall use a microphone, loudspeaker, megaphone, loud hailer or any other similar equipment designed to amplify the volume of speech or music unless authorised by the council.
- (i) No person shall use mains electricity or generator power for the purposes of amplification unless authorised as above.

G. TOWN CENTRE CONDITIONS

The effect of the Order is to impose the prohibitions and requirements in this Part G within all public places in the Uxbridge, Hayes and Ruislip Town Centres Restricted Area (as shown edged in Schedule 2) at all times:

1. Financial Agreements in the Street

Any person involved in stopping people for the purpose of encouraging them to enter into financial agreements for charitable or other purposes must only operate from a stand and may only approach people a maximum of 2 metres from the stand.

Street Trading

No person shall sell any product or item, including but not limited to from bags, trolleys, or other mobile means, in outdoor public places without authorisation.

3. Distribution of printed matter

No person shall distribute any free printed matter without Council authorisation unless they are distributing the matter by, or on behalf of a charity and it relates to or is intended for the benefit of a charity, or they are distributing the matter for political purposes or for the purposes of a religion or belief.

H. OFFENCES AND PENALTIES

- 1. If an authorised officer who reasonably believes that a person is or has been consuming alcohol in breach of a condition of the Order, or intends to consume alcohol in circumstances in which doing so would be a breach of such a condition requires that person:
 - (a) not to consume, in breach of the Order, alcohol or anything which the authorised officer reasonably believes to be alcohol;
 - (b) to surrender anything in their possession which is, or which the authorised officer reasonably believes to be, alcohol or a container of alcohol;

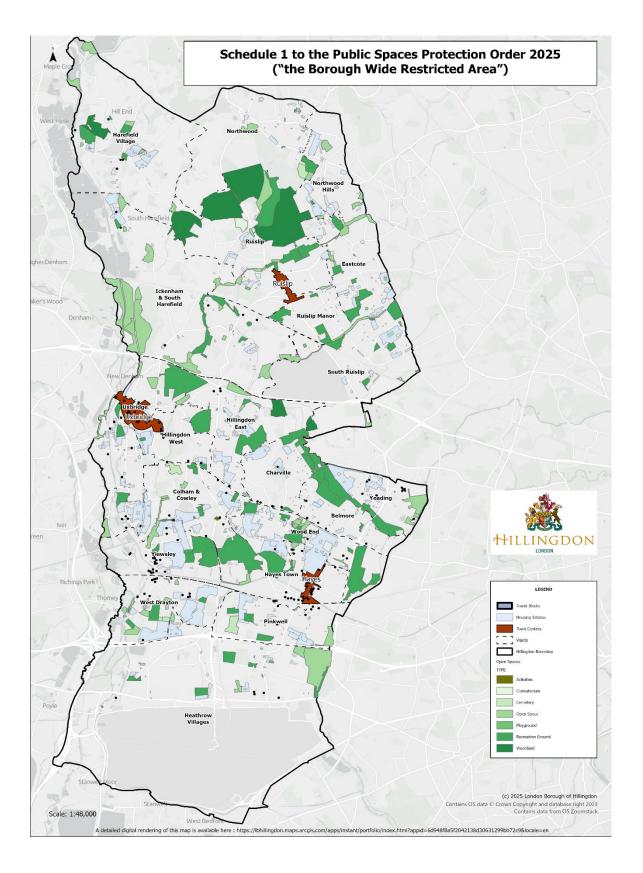
and that person fails without reasonable excuse to comply with such a requirement validly imposed commits an offence under section 63 of the 2014 Act and is liable on summary conviction to a fine not exceeding level 2 on the standard scale.

- A person who without reasonable excuse does anything that they are prohibited from doing by the Order or fails to comply with a requirement to which they are subject under the Order is guilty of an offence under section 67 of the 2014 Act and shall be liable on summary conviction to a fine not exceeding level 3 on the standard scale.
- 3. An authorised officer may issue a fixed penalty notice under section 68 of the 2014 Act to any person they have reason to believe has committed an offence in relation to the Order, offering the person to whom it is issued the opportunity of discharging any liability to conviction for the offence by payment of a fixed penalty to the Council within 14 days.

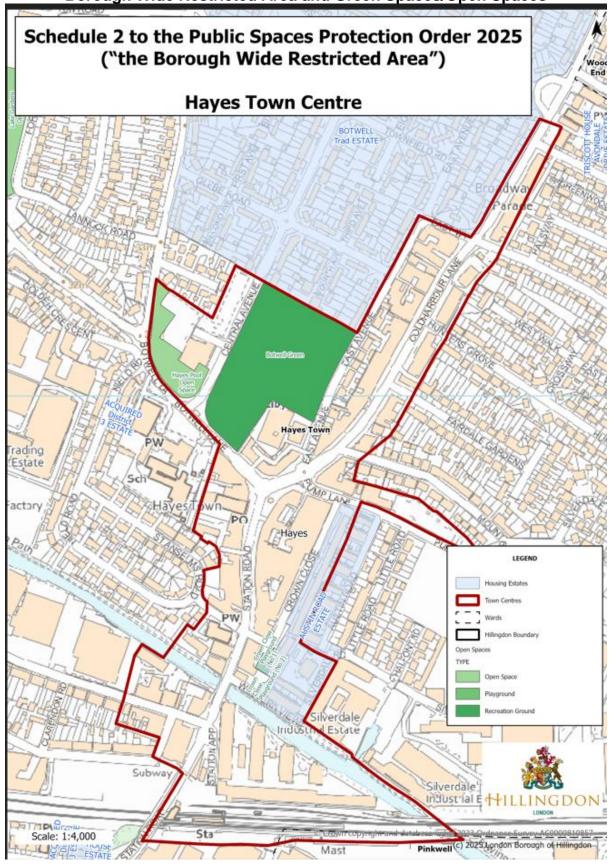
I. APPEALS

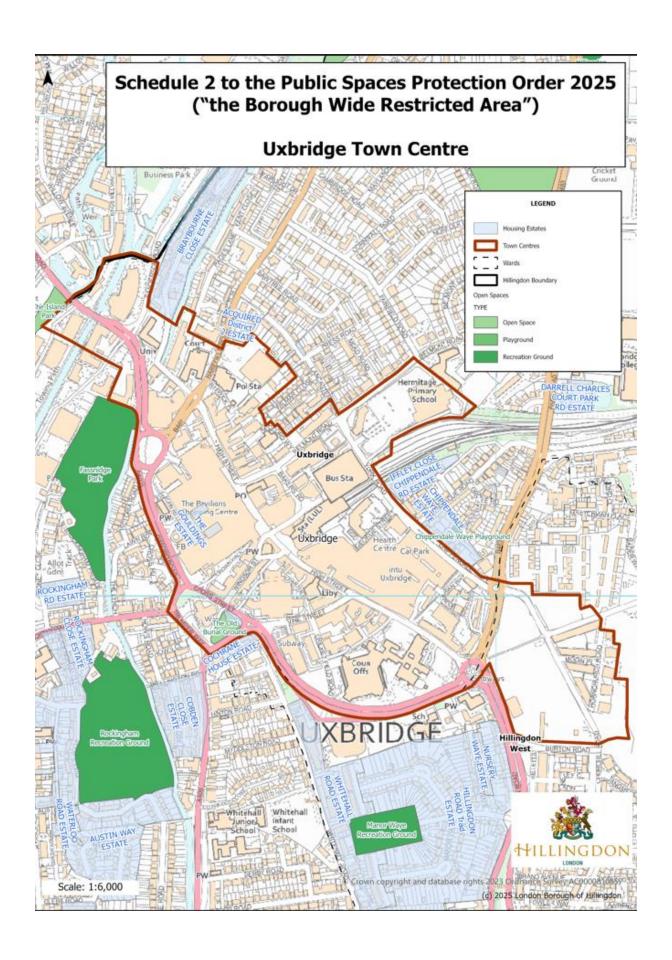
Under section 66 of the 2014 Act, an individual who lives in the Restricted Areas or who regularly works in or visits the Restricted Areas and wishes to question the validity of the Order on the grounds that the Council had no power to make it or that any requirement of the 2014 Act was not been complied with in relation to the Order may make an application to the High Court within the period of 6 weeks beginning from the date on which the Order is made.

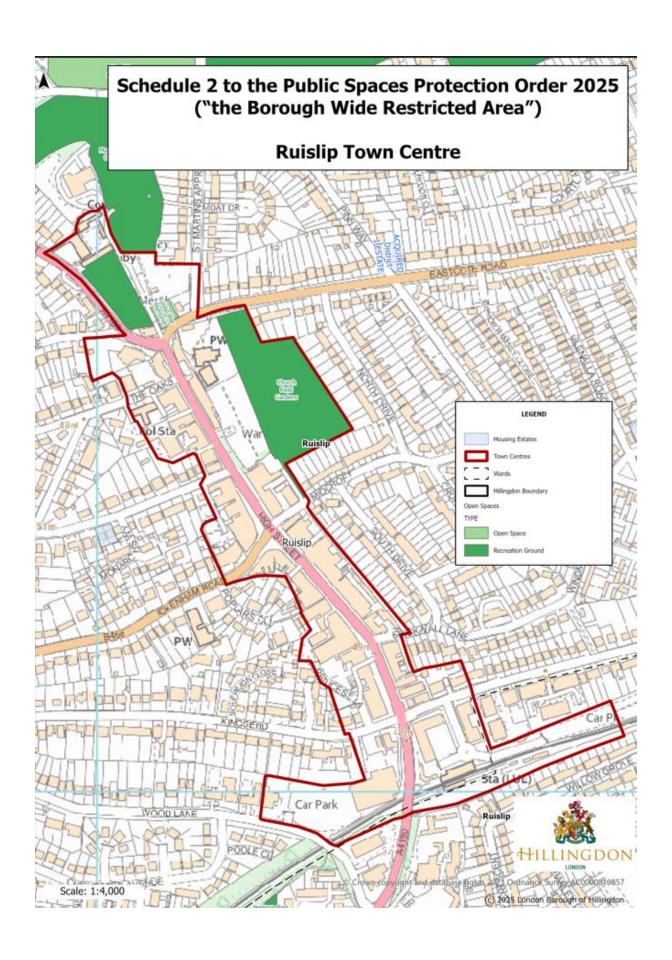
SCHEDULE 1
Borough Wide Restricted Area and Green Spaces/Open Spaces



SCHEDULE 2
Borough Wide Restricted Area and Green Spaces/Open Spaces











ANIMAL WARDEN SERVICE SDK ENVIRONMENTAL LIMITED MANAGEMENT SUMMARY REPORT



C	Client Council Hillingdon	Report Type Annual	SDK Reporting Officer Sue Hurford		Covered by This Report il 2024 - 31st March 2025
Code	Reporting Criteria	Са	ategory Measured	Target	Results
1	Service Demand	Total Requests for S In Hours Service Re Out of Hours Service	equests	n/a	183 97 86
2	Seized Dogs to Kennels	Total Dogs to Kenne	els	n/a	110
3	Key Service Performance Indicators (KPI's)	Out of Hours Dog C Collected with	Collections / Seizures nin 4 Hrs	>95%	95.62%
		repsonse/collection E especially the case wh	s / Collections: On occasions, partner Vet Cinics / Police / Animal Charities or i TTA and request this, as this gives dog owners greater chance of re-claiming dog hen dogs have Identification on their collars and or a microchip implant with va r a benefical service provision and performance indicator.	s directly without becoming liable t	o fees and charges. This
			g Service for Unclaimed Stray Dogs gs fit for rehoming, successfully Re-homed	85.00%	100.00%
		The successfully rehore to save.	med dogs result, does not include Section 1 dogs, dogs that have failed their te	mperament test or dogs that were	to poorly or badly injured
			l dogs that were fit for rehoming and were sucessfully rehomed. tab shows the number of dogs that have been PTS and the reason (temp test, h	nealth or S1).	



Council Name

Hillingdon

Dog Warden Service

1st April 2024 - 31st March 2025 Reporting Period

July 2024 Oct 2024 Jan 2025 Reporting Months April 2024

Aug 2024 Nov 2024 Feb 2025 Sept 2024 Dec 2024 Mar 2025 June 2024

Straying / Confined Dog Collections

Service Demand Analysis

April 2024 May 2024 June 2024 July 2024 Aug 2024 Sept 2024 Oct 2024 Nov 2024 Dec 2024 Jan 2025 Feb 2025 Mar 2025 Total Dog Collections

Total Requests for Service Aborted Service Requests In Hours Service Requests Out of Hours Service Requests Direct RTO Section 150's Issued Total Dogs to Kennels

28	20	14	16	15	29	9	8	5	14	9	16	183
9	4	4	5	4	7	1	2	0	5	3	2	46
12	11	7	11	2	15	6	4	3	9	8	9	97
16	9	7	5	13	14	3	4	2	5	1	7	86
2	2	1	1	2	5	0	4	2	2	0	3	24
0	0	1	0	0	0	1	0	0	1	0	0	3
17	14	8	10	9	17	7	2	3	6	6	11	110

CRITERIA 2 Seized Dogs Kennel Outcome Report

Dogs Seized April 2024 May 2024 June 2024 July 2024 August 2024 Sept 2024 45566 Nov 2024 Dec 2024 Jan 2025 Feb 2025 Mar 2025 Total

Total Dogs to Kennels Total Dogs Rehomed Total Dogs Claimed from Kennels Total Dogs PTS Total Dogs Died in Kennels Total Dogs Seized by Police

17	14	8	10	9	17	7	2	3	6	6	11
9	3	4	3	4	5	5	0	1	3	2	4
4	6	2	5	3	5	2	2	2	2	4	6
4	5	2	2	2	7	0	0	0	1	0	1
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
	•										

XL - 6, Temp - 17, Health - 1

KPI's

Out of Hours Dog Collections / Seizures

Collected within 2.5 Hrs Collected within 4 Hrs Collected + 4 Hrs Total

Target Performance >95% 95.62%

Effective Re-homing Service for Unclaimed Stray Dogs

Number of Unclaimed Dogs Number of dogs fit for rehoming, successfully Re-homed

Dogs Microchipped

Number of collections Dogs Microchipped Dogs not Microchipped Dogs incorrectly microchipped

Number of dogs typed at collection point Number of dogs deemed XL at collection point Number of dogs typed as XL at kennels Total number of XL Bully's

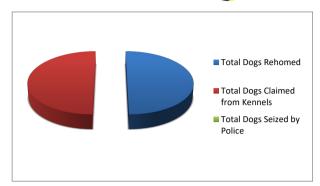
Feb, Dog was claimed. Typed as XL by SDK but DLO typed as non XL $\,$



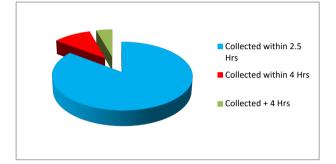
ANIMAL WARDEN SERVICE SDK ENVIRONMENTAL LIMITED GRAPH SOURCE DATA



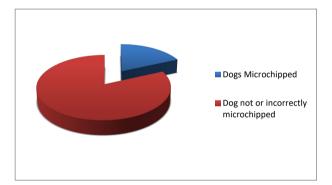
110
43
43
0
24
0



Collected within 2.5 Hrs	117
Collected within 4 Hrs	14
Collected + 4 Hrs	6



Dogs Microchipped 25
Dog not or incorrectly microchipped 112





Agenda Item 7

POLICY REVIEW DISCUSSION & GUIDANCE

Committee name	Residents' Services Select Committee
Officer reporting	Liz Penny, Democratic Services
Papers with report	Appendix A - Review topic selection scorecard
Ward	All

HEADLINES

To discuss ideas regarding suitable review topics for the Select Committee. To assist, this report provides guidance on the Committee's remit, an overview of how reviews can be undertaken, potential new and previous review topics and a scorecard to use to assess.

RECOMMENDATIONS

That the Committee:

- 1. Notes the guidance on undertaking policy reviews in Appendix 1;
- 2. Seeks to make use of the scorecard attached in Appendix 1 (Annex A) to assess any policy review topic ideas;
- 3. Develops a single or shortlist of potential topic ideas over the coming months or year for officers to scope further and report back to the Committee on feasibility.
- 4. Delegates to the Democratic Services Officer, in conjunction with the Chairman (and in consultation with the Opposition Lead) any further agreement on review topic selection as required.

SUPPORTING INFORMATION

The Committee's direct remit of activity

This Select Committee's specific Terms of Reference are set out below. This sets the parameters (or service areas) in which the Committee can undertake a policy review, present findings, request reports and provide direct input on matters:

Cabinet Member Portfolios:

Cabinet Member for Community & Environment Cabinet Member for Planning, Housing & Growth

Relevant service areas:

Green Spaces (incl. Woodlands, Colne Valley) Crematorium Services Waste Services

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Flooding & watercourses

Environmental Projects (incl. Chrysalis, Street Champions,

Alleygating & Ward Budgets)

Climate Change (incl. air quality) - cross-cutting brief

Library Services

Theatres, Museums & Cultural Services

Leisure Services and Centres

Community Safety & Community Cohesion (incl. CCTV)

Trading Standards, Environmental Health & Licensing (incl.

Safety of Sports Grounds)

Imported Food Office

Anti-Social Behaviour and Localities

Street Scene Enforcement

Parking & Parking Enforcement

Emergency Response

Mortuary

Planning Services (incl. planning policy, building control,

planning enforcement, specialist planning & conservation

areas)

Regeneration (incl. town centres, master planning)

Economic Development (incl. growth strategy, business

engagement, inward investment & worklessness)

Local Impacts of Heathrow Expansion (cross cutting brief)

Local Impacts of High Speed 2 (cross-cutting brief)

Housing Strategy & Commissioning (incl. housing policies &

standards, assessment of housing stock size & condition and the commissioning of housing stock repairs and housing

stock acquisitions)

HRA Strategy and delivery plan (operational delivery in Place

and Cabinet Member for Corporate Services & Property)

Housing Management (incl. tenancy management)

Housing Options and Homeless Prevention

Private Sector Housing

Statutory Crime and Disorder Scrutiny

Selecting a topic and undertaking a review

Appendix 1 attached provides detailed guidance on selecting topics and undertaking any policy review. A Scrutiny Topic Scorecard is provided to assist with this. Further guidance can be sought from Democratic Services.

Previous policy reviews

It is advised not to review an area that has either been recently reviewed by a committee or is subject to internal review or planned service transformation to avoid duplication and additional resourcing. A list of past reviews over the last 6 years, pertinent to this Committee's remit is shown below for information:

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2024/25

 Homeless Prevention and the Customer Journey (considered at the Cabinet meeting on 26 June 2025)

2023/24

 Alleygating in Hillingdon (considered at the <u>Cabinet meeting on 9 November 2023</u>)

2022/23

 Empty Homes and Council Tax (considered at the Cabinet meeting on 15 December 2022

2021/22

 Our engagement with tenants and leaseholders (considered at the <u>Cabinet meeting on 17 February 2022</u>)

2020/21

 Review into Littering and Fly-tipping (considered at the Virtual Cabinet meeting on 22 October 2020)

2019/20

 Community safety and new policing structures in Hillingdon (considered at the Cabinet meeting on 25 July 2019)

Possible topics under current consideration:

Only where previously suggested or recorded in the minutes, below lists potential review topics for further discussion and who from. Members may wish to present their own new topic ideas at the meeting and provide details of what particular aspects merit a review to assist officers in any scoping exercise.

It is important to differentiate between "information reports" you may wish to come before a committee to look at a service and then "review topics" which are more in-depth reviews resulting in a final report and the focus of this report.

As mentioned in Appendix 1, one way to 'test out' a potential policy review topic would be to add it as an 'information report' to an upcoming meeting on the work programme, to probe the matter further with Council officers or other stakeholders and ascertain whether it merits a fuller review – again perhaps running it through the Scrutiny Topic Scorecard provided.

Potential information items / review topics suggested at previous meetings:

Funfairs (Minor Review)
Parking Enforcement Contract (Major Review)

Implications on related Council policies

A statutory role of the Select Committees is to undertake reviews and make recommendations to the Cabinet who are responsible for the Council's policy and direction. Reviews selected should

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be consistent with the Council's policy and budgetary framework.

How this report benefits Hillingdon residents

None at this stage, pending any findings and recommendations devised in the final report.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

NIL.

Residents' Services Select Committee – 15 July 2025 Classification: Public

Appendix 1 - Guidance on undertaking policy reviews

Over the years, Hillingdon's overview and scrutiny committees have undertaken successful indepth reviews of Council services and policies. This has resulted in a number of positive changes locally, with some also affecting policy at a national level. Such committees engage Councillors in a wide range of Council activity and build a greater understanding about service provision to residents.

Policy reviews generally seek to:

- 1. Address a [significant] matter affecting the Borough
- 2. Seek to improve the delivery and/or efficiency of local services
- 3. Consider changes to policies or procedures to improve outcomes to residents/users

REVIEW PHASES

The typical phases of a review are as follows and set out further below:

- 1 Selection of topic
- 2 Scoping the review / setting out objectives
- **3** Witness & evidence stage (this is the main activity)
- **4** Findings and Draft recommendations (possible early report draft)
- 5 Final report approved by Committee
- 6 Referred to Cabinet for consideration
- 7 Monitoring the implementation of recommendations once approved / amended by Cabinet at meetings, i.e. in six months

1. Selection of topic

It is always best to sound out and check the feasibility of potential review topics early on, as there will be lots of ideas coming forward and often knowing what topic will add most value will be difficult to gauge at this stage. It is important not to generalise, e.g. a review into waste services.

It may also not be known whether a topic is currently under review by the Cabinet or Council officers or part of a planned service transformation in due course. All of this and other factors need to be investigated and in particular, any duplication of review activity should not take place.

Whilst most policy reviews last a number of months, not all policy review ideas will suit this and may benefit from a single meeting review. It really depends on the scope of the review. It very narrow, i.e. a particular service policy, then a single meeting review may suffice. If a review seeks to look at an entire way a service operates then a number of months may be required to ensure you can undertake all your witness sessions and secure the necessary evidence and information before you formulate your findings.

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Ideas for review topics can come from a number of sources including:

- Committee Members
- Cabinet Members.
- Council officers
- External partners / organisations
- Residents
- Ombudsman findings

When Councillors or the Committee itself considers a potential review topic, it is recommended running it through the Scrutiny Topic Scorecard (see Annex A). This gives you the opportunity to 'score' topics based upon their impacts under the following criteria:

Resident focused	Influence	Achievable
Correct remit	New	Wider support
Drives improvement	Drives transformation and efficiency	National impact

Another way to consider a potential review topic, is to add this as an information item at an upcoming meeting on your work programme, to probe the matter further with Council officers and ascertain whether it merits a fuller review – again perhaps running it through the Scorecard above.

It is strongly advised that one review topic is undertaken at any one time, given resources.

2. Scoping report

Once a topic is agreed upon by the Committee, then officers will prepare a scoping report setting out the objectives of the review for your consideration. The scoping report will show how the review can be timetabled and structured, i.e. through themed witness sessions, along with details of potential witnesses and other contextual information to get the review started, e.g. lines of enquiry or questioning of witnesses.

The scoping report is a 'live' document owned by the Committee. Should the review's focus change mid-review, then the scoping document and its objectives can be adapted.

3. Witness and evidence stage

Ultimately, the Committee's efforts are at their best when external witnesses and residents participate, adding value to intelligence gathering and findings. In support of this, Committees have undertaken a variety of both formal and informal activity "in meetings" and "outside meetings". It is important to pull together a broad evidence based for any potential findings later on. Additionally, the ability for Councillors to bring their 'local' insight is highly valuable. Activities the Committee can undertake include:

- Surveys / social media
- Promotion of review to seek views
- Invite the relevant Cabinet Member to attend for their views
- Question key council officers
- Hold informal workshops

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- Networking events, e.g. with partners
- Have closed meetings, i.e. confidential, such as social care clients
- Commission reports from council officers / externally
- Reguest data and intelligence on the topic
- Visits to other local authorities
- Undertake site visits within the Borough or council facilities
- Appoint experts or advisors to join the Committee throughout its review
- Selecting the best range of witnesses to get a real user / resident perspectives
- Invite national experts in their field

Whilst information will be provided to Councillors, it may be helpful when preparing for this stage of a review, that Councillors:

- Prepare their draft questions for each witness in advance;
- Read a witness bio or find out more about their organisation;
- Do their own additional research on the topic you may find something officers don't!
- Use their network of councillors in other local authorities to seek views;
- Tell residents at Surgeries / Ward Walks about your review, get their thoughts.

4. Findings and draft recommendations & 5. Final Report

After hearing from witnesses and receiving evidence, the Committee then will meet to pull together all the information and shape its collective findings, i.e. what needs to be improved or changed as a result.

The Committee will form 'draft' recommendations from this, which consistent with the Protocol on Cabinet and Scrutiny Relations, are usually shared with the Cabinet Member for their feedback and valuable insight.

In developing any recommendation, the Committee should bear in mind the following:

- Meet the initial aims / objectives of the review
- Be SMART, Specific, Measurable, Achievable, Relevant, Time-bound
- Not be a short-term fix, but a lasting outcome
- Consider the financial aspect, e.g. cost neutral, provide savings or if at a cost, then affordable and if possible aligned with the MTFF (budget planning process)
- Be based on a broad evidence base as possible and 'user or resident' insight
- Not create additional bureaucracy, e.g. if it relates to a policy, then to seek to review or amend existing policies (unless there is an absolute imperative for a new policy)
- If publicity or wider engagement or education is recommended, to target such communications as best as possible rather than generally
- Consider 'conclusions' as well as any specific recommendations.

Around this time, the Democratic Services Officer supporting the Committee will advise further on findings and drafting recommendations. Throughout this process, their role is critical to the Committee, to guide Members and secure the information and any witness activity that Members wish to undertake. They also work with the Chairman to bring the final draft report for the Committee to approve before it is scheduled to Cabinet.

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6. Referred to Cabinet & 7. Monitoring of recommendations

The Committee's report will be shared with the Leader and Cabinet Member and scheduled to a Cabinet meeting as soon as possible. There is a legal requirement for any such report to be considered by the Cabinet.

Should Cabinet approve the Committee's recommendations, then they become official policy and officers are charged with implementing them.

A post report review is undertaken in say 6 months or a years' time to see how the Committee's recommendations have been implemented. This is scheduled on your work programme.

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Annex A – Scrutiny Topic Scorecard 2022-2026

	Criteria scores showing 1-5 (5 being the highest, 0 the lowest). Then add up the total score. The higher the better review.										
Topic	Resident focused	Correct remit	Influence	New	Achievable	Wider support	Drives improvement	Delivers transformation and efficiency	National impact	Score	



See criteria descriptions overleaf...

Detailed criteria to assess review scoring (5 being the highest, 0 the lowest)

Resident-focused – The topic will have high impact on residents and the community, with public interest and scope for making a positive difference (can be universal or a targeted group of people or an area of the Borough e.g. young people or a particular town centre)

Correct remit – A topic that is clearly covered in the Committee's Terms of Reference and does it cut clearly into the domain of other Committees (unless a cross-cutting brief). If it does, then see if you can narrow the focus of the topic.

Influence - A topic that relates to a service, event or issue in which the Council is in control of, has a significant stake in or influence over the matter, e.g. with partners.

New - A new, fresh topic preferably. One which has not previously been reviewed by a Committee in the last 2-3 years, or which is not currently being reviewed by another Committee or internally by Cabinet Members and Officers, e.g. through service transformation.

Achievable – A topic that is not open ended. One where the Committee's work programme can accommodate the review. Where there is likely to be a good level of expertise and information to draw on to complete. Does the topic need to be narrowed to make it more achievable?

Wider support - A topic that is likely to receive buy-in from the Committee and wider Council, e.g. Cabinet Members, Officers. Or support is welcome from partner organisations to review the matter.

Drives improvement - A topic where performance levels of a service have dropped on a consistent basis, or the contractor is not performing against agreed standards or there are significance (evidenced) complaints or feedback from residents on the matter.

Delivers transformation and efficiency – a topic in support of the Council budgetary objectives, any areas where service re-modelling is under consideration in the <u>medium to longer-term</u>, that with Members' insight can help to deliver future savings, efficiencies and value for money services to residents. A topic where new ways of working could be adopted to benefit service delivery.

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National impact – A topic where emerging or recent legislation mean that it would be timely to review the matter to ensure Hillingdon Council is well prepared. Or a topic, that whilst Hillingdon focussed, could potentially be of benefit to other local councils or governmental authorities.

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Agenda Item 8

RESIDENTS' SERVICES SELECT COMMITTEE - CABINET FORWARD PLAN

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

HEADLINES

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

RECOMMENDATION

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

SUPPORTING INFORMATION

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

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

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

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

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

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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.	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. 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.	These would go within the standard section in every Cabinet or Cabinet Member report called "Select Committee comments". The Cabinet or Cabinet Member would then consider these as part of any decision they make.
2	To request further information on future reports listed under its remit.	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. 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.	This would be considered at a subsequent Select Committee meeting. Alternatively, information could be circulated outside the meeting if reporting timescales require this. Upon the provision of any information, the Select Committee may then decide to provide specific comments (as per 1 above).
Page 64	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.	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. 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.	Democratic Services would contact the relevant Cabinet Member and Officer upon any such request. 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.
4	To identify a forthcoming report that may merit a post-decision review at a later Select Committee meeting	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. 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.	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. Relevant service areas may be best to advise on the most appropriate time to review the matter once the decision is made.

Residents' Services Select Committee – 15 July 2025

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BACKGROUND PAPERS

- Protocol on Overview & Scrutiny and Cabinet relations adopted by Council 12 September 2019
- Scrutiny Call-in App

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					De	cision-Ma	aker	Cab	inet Membe	r Lead & Offi	cers	Status
Ref	Business Item	Further information	Ward(s)	NEW ITEM	CABINET meeting	Cabinet Member	COHNCH	Cabinet Member(s) Responsible	Relevant Select Committee	Report Author	Corporate Director Responsible	Public or Private (with reason)
JU	INE 2025											
52	UK Shared Prosperity Fund - 2025/26 allocation	A report to Cabinet to consider the allocation and priorities for spending the 2025/26 allocation of UK Shared Prosperity Fund (UKSPF) grant funding for Hillingdon. The report will also provide delegated authority to the Service Director for appropriate spending decisions in consultation with the Cabinet Member and agree to enter into the grant agreement.	All	NEW ITEM	26 June			Cllr Steve Tuckwell - Planning, Housing Growth	Residents' Services	Sam Robins	Karrie Whelan	Public
55 Page 67	The provision of a specialist grounds maintenance, horticultural and landscaping contract	Cabinet will be asked to consider the award of a grounds maintenance, horticultural and landscaping contract for a period of three years with optional extension of a further two years. This contract will support works required by the Green Spaces Team in its parks, gardens and open public spaces and can also be utilised by other Council departments.	All		26 June			Cllr Eddie Lavery - Community & Environment	Residents' Services	Nicola Herbert / Allison Mayo	Karrie Whelan	Private (3)
39	Rural Activities Garden Centre	Cabinet will receive a report on the future of the Rural Activities Garden Centre.	Colham & Cowley		26 June			Cllr Eddie Lavery - Community & Environment	Residents' Services	Nicola Herbert	Karrie Whelan	Public
23	Annual Performance Report	Cabinet will receive an annual report performance report, setting out how the Council is delivering on key service metrics and the Council Strategy.	All		26 June			All Cabinet Members	All	lan Kavanagh	Matthew Wallbridge	Public
24	Temporary Accommodation Action Plan Monitoring	Cabinet will receive a quarterly update, or at a frequency as determined by the Cabinet Member, on progress on the delivery of the Temporary Accommodation Strategy and Action Plan presented to Cabinet in February 2025. This will be aligned with the Homelessness Prevention and Rough Sleeping Strategy and the Medium-Term Financial Strategy, which is to include details of actions taken to bring empty homes across the Borough back into occupation.	All		26 June			Cilr Steve Tuckwell - Planning, Housing Growth	Residents' Services	Debbie Weller	Dan Kennedy	Public

					De	cision-Ma	aker	Cab	inet Membe	er Lead & Offi	cers	Status
Ref	Business Item	Further information	Ward(s)	NEW ITEM	CABINET meeting	Cabinet Member	Full COUNCIL	Cabinet Member(s) Responsible	Relevant Select Committee	Report Author	Corporate Director Responsible	Public or Private (with reason)
SI		Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		26 June			TBC	TBC	Democratic Services	N/A	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		26 June			TBC	TBC	Democratic Services	ТВС	Public
57	Parking Services Pay and Display Machine Contract Extension	To determine whether to extend the current contract for parking pay and display machine maintenance and support and, if so, the period of the contract extension.	All	NEW ITEM		June		CIIr Eddie Lavery - Community & Environment	Residents' Services	Richard Webb	Karrie Whelan	Private (3)
40 Page	Review of the Out of Hours Noise Service	Following the Council's consideration of the budget in February 2025, the Cabinet Member will consider a report regarding a review of the Out of Hours Noise Service and whether to continue this aspect of the services' operation.	All			June		CIIr Eddie Lavery - Community & Environment	Residents' Services	Richard Webb	Dan Kennedy	Public
<u>ଣ</u> ୁe 68	Architectural and Historical	Following Cabinet consideration in April 2024 and a decision to defer any designation on the site, the Cabinet Member will consider a proposal to locally list the North Hayes Telephone Exchange.	Hayes Town			June		Clir Steve Tuckwell - Planning, Housing Growth	Residents' Services	Antonia Whatmore, Mathieu Rogers	Karrie Whelan	Public
JU	LY 2025											
58	Provision of a tree maintenance service on behalf of the Council	Cabinet will be asked to consider the contract extension for the specialist tree maintenance service undertaken on behalf of the Council.	All	NEW ITEM	24 July			CIIr Eddie Lavery - Community & Environment	Residents' Services	Sophie Coughlan / Allison Mayo	Karrie Whelan	Private (3)
19	Update on proposals for an Additional Licensing Scheme for HMO properties	to consider extending licensing obligations for Houses of Multiple Occupation, Cabinet's consideration of the way forward in October 2024,	All		24 July			Cllr Steve Tuckwell - Planning, Housing Growth	Residents' Services	Richard Webb / Stephanie Waterford	Dan Kennedy	Public

	<u></u>	Decision-Ma		aker	Cab	inet Membe	r Lead & Offi	cers	Status			
Ref	Business Item	Further information	Ward(s)	NEW ITEM	CABINET meeting	Cabinet Member	Full COUNCIL	Cabinet Member(s) Responsible	Relevant Select Committee	Report Author	Corporate Director Responsible	Public or Private (with reason)
20	Uxbridge Town Centre Vision	Following Cabinet approval in October 2024 to commence full public and stakeholder engagement on a proposed draft new masterplan / vision for Uxbridge, Cabinet will consider the outcome of the engagement exercise and receive the final vision for consideration. The Vision will form the basis for a consensus on the future redevelopment and prosperity of the town.	Uxbridge / all wards		24 July			Cllr Steve Tuckwell - Planning, Housing Growth	Residents' Services	Julia Johnson	Karrie Whelan	Public
25	Tender - Environmental Enforcement Service	Following a procurement exercise, Cabinet will consider the contract for the Environmental Enforcement Service.	All		24 July			CIIr Eddie Lavery - Community & Environment	Residents' Services	Joanne Howells	Dan Kennedy	Private (3)
Page 6		Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		24 July			TBC	TBC	Democratic Services	N/A	Public
SP	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.	ТВС		24 July			TBC	TBC	Democratic Services	ТВС	Public
AL	JGUST 2025											
SI	Cabinet decisions by the Leader of the Council	As there is no Cabinet meeting in August, the Leader of the Council may take decisions on behalf of the Cabinet. These will be notified and reported for ratification and public record.	Various			Aug-25		Clir lan Edwards - Leader of the Council	ТВС	Democratic Services		Public / Private - TBD
SE	PTEMBER 2	2025										
61	Provision of veterinary services (Imported Food Office) on behalf of the London Borough of Hillingdon	Cabinet will be asked to consider the tender for the provision of veterinary services operating out of the Imported Food Office at Heathrow Airport.	Heathrow Villages	NEW ITEM	18 September			CIIr Eddie Lavery - Community & Environment	Residents' Services	Samantha Doherty / Allison Mayo	Dan Kennedy	Private (3)

					De	cision-Ma	aker	Cab	inet Membe	r Lead & Offi	cers	Status
Ref	Business Item	Further information	Ward(s)	NEW ITEM	CABINET meeting	Cabinet Member		Cabinet Member(s) Responsible	Relevant Select Committee	Report Author	Corporate Director Responsible	Public or Private (with reason)
24	Temporary Accommodation Action Plan Monitoring	Cabinet will receive a quarterly update, or at a frequency as determined by the Cabinet Member, on progress on the delivery of the Temporary Accommodation Strategy and Action Plan presented to Cabinet in February 2025. This will be aligned with the Homelessness Prevention and Rough Sleeping Strategy and the Medium-Term Financial Strategy, which is to include details of actions taken to bring empty homes across the Borough back into occupation.	All		18 September			Cllr Steve Tuckwell - Planning, Housing Growth	Residents' Services	Debbie Weller	Dan Kennedy	Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		18 September			TBC	TBC	Democratic Services		Public
S Page®7	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		18 September			TBC	ТВС	Democratic Services		Public
2870	Statement of Licensing Policy (POLICY FRAMEWORK)	Every 5 years the Council is required to review its Licensing Policy, which Council officers and Licensing Sub-Committee operate within when making such licensing decisions. Cabinet will consider recommending a reviewed Statement of Licensing Policy for consultation, before it comes back for final consideration.	All		18 September		22 January 2026 - adoption	Cllr Eddie Lavery - Community & Environment	Residents' Services	P - Daniel Ferrer / Stephanie Waterford	Daniel Kennedy	Public
00	CTOBER 202	25										
SI	Strategic Climate Action Plan	Hillingdon Council passed a Climate Change Declaration at its full Council meeting on 16 January 2020 which set out the ambition to become carbon neutral across the Council's services by 2030. Cabinet will receive a progress update on it's latest Action Plan.	All		23 October			Cllr Eddie Lavery - Residents' Services	Residents' Services	lan Thynne	Karrie Whelan	Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		23 October			TBC	TBC	Democratic Services		Public

					De	cision-Ma	aker	Cab	inet Membe	r Lead & Offi	cers	Status
Ref	Business Item	Further information	Ward(s)	NEW ITEM	CABINET meeting	Cabinet Member		Cabinet Member(s) Responsible	Relevant Select Committee	Report Author	Corporate Director Responsible	Public or Private (with reason)
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private matters to be considered later in Part 2 of the Cabinet meeting and agenda.	TBC		23 October			TBC	ТВС	Democratic Services	ТВС	Public
NC	OVEMBER 2	025										
33	Tender contract for the collection & treatment of Co- mingled dry mixed recycling	Cabinet will receive an update on the current position within the dry mixed recycling materials market and potential legislative changes which may impact the way that the Council operates its recycling collections in the future. In considering this, Cabinet will consider a supplier for such services, after competitive tender.	N/A		20 November			Cllr Eddie Lavery - Residents' Services	Residents' Services	Daniel Long	Karrie Whelan	Private (3)
Page	Reports from	Reports, findings and recommendations for	All		20			TBC	TBC	Democratic		Public
e 71	Select Committees	consideration by the Cabinet, when referred from the appropriate Committee.			November					Services		
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		20 November			TBC	TBC	Democratic Services	ТВС	Public
DE	ECEMBER 2	025										
24	Temporary Accommodation Action Plan Monitoring		All		18 December			Cllr Steve Tuckwell - Planning, Housing Growth	Residents' Services	Debbie Weller	Dan Kennedy	Public

					De	cision-Ma	aker	Cab	inet Membe	r Lead & Offi	cers	Status
Ref	Business Item	Further information	Ward(s)	NEW ITEM	CABINET meeting	Cabinet Member	Full	Cabinet Member(s) Responsible	Relevant Select Committee	Report Author	Corporate Director Responsible	Public or Private (with reason)
36	Infrastructure Funding Statement	Cabinet iiii i cocii c an annaan i cpont coliinig cat	All		18 December			Cllr Steve Tuckwell - Planning, Housing & Growth	Residents' Services	Andrew Tebbutt	Karrie Whelan	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		18 December			TBC	TBC	Democratic Services		Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		18 December			TBC	TBC	Democratic Services		Public
^{28b} Page 72	Statement of Licensing Policy (POLICY FRAMEWORK)	Every 5 years the Council is required to review its Licensing Policy, which Council officers and Licensing Sub-Committee operate within when making such licensing decisions. Following consultation, Cabinet will consider recommending a reviewed Statement of Licensing Policy to the Full Council	All		18 December		22 January 2026 - adoption	CIIr Eddie Lavery - Community & Environment	Residents' Services	P - Daniel Ferrer / Stephanie Waterford	Daniel Kennedy	Public
SI	2026/27 Budget and Future Medium-Term Financial Strategy (BUDGET FRAMEWORK)	Strategy (MTFS), which includes the draft General Fund reserve budget and capital programme for 2026/27 for consultation, along with indicative projections for the following four years. This will also include the HRA rents for consideration and may include Council Tax Reduction Scheme proposals.	All		18 December		26 February 2026 - adoption	Cllr Martin Goddard - Finance & Transformation	All	Andy Goodwin		Public
JA	NUARY 202	.6										
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		15 January			TBC	TBC	Democratic Services		Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		15 January			TBC	TBC	Democratic Services		Public

					De	cision-Ma	aker	Cab	inet Membe	r Lead & Offi	cers	Status
Ref	Business Item	Further information	Ward(s)	NEW ITEM	CABINET meeting	Cabinet Member	Full	Cabinet Member(s) Responsible	Relevant Select Committee	Report Author	Corporate Director Responsible	Public or Private (with reason)
28c	Statement of Licensing Policy (POLICY FRAMEWORK)	Every 5 years the Council is required to review its Licensing Policy, which Council officers and Licensing Sub-Committee operate within when making such licensing decisions. Following Cabinet consideration, full Council will consider the adoption of the Statement of Licensing Policy.	All				22 January 2026 - adoption	CIIr Eddie Lavery - Community & Environment	Residents' Services	P - Daniel Ferrer / Stephanie Waterford	Daniel Kennedy	Public
SI	Audit Committee Annual Report	The Audit Committee is required to submit an annual report to Council outlining the Committee's activities over the previous year. This report summarises the work of the Audit Committee and how it has undertaken its responsibilities in respect of: Internal Audit, External Audit, Counter Fraud, Risk Management and the Financial reporting process of the Statement of Accounts.	N/A				22 January 2026	N/A	N/A	Democratic Services	Matthew Wallbridge	Public
Page 73	Programme of Meetings for the next Municipal Year	Each year the full Council agrees the programme of meetings for the ensuing Municipal Year, setting out the dates and times of Council, Cabinet and Committee meetings.	N/A				22 January 2026	N/A	N/A	Lloyd White		Public
SI	Council Tax-Base and Business Rates Forecast 2026/27	This report sets out the proposed Council Taxbase and Business Rates Forecast for the forthcoming financial year and in accordance with the legislation for approval by the full Council. The Council is required to calculate both its Council Taxbase as at 30 November 2023 and the Business Rates forecast for the forthcoming year by the end of January.	All				22 January 2026	NA	N/A	Andy Goodwin		Public
FE	BRUARY 20	026										
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		19 February			TBC	TBC	Democratic Services		Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		19 February			TBC	TBC	Democratic Services		Public

					De	cision-Ma	aker	Cabi	net Membe	r Lead & Offi	cers	Status
Ref	Business Item	Further information	Ward(s)	NEW ITEM	CABINET meeting	Cabinet Member		Cabinet Member(s) Responsible	Relevant Select Committee	Report Author	Corporate Director Responsible	Public or Private (with reason)
SI	2026/27 Budget and Future Medium-Term Financial Strategy (BUDGET FRAMEWORK)	Following consultation, this report will set out the Medium Term Financial Strategy (MTFS), which includes the draft General Fund reserve budget and capital programme for 2026/27 for consultation, along with indicative projections for the following four years. This will also include the HRA rents for consideration and any proposals for the Council Tax Reduction Scheme.	All		19 February		26 February 2026 - adoption	CIIr Ian Edwards - Leader of the Council / CIIr Martin Goddard Finance & Transformation	All	Andy Goodwin		Public
SI	Members' Allowances 2026/27	The Council is required to undertake an annual readoption of its Allowances Scheme and, in doing so give due regard to the recommendations made by the report of the Independent Panel on the Remuneration of Councillors in London.	All				26 February 2026	N/A	N/A	Lloyd White		Public
M	ARCH 2026											
age 74	Temporary Accommodation Action Plan Monitoring	Cabinet will receive a quarterly update, or at a frequency as determined by the Cabinet Member, on progress on the delivery of the Temporary Accommodation Strategy and Action Plan presented to Cabinet in February 2025. This will be aligned with the Homelessness Prevention and Rough Sleeping Strategy and the Medium-Term Financial Strategy, which is to include details of actions taken to bring empty homes across the Borough back into occupation.	All		19 March			Clir Steve Tuckwell - Planning, Housing Growth	Residents' Services	Debbie Weller	Dan Kennedy	Public
SI	matters to be considered in	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		19 March			TBC	TBC	Democratic Services		Public
SI	Reports from	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		19 March			TBC	TBC	Democratic Services		Public

	_				De	cision-Ma	aker	Cab	inet Membe	r Lead & Offi	cers	Status
Ref	Business Item	Further information	Ward(s)	NEW ITEM	CABINET meeting	Cabinet Member	Full COUNCIL	Cabinet Member(s) Responsible	Relevant Select Committee	Report Author	Corporate Director Responsible	Public or Private (with reason)
SI	Public Preview of matters to be considered in private	A report to Cabinet to provide maximum transparency to residents on the private and confidential matters to be considered later in Part 2 of the Cabinet meeting and agenda.	ТВС		23 April			TBC	TBC	Democratic Services		Public
SI	Reports from Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		23 April			TBC	TBC	Democratic Services		Public
S _o Page 75	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.	Sions t	hat m	nay be	Cabinet Member Decision - date TBC	each m	onth (sta Cilr Ian Edwards - Leader of the Council	andard it	TBC	key-	Public / Private
SI	Release of Capital Funds	The release of all capital monies requires formal Member approval, unless otherwise determined either by the Cabinet or the Leader. Batches of monthly reports (as well as occasional individual reports) to determine the release of capital for any schemes already agreed in the capital budget and previously approved by Cabinet or Cabinet Members	ТВС			Cabinet Member Decision - date TBC		Cllr Martin Goddard - Finance & Transformation (in conjunction with relevant Cabinet Member)	All - TBC by decision made	various		Public but some Private (1,2,3)
SI	Petitions about matters under the control of the Cabinet	Cabinet Members will consider a number of petitions received by local residents and organisations and decide on future action. These will be arranged as Petition Hearings.	TBC			Cabinet Member Decision - date TBC		All	TBC	Democratic Services		Public
SI	To approve compensation payments		n/a			Cabinet Member Decision - date TBC		All	TBC	various		Private (1,2,3)

					De	cision-Ma	aker	Cab	inet Membe	r Lead & Offi	cers	Status
Ref	Business Item	Further information	Ward(s)	NEW ITEM	CABINET meeting	Cabinet Member	Full COUNCIL	Cabinet Member(s) Responsible	Relevant Select Committee	Report Author	Corporate Director Responsible	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			Cabinet Member Decision - date TBC		CIIr Ian Edwards - Leader of the Council OR CIIr Martin Goddard Finance & Transformation / in conjunction with relevant Cabinet Member	TBC	various		Private (3)
SI Pa	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			Cabinet Member Decision - date TBC		All	TBC	various		Public / Private (1,2,3)
ge 76	Chrysalis Programme of Environmental	The Cabinet Member will be asked to consider the approval of projects.	Various			Cabinet Member Decision - date TBC		Cllr Eddie Community & Environment	Residents' Services	Neil O'Connor		Public
SI	External funding bids	To authorise the making of bids for external funding where there is no requirement for a financial commitment from the Council.	n/a			Cabinet Member Decision - date TBC		All	TBC	various		Public
SI	Response to key consultations that may impact upon the Borough	A standard item to capture any emerging consultations from Government, the GLA or other public bodies and institutions that will impact upon the Borough. Where the deadline to respond cannot be met by the date of the Cabinet meeting, the Constitution allows the Cabinet Member to sign-off the response.	TBC			Cabinet Member Decision - date TBC		All	TBC	various		Public
SI =	Standard Item that may b	e considered each month/regularly			The C	ahinatla-E-	www.aval Diag	io on official	la a uma nt la u	the London Bo	wayah of Hill	ingdon III

RESIDENTS' SERVICES SELECT COMMITTEE - WORK PROGRAMME

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

HEADLINES

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

RECOMMENDATION:

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

SUPPORTING INFORMATION

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

Meeting Date	Room
12 June 2025	CR6
15 July 2025	CR6
9 September 2025	CR5
6 November 2025	CR5
8 January 2026	CR5
18 February 2026	CR5
10 March 2026	CR5
22 April 2026	CR5

Site Visits

Members of the Residents' Services Select Committee have undertaken a number of site visits to include the CCTV room in the Civic Centre, Harlington Road Depot, Heathrow Imported Food Office, Hillingdon Fire Station, Botwell Leisure Centre, Breakspear Crematorium, the Recycling Centre at Edmonton, visits with the Traffic Wardens and the Noise Team, the Platinum Jubilee Leisure Centre works and Heathrow Skills Academy.

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.

Residents' Services Select Committee – 15 July 2025 Classification: Public

How this report benefits Hillingdon residents

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

Financial Implications

None at this stage.

Legal Implications

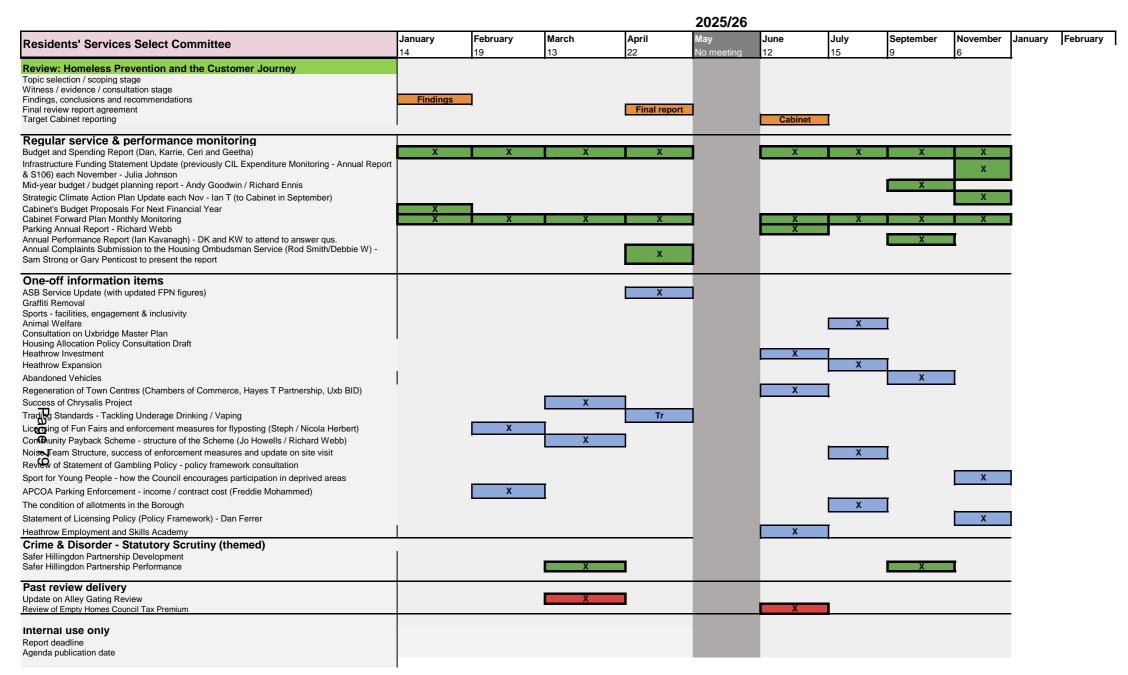
None at this stage.

BACKGROUND PAPERS

Nil.

Residents' Services Select Committee – 15 July 2025 Classification: Public Page 78

MULTI-YEAR WORK PROGRAMME 2022 -2026



Committee Site Visits

CCTV Control Room, Civic Centre (25 July 2022 and 4 November 2024) Botwell Leisure Centre (27 February 2024) Harlington Road Depot (28 September 2022)

Weed Killing Contractor (6 June 2023)
Heathrow Airport (Imported Food Office) (4 October 2022)

Out of Hours Noise Team (1 November 2024)

Hillingdon Fire Station (7 December 2022) Graffiti Removal

Breakspear Crematorium (25 January 2023)

Harefield and Yiewsley Civic Amenity Sites

Traffic wardens / Abandoned Vehicles — 24 and 25 February 2025 at 5pm Canal Visit - 1 November 2023

The Battle of Britain Bunker (26 July 2023 at 6pm)

Building Control

Planning Enforcement

HS2 Site Visit

Edmonton Recycling Centre (Tuesday 4 September 2024 - 09:45 - 10:45)

Custody Suite - Polar Park, Heathrow Employment and Skills Academy, Heathrow

Uxbridge / Ruislip Lido

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