



HILLINGDON
LONDON



Cabinet

Councillors in the Cabinet:

Date: THURSDAY, 15 APRIL 2010

Time: 7.00 PM

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

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

Ray Puddifoot (Chairman)
Leader of the Council

David Simmonds (Vice-Chairman)
Deputy Leader / Education & Children's Services

Jonathan Bianco
Finance & Business Services

Keith Burrows
Planning & Transportation

Philip Corthorne
Social Services, Health & Housing

Henry Higgins
Culture, Sport & Leisure

Sandra Jenkins
Environment

Douglas Mills
Improvement, Partnerships & Community Safety

Scott Seaman-Digby
Co-ordination & Central Services

Published: Wednesday, 7 April 2010

Contact: Mark Braddock, Senior
Democratic Services Manager

Tel: 01895 250470

Fax: 01895 277373

Email: mbraddock@hillington.gov.uk

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www.hillingdon.gov.uk

Lloyd White
Head of Democratic Services
London Borough of Hillingdon,
3E/05, Civic Centre, High Street, Uxbridge, UB8 1UW
www.hillingdon.gov.uk



INVESTOR IN PEOPLE

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Agenda

- 1 Apologies for Absence
- 2 Declarations of Interest in matters coming before the meeting
- 3 To confirm the minutes of the previous meeting held on 18 March 2010 1 - 16
- 4 To confirm that the items of business marked Part 1 will be considered in public and that the items of business marked Part 2 in private

Cabinet Reports - Part 1 (Public)

- 5 Major Scrutiny Review: Children & Young People who abuse their Parents & Carers (Cllrs Corthorne and Simmonds) 17 - 46
- 6 Disabled People's Plan 2009-2012 (Cllr Corthorne) 47 - 72
- 7 Local Area Agreement 2008 - second annual refresh (Cllr Mills) 73 - 80
- 8 Localities, Enforcement and Transport Implementation - update (Cllrs Puddifoot and Mills)
REPORT TO FOLLOW
- 9 Council Budget - Month 11 2009/10 Revenue and Capital Monitoring (Cllr Bianco)
REPORT TO FOLLOW

Cabinet Reports - Part 2 (Private and Not for Publication)

- | | | |
|-----------|---|-----------|
| 10 | Fitting out of the first floor of Merrifields House, Burns Close, Hayes for use as a respite care facility for children (Cllrs Bianco and Simmonds) | 81 - 90 |
| 11 | Appointment of contractor for the redevelopment of Triscott House (Cllr Corthorne) | 91 - 118 |
| 12 | Temporary Worker Agency Contract - Professional, Technical and Administrative (Cllr Seaman-Digby) | 119 - 122 |
| 13 | Multi-Function Print Devices (Cllrs Bianco and Seaman-Digby) | 123 - 132 |

The reports listed above in Part 2 are not made public because they contains exempt information under Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it.

- 14** Other items which the Chairman decides are relevant or urgent

Minutes

Cabinet

Thursday, 18 March 2010

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



Published on: 19 March 2010

Decisions come into effect: Friday 26th March 2010

Cabinet Members Present:

Ray Puddifoot (Chairman)
David Simmonds (Vice-Chairman)
Jonathan Bianco
Keith Burrows
Philip Corthorne
Henry Higgins
Sandra Jenkins
Douglas Mills

Members also Present:

Councillor George Cooper
Councillor Judith Cooper
Councillor Brian Crowe
Councillor Tony Eginton
Councillor Mo Khursheed
Councillor Edward Lavery
Councillor Mary O'Connor
Councillor John Riley
Councillor David Yarrow

161. APOLOGIES FOR ABSENCE

Councillor Scott Seaman-Digby.

162. DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THE MEETING

On Item 15 (minute 175) Councillor David Simmonds declared a personal interest as a Non Executive Director of Hillingdon NHS Board and remained in the room during the discussion and decision on the item.

On Item 15 (minute 175) Councillor Douglas Mills declared a personal interest as a Non Executive Director of Hillingdon Community Health and remained in the room during the discussion and decision on the item.

163. TO CONFIRM THE MINUTES OF THE PREVIOUS MEETING HELD ON 18 FEBRUARY 2010

The minutes of the last meeting were confirmed.

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

This was confirmed by the Cabinet.

165. RESIDENTS' AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE: REVIEW ON PLANNING ENFORCEMENT - CONSTRUCTION AND USE OF DETACHED OUT-BUILDINGS OR HOMES IN BACK GARDENS

The Residents' and Environmental Services Policy Overview Committee review on planning enforcement was commended by the Cabinet and thanks were given to the Committee and Officers involved.

RESOLVED:

That Cabinet:

- 1. Welcome the attached report from the Residents' and Environmental Services Policy Overview Committee, noting the comments it found in favour of the proposed steps to improve the processes currently used for the enforcement of the unauthorised construction and use of detached out buildings.**
- 2. Recognises that planning enforcement is a high priority for residents, as clearly demonstrated at the recent Cabinet Question Time events. In recognition of this profile requests that Cabinet Member approval is given to the "Cross Council Protocol" before it is published.**
- 3. Accepts the recommendations of the Policy Overview Committee report as set out in below and in the review, noting the officer comments on their implementation.**

Policy Overview Committee Recommendations

- 4. That the Planning Enforcement Team continue its inter departmental forum involving Private Sector Housing, Council Tax, Housing Benefits and Building Control departments and meets on a regular basis to exchange views, intelligence and to work more closely in dealing with unauthorised outbuildings corporately. That officers continue to update the working protocol.**
- 5. That the Planning Enforcement Team continues to work with various outside bodies, such as the District Valuer, the Border Agency, Fire Service and Local Police to share intelligence where appropriate.**
- 6. That the Planning Enforcement Team continues to seek changes to the working protocol between Planning Enforcement and Planning Officers dealing with retrospective planning applications, in particular to make**

changes to the Ocella Database¹ to identify enforcement concerns to planning officers and investigate a corporate joint IT system.

7. Where appropriate, if retrospective planning applications for retention of outbuildings or separate residential dwellings are submitted to the Planning Committee with recommendations to refuse planning permission, officers should be required to write enforcement reports under Part 2 of the agenda on the same Planning Committee with recommendations for the taking of enforcement action.
8. The improvements currently being undertaken under the Ocella Enforcement database system are continued to enable enforcement officers to work more effectively.
9. That officers identify other Local Authorities in England and Wales with similar problems (construction of buildings in back gardens) with a view to seeking their support in establishing a joint campaign to lobby for changes to the law and relevant regulations and criminalisation. In addition to seek support for such lobbying from London Councils, the Local Government Association and other groups.

Recommended Changes

- i) An amendment requiring owners to apply for planning permission for outbuildings with a floor area greater than 25 sq. metres. (measured externally).
 - ii) Changes to Class VI 'Small Detached Buildings' of Part II 'Control of Building Work' of the Statutory Instrument 2000 No. 2531 'The Building Regulations 2000' to remove the option for uncontrolled detached buildings with a floor area in excess of 15 sq. metres.
7. That consideration be given to the imposition of Article 4 Directions on certain areas in the Borough, in particular those wards where the problem of outbuildings is most prevalent, and to submit a formal application to the Department of Communities and Local Government for confirmation of Article 4 status in these particular wards.

Reasons for decision

Cabinet agreed the recommendations were aimed at changing the processes currently being used with a view to reducing where possible the timescales for the taking of enforcement action of the unauthorised construction and use of detached out buildings. Cabinet also felt that this would improve the ability to take effective enforcement action with enhanced inter-departmental working.

Cabinet noted that the recent Cabinet Question Time events held across the borough demonstrated that Planning enforcement was a priority for residents of Hillingdon. In light of this Cabinet felt that the "Cross -Council Protocol" was an important document which warranted Cabinet Member approval.

¹ A Planning and Building Control database used by Local Government Departments

Alternative options considered and rejected

The Cabinet could have decided to reject or amend the Policy Overview Committee's recommendations.

Officers to action:

James Rodgers, Head of Planning and Enforcement /
Gill Brice, Democratic Services

166. SOCIAL SERVICES, HEALTH AND HOUSING POLICY OVERVIEW COMMITTEES: MAJOR REVIEW OF THE TRANSFORMATION AGENDA AND DIRECT PAYMENTS IN HILLINGDON

The Social Services, Health and Housing Policy Overview Committee review on the adult social care transformation agenda was presented by the Chairman, Councillor Judith Cooper, and welcomed by the Cabinet as an excellent review and an example of Policy Overview Committees at their best.

RESOLVED:

That Cabinet:

- 1. Welcomes the attached report from the Social Services, Health and Housing Policy Overview Committee and note the general consensus it found in favour of the steps currently being taken to provide self directed support; and**
- 2. Accepts the recommendations of the Policy Overview Committee report highlighted below, noting the officer comments on their implementation.**
- 3. Agrees that the Commissioning for Personalisation Strategy is brought to a future meeting of the Cabinet prior to publication.**
- 4. Notes the comments made by the Chairman of the Audit Commission regarding funding pressures placed upon Councils in respect of Adult Social Care and calls upon the Government to ensure that the forthcoming Personal Care at Home Bill will be fully funded in line with the "New Burdens Doctrine"**

Policy Overview Committee Recommendations

- a) To note the implementation of the personalisation agenda will not change the eligibility criteria for those seeking adult social care.**
- b) That Officers be requested to develop a comprehensive marketing strategy to ensure universal information, advice and guidance is available to all adults in need of adult care services.**

- c) **That Officers be requested to work in partnership with external organisations, and in particular within the West London Alliance when commissioning services, to deliver best value through economies of scale, whilst maintaining quality of service.**
- d) **That Officers be requested to ensure that at each stage of developing a personal budget for an individual, as well as reviewing the effectiveness of services purchased using this budget, the potential for abuse or exploitation is identified and minimised.**
- e) **That Officers ensure robust safeguarding and monitoring systems are in place that respond quickly and in a timely manner in order to protect clients, carers and providers from instances of abuse to avoid the Council potentially becoming liable for the acts or omissions of the service provider.**
- f) **That the Committee revisit this topic in 12 Months time to assess the progress made by the Council and for the Officer report back to the Committee to include any cases where there have been allegations of abuse within the pilot schemes.**

Reasons for decision

Cabinet agreed the recommendations were aimed at building upon Hillingdon's approach to providing self directed support. Cabinet noted the strong government expectation on all Local Authorities to provide more personalised services and by enhancing the delivery of self directed support, the Council would enable Hillingdon's social care customers to make informed life choices and choose the best package of support options for them.

Cabinet also noted that the Chairman of the Audit Commission Michael O'Higgins stated on 18th February 2010 that "There are huge financial pressures on councils in the years ahead, but redesigning services and exploiting technology can make them better, more efficient and more personal." It was the Cabinet's view that Hillingdon is at the forefront of the efficiency and personality of its care services and would continue with this approach. Cabinet also was aware of the potential funding shortfall with respect to the Government's Personal Care at Home Bill, which would only further increase the pressures on local authorities and was concerned that it was not being funded in line with the "New Burdens Doctrine"

Alternative options considered and rejected

The Cabinet could have decided to reject or amend the Committee's recommendations.

Officers to action:

Dave King, Adult Social Care, Health & Housing
Charles Francis, Democratic Services

167. SUPPORT, CHOICE AND INDEPENDENCE - THE FUTURE OF ADULT SOCIAL CARE

RESOLVED:

That Cabinet:

- 1. Agree that the current legal framework for Direct Payments is the most robust option for implementing Self Directed Support.**
- 2. Agree that, in those cases where Direct Payments legislation is not sufficient in achieving support, choice and independence for social care customers, the use of the Well Being power should be investigated in partnership with the council's Legal Services.**

Reasons for decision

Cabinet noted that synergy between the previous agenda item from the Policy Overview Committee and this item about the personalisation agenda in Adult Social Care which would transform service delivery for 6,000 residents receiving social care services over the coming years. Cabinet proposed to build new services around the themes of support, choice and independence, supporting residents to have more control over what services they receive and enjoy greater autonomy in their lives.

Cabinet noted the extensive research into the differing legal frameworks and the revised guidance for Direct Payments, issued in November 2009, which put a strong emphasis on flexibility and creativity in finding the right support options for social care customers.

Whilst understanding the legal complexities, Cabinet noted that the use of the Well Being power promised even greater choice for residents in their use of a personal budget, but agreed it be reserved for exceptional instances and impasse situations.

Alternative options considered and rejected

Cabinet could have decided to use the Well Being power under section 2 of the Local Government Act 2000 as the primary legal framework for Self Directed Support in Hillingdon.

Officers to action:

Dave King & Sam Taylor, Adult Social Care, Health and Housing

168. WARD BUDGET INITIATIVE - PROGRESS REPORT

RESOLVED:

That Cabinet notes the diversity of the projects, the communities and groups supported and the outcomes and achievements resulting from the Council's 2009/10 Ward Budget Initiative.

Reasons for decision

Cabinet recorded the success of the Ward Budget Initiative and how it had served to deliver what it had set out to achieve back in December 2008. Cabinet saw the Initiative as a key way of enhancing Civic Pride and the community leadership role of Ward Councillors.

Cabinet was impressed with the sheer range of schemes and their considerable impact across the borough. At the time of the Cabinet meeting over 231 schemes had been delivered with over 190 local organisations benefiting. Cabinet was under no doubt that the Initiative had served to raise the profile of Councillors locally, and in some cases had seen Councillors cooperating across ward boundaries to support schemes.

Alternative options considered and rejected

None.

Officer to action:

Maggie Allen, Deputy Chief Executive's Office

169. IMPLEMENTATION OF COUNCIL MOTION 2 JULY 2009

RESOLVED:

That, in response to the Council Motion of 2 July 2010, Cabinet noted the position of Hillingdon's three main political parties and the public commitments reaffirmed by their Party Leaders as set out in Appendix A.

Reason for decision:

On 2 July 2009, full Council resolved that the Council's three Party Leaders re-state public commitments in respect of their local election campaigns to the March 2010 Cabinet meeting, with the intention of showing that their parties are making every effort possible to prevent any growth in support for the British National Party within Hillingdon.

At the meeting, the Leader of the Council read out the public commitments received by the Conservative, Labour and Liberal Democrat Group Leaders which were set out in Appendix A of the Cabinet report on this item.

Alternatives considered and rejected

None

Officer to action:

N/A

170. OLDER PEOPLE'S PLAN UPDATE 2009/10

RESOLVED:

That Cabinet notes the achievements at the end of December 2009 of the Older People's Action Plan for 2009/10 as set out in Appendix 1.

Reasons for decision

Cabinet noted progress on the three-year Older People's Plan 2008-2011 and endorsed the commitment from the Council and its partners to the continued development and improvement of services designed to create a better quality of life for older people in Hillingdon.

Alternative options considered and rejected

None

Officer to action:

Dan Kennedy, Adult Social Care, Health and Housing

171. COUNCIL PLAN, LOCAL AREA AGREEMENT, PERFORMANCE AND ACHIEVEMENTS - QUARTER 3 MONITORING REPORT

RESOLVED:

That Cabinet:

- (i) Notes the progress made to date on the Council Plan;**
- (ii) Notes the progress made on the LAA 2008 and the performance reward grant section of the LAA 2007;**
- (iii) Notes the progress made in performance within the local performance framework;**
- (iv) Notes the results of the Residents Survey;**
- (v) Notes achievements across the council.**

Reasons for recommendation

Cabinet received its regular report setting out the progress made by officers in implementing the Council Plan across the Council. The report also provided a corporate overview of progress against the Local Area Agreement, the Council's performance and achievements across the Council.

Alternative options considered and rejected

None.

Officers to action:

Fran Beasley / Ian Edwards, Deputy Chief Executive's Office

172. SUSTAINABLE COMMUNITY STRATEGY - QUARTER 3 MONITORING REPORT

RESOLVED:

That Cabinet notes the progress made to date on the tasks identified to deliver the Sustainable Community Strategy.

Reasons for decision

Cabinet received a report setting out the progress made by officers in implementing the Sustainable Community Strategy across the Local Strategic Partnership.

Alternative options considered and rejected

None.

Officer to action:

Ian Edwards, Deputy Chief Executive's Office

173. PLANNING OBLIGATIONS - QUARTER 3 MONITORING REPORT

RESOLVED:

That the Cabinet notes the updated financial information attached to the report.

Reasons for decision

Circular 05/05 and the accompanying best practice guidance requires local planning authorities to consider how they can inform Members and the public of progress in the allocation, provision and implementation of obligations whether they are provided by the developer in kind or through a financial contribution. Cabinet noted the report

which detailed the financial planning obligations held by the Council and what progress had, and was, being made.

Alternative options considered and rejected

To not report to Cabinet. However, Cabinet believed it was an example of good practice to monitor income and expenditure against specific planning agreements.

Officer to action:

Nicola Wyatt, Planning and Community Services

174. COUNCIL BUDGET - MONTH 10 2009/10 REVENUE AND CAPITAL MONITORING

RESOLVED:

That Cabinet:

- 1. Notes the forecast budget position for revenue and capital as at Month 10.**
- 2. Notes the treasury management update in Appendix B.**
- 3. Approves the revised parking fees & charges for 2010/11 set out in Appendix C**
- 4. Approves the allocation of £18k from General Contingency to fund the Civic Centre Alfresco dining area.**
- 5. Approves the allocation of £200k from balances earmarked with effect from 1 April 2010 for business improvement investment for the HIP Business Improvement Delivery Project and authorises the Appropriate Delegated Officer to accept tenders or contracts for the services of consultants in respect of this project in consultation with the Cabinet Member for Improvement, Partnership and Community Safety and within the budget available.**
- 6. Notes the virement from Property Enhancement Programme of £80k for the Stables Manor Farm Redevelopment Project in Planning and Community Services.**
- 7. Notes the change of name of the Company that were awarded the Welfare Vehicle Purchase contract at February Cabinet as set out in paragraph 2 of this report.**

INFORMATION

Reasons for Decision

The reason for the monitoring decisions was to ensure the Council achieved its budgetary and other financial objectives. The report informed Cabinet of the latest forecast revenue and capital position for the current year 2009/10.

Alternative options considered and rejected

There were no other options proposed for consideration.

Officer to action:

Paul Whaymand, Finance and Resources

175. APPROVAL OF SECTION 75 AGREEMENT BETWEEN THE COUNCIL AND NHS HILLINGDON FOR THE COMMUNITY EQUIPMENT SERVICE

RECOMMENDATION

That Cabinet gives approval to enter into a pooled budget and partnership agreement with NHS Hillingdon for the community equipment service in accordance with section 75 of the National Health Service Act, 2006 with effect from the 1st April 2010.

Reasons for decision

Cabinet agreed the section 75 agreement for community equipment to establish clear governance arrangements that clarify funding contributions, roles and responsibilities, identify how issues such as overspends would be addressed and to create a mechanism for dispute resolution. Cabinet expected this to enhance the customer experience of using the services under the agreement as well as engendering a positive relationship with the provider.

Alternative options considered and rejected

Cabinet could have not proceeded with a section 75 agreement, but this would not have complied with Department of Health requirements concerning establishing a pooled budget and would not have been conducive to the efficient and effective management of the community equipment service.

Officer to action:

Gary Collier, Adult Social Care, Health & Housing

176. CORPORATE LANDLORD IMPLEMENTATION - UPDATE

RESOLVED:

That Cabinet agrees:

- 1) That the Core Corporate Landlord Model be agreed in accordance Para 6.4 and 6.5.**
- 2) That the new structure be effective from June 2010.**
- 3) That Officers be authorised to start recruitment to a Deputy Director post to head up the Corporate Landlord function.**
- 4) Instructs the Chief Executive to ensure that, during the pre-implementation phase, the views of the Corporate Landlord will take priority in any dispute with service departments.**

Reasons for decision

Cabinet supported the concept of a Corporate Landlord so that the ownership of Council assets and responsibility for management and maintenance would be transferred from service departments to a centralised corporate body. Cabinet saw this as bringing together a single focus for the whole Council on all property or building construction related matters, resulting in a centre of excellence, with resulting benefits to property costs, suitability of properties for services, maintenance quality and capital receipts.

Alternative options considered and rejected

Cabinet was aware that implementation of the Corporate Landlord had already made progress and believed that it would no longer be a practical option to return things to previous reporting structures.

Officer to action:

Hugh Dunnachie, Chief Executive

177. REGULATION OF INVESTIGATORY POWERS ACT - CODES OF PRACTICE

RESOLVED:

That Cabinet:

- 1. Notes that regulations amending the Codes of Practice under the Regulation of Investigatory Powers Act 2000 (RIPA) come into effect on 06 April 2010.**
- 2. Approves the draft Policy Document to reflect the above changes (Appendix A) such policy to be reviewed annually by Cabinet.**
- 3. Authorises the Legal Services Office Managing Partner to fulfil the role of Senior Responsible Officer with regard to all RIPA matters.**
- 4. Authorises the Leader to receive and consider quarterly audit reports from the Senior Responsible Officer relating to the Council's use of RIPA. Where necessary, the Leader may direct changes / improvements to be implemented by the Senior Responsible Officer.**
- 5. Directs that the Leader, Chief Executive and Deputy Chief Executive be notified immediately of any application for surveillance that an Authorising Officer is minded to grant. If the application covers an emergency situation, the notification to occur within 24 hours of the authorisation being granted.**

Reasons for decision

Cabinet agreed an updated corporate policy and procedure in light of the recent amendments to the Regulation of Investigatory Powers Act 2000 (RIPA), in order to ensure that the Council continued to comply fully with the requirements of RIPA and strengthen the existing monitoring of RIPA.

Alternative options considered and rejected.

None as the Council is required to adhere to the Statutory Codes of Practice.

Officer to action:

Glen Egan, Deputy Chief Executive's Office

Urgency Provisions

This report had been circulated less than 5 working days before the Cabinet meeting and was agreed by the Chairman to be considered as urgent.

178. CORPORATE CLOTHING CONTRACT

RESOLVED:

That Cabinet agree to award the following Lots to the following suppliers for a 36 month period with the option to extend by 24 months:

Lot	Lot Description	Supplier
Lot 1	Protective Clothing, Personal Protective Equipment (PPE), Occupational Clothing, Waterproof Clothing and Headgear	Corporate Workwear Direct Ltd (CWD)
Lot 2	Corporate Clothing	CWD
Lot 3	Footwear, Waterproof and Protective Footwear	CWD
Lot 4	First Aid Supplies	Brosch Direct

Reasons for decision

In line with procurement best practice and the objectives of the Council to seek efficiencies, Cabinet agreed that the sensible approach was to review rationalisation of clothing suppliers and product ranges. Cabinet therefore gave approval on the aggregation of clothing spend across four lots and approved the award of contracts for the lots.

Alternative options considered and rejected

Cabinet could have continued with existing arrangements or a collaborative approach with other London Boroughs, however the latter option had been progressed by another local authority and failed.

Officer to action:

Matthew Kelly, Finance and Resources

Exempt Information

This report was included in Part II as it contained information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighed the public interest in disclosing it (exempt information under paragraph 3 of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 as amended.

179. IRRECOVERABLE BUSINESS RATES

RESOLVED:

That Cabinet formally approves the writing off of irrecoverable debt of £1,279,616.39 of national non-domestic rates. Under the Scheme of Delegation amounts over £50,000 have to be approved by the Cabinet. There is no loss to the Council. The amounts being written off over the period are within the limits allowed by the Government for Councils collecting on their behalf.

Reasons for decision

Cabinet noted that the Council had achieved the 2nd best percentage collection performance in London in 2008/09 whilst having to collect the 3rd highest business rate debit.

Cabinet agreed in the cases referred to in the report that there was no action left for the Council other than to write off amounts as bad debt, where the debtor had gone into insolvency, the debt was statute barred (i.e. over 6 years old), or the debtor had absconded and the Council had been unsuccessful in its efforts to trace.

Alternative options considered and rejected

Cabinet understood that there were no alternatives, as the Council was required to write off irrecoverable debt

Officer to action:

Rob Smith, Finance and Resources

Exempt Information

This report was included in Part II as it contained information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighed the public interest in disclosing it (exempt information under paragraph 3 of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 as amended).

180. TRANSFER OF PCT PROPERTIES AT COLHAM ROAD AND MERCHISTON HOUSE TO THE COUNCIL

RESOLVED:

The Cabinet agree that the properties of Merchiston House and Colham Road are transferred freehold to the Council on a specific condition that should the properties no longer be used for their current purpose then the freehold shall transfer back to the PCT.

Reason for decision

Cabinet gave their approval to the freehold transfer of Merchiston House and Colham Road properties from the PCT in accordance with Department of Health Gateway reference 10888 relating to the "Transfer of Learning Disability Social Care Funding and Commissioning from the NHS to Local Government". The decision would enhance the learning disability modernisation programme.

Alternative options considered and rejected

Cabinet could have taken no action on the DoH Gateway which would have resulted in a liability transferring to LBH without a corresponding receipt.

Officers to action:

Steve Cross / Gerry Edwards, Adult Social Care, Health and Housing and Planning and Community Services

Exempt Information

This report was included in Part II as it contained information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighed the public interest in disclosing it (exempt information under paragraph 3 of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 as amended).

181. OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE RELEVANT OR URGENT

None.

The meeting closed at 7.36pm

DECISION AUTHORITY

THE ABOVE DECISIONS MADE BY THE CABINET DO NOT COME INTO EFFECT UNTIL FRIDAY 26th MARCH, UNLESS CALLED-IN BY THE EXECUTIVE SCRUTINY COMMITTEE.

MEMBERS AND OFFICERS WILL AUTOMATICALLY BE NOTIFIED OF ANY CALL-IN BY DEMOCRATIC SERVICES.

MAJOR SCRUTINY REVIEW: *CHILDREN & YOUNG PEOPLE WHO ABUSE THEIR PARENTS & CARERS*

Cabinet Member	Councillor David Simmonds Councillor Philip Corthorne
Cabinet Portfolio	Education and Children's Services Social Services, Health and Housing
Officer Contact	Nikki Stubbs, Deputy Chief Executive's Office
Papers with report	Appendix A: Children & Young People Who Abuse Their Parents & Carers Final Report

HEADLINE INFORMATION

Purpose of report	To receive the Children & Young People Who Abuse Their Parents & Carers Working Group's report providing recommendations which seek to build upon the Borough's approach and strategy to dealing with parent abuse.
Contribution to our plans and strategies	A Safer Borough.
Financial Cost	There are no direct costs implications arising from this report.
Relevant Scrutiny Committee	Residents' and Environmental Services
Ward(s) affected	All

RECOMMENDATIONS

That Cabinet:

1. Welcomes the report of the Children & Young People Who Abuse Their Parents & Carers Working Group; and
2. Accepts the recommendations of the Working Group report as reflected below:
 - i. That Cabinet endorse the Working Group's view that there is evidence available to suggest that, in some families, one or other parent is a victim of abuse by their child. This is an issue of great concern and failure to tackle it now will have a significant impact on many families in our Borough.
 - ii. That Cabinet agree that the Domestic Violence Strategic Coordinator work with the Education and Children's Services Directorate, the Youth Offending Team and partner agencies to identify and enhance the support currently

available to those families where one or other parent is a victim of abuse by their child.

- iii. That Cabinet note that families where one or other parent is a victim of abuse by their child are currently viewed and have the same stigma as victims of Domestic Violence did fifteen or so years ago. The Working Group asks that we address this matter in a more timely way with a robust action plan.**
- iv. That Cabinet support the inclusion of information relating to services available for families where one or other parent is a victim of abuse by their child in the Council's *Directory of National and Local Agencies and Help Lines* for victims of Domestic Violence and Transition Services.**

INFORMATION

Reasons for recommendation

The recommendations are aimed at building upon the current support given by the Council and partner agencies to families suffering parent abuse. An improved and more joined up service will contribute to improvements in residents' health, wellbeing and safety.

Alternative options considered / risk management

The Cabinet could decide to reject or amend one or more of the Working Group's recommendations.

Supporting Information

1. The Children & Young People Who Abuse Their Parents & Carers Working Group was set up by the External Services Scrutiny Committee to review parent abuse in 2009/10 to enable the Council to build on the support it, and its partners, already provided to families. It was also tasked with looking at the provision of a more joined up service.
2. The aim of this review was to establish how support was currently provided to families dealing with parent abuse and identify ways to improve the service. As well as hearing evidence from a number of representatives from relevant organisations, the Chairman of the Working Group also met with an abused parent who suggested various measures that would help parents and carers being abused by their children and young people.
3. Working Group Members were acutely aware of the need to not raise expectations too high. This, along with suggestions for improving the support currently available, were considered when producing the recommendations.
4. The review took place between October 2009 and March 2010 and was presented to the External Services Scrutiny Committee on 31st March 2010 for its endorsement before submission to the Cabinet.
5. The Committee's report (attached) gives full details of the review.

Financial Implications

At this stage, there are no financial implications relating to this report as the Domestic Violence Strategic Coordinator will incorporate this into their existing workload. Any further developments of this service will have to apply for funding through the appropriate methods.

EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES

What will be the effect of the recommendation?

The Committee's recommendations will provide a springboard for the Council to take those steps necessary to improve services offered to families subjected to parent abuse.

Consultation Carried Out or Required

The Committee took evidence from victims, officers and experts as described in the attached report.

CORPORATE IMPLICATIONS

Corporate Finance

Corporate Finance has reviewed this report and is satisfied that there are no direct financial implications arising from this report. Any further developments of this service will have to apply for funding through the appropriate methods.

Legal

Under the Council's Constitution, the Cabinet has the appropriate powers to agree the recommendations proposed at the outset of this report. There are no other significant legal implications arising out of this report to bring to Cabinet's attention.

BACKGROUND PAPERS

None.

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Parent Abuse

Report of the children and young people who abuse their parents and carers working group



A Working Group established by
the External Services Scrutiny Committee

Members of the working group

Cllr Judy Kelly (Chairman)

Cllr Judith Cooper

Cllr Janet Gardner

Cllr Anita MacDonald

Cllr Mary O'Connor



Report of the Children & Young People Who Abuse Their Parents & Carers Working Group

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Chairman's Foreword

Our Working Group was initiated when it became apparent from various sources that the abuse of parents and carers was an increasing problem. The Chairman of the External Services Scrutiny Committee, Councillor Mary O'Connor, asked me to chair a working group to investigate the issue and to report back to the Committee.



This was the first time I had chaired such a review and I was glad of the opportunity to investigate such an important issue. Much good work has already been done in relation to domestic violence against women (and men) by their partners, but little was known of the extent of the problem of abuse by children and young people to their parents and carers.

It would seem to be a 'hidden' problem as few parents are willing to testify against their own children, seeing the violent behaviour as a criticism of their own parenting skills so keep the problem secret. Very little information was available on the subject so we were very reliant on the witnesses that attended our meetings.

We are, therefore, very grateful to the many witnesses who came to our meetings to provide us with the information needed to make our recommendations and we particularly thank: Jill Patel and Kiran Seth of Hillingdon MIND, Barbara North of Hillingdon PCT, Melanie Parrish, Crown Prosecution Service; Anthony Scrafton of Central and North West London PCT – Mental Health; Marjorie Reid, Residential Homes for Young People; Jacque Crowther, Youth Offending Service; Debbie Haith, Education and Children's Services – Safeguarding; Sue Lewis of Relate; Lorraine Penson from Sure Start; Linda Dines, Parent Partnership; Nick Ellender, Safeguarding Adults Service; and Erica Role, the Council's Domestic Violence Strategic Coordinator.

A very special 'thank you' goes to the mother who gave up her time to meet with me and the Democratic Services Manager to tell us about the abuse she experienced at the hands of her son. Thanks also go to the Youth Offending Team's Parenting Officer for arranging that meeting. All these people have clarified the importance of this review and shown the need for the recommendations we have made.

Mr Judy Kelly

Introduction

1. This report presents the findings of the Children & Young People Who Abuse Their Parents & Carers Working Group which was established by the External Services Scrutiny Committee to review how instances of parent¹ abuse can be monitored and addressed. It should be made clear that the parent abuse considered by this Working Group is in relation to children and young people aged under 25.
2. As parent abuse cannot be solved by a single service, department or organisation, it is important that efforts to address the issue involve a range of coordinated initiatives that 'cut-across' or span different organisations.
3. Given this complexity, the Working Group comprised Members who also sat on the Domestic Violence Action Forum, Domestic Violence Steering Executive, Education & Children's Services POC, Residents' & Environmental Services POC, Social Services, Health & Housing POC and the Chairman of the parent Committee - the External Services Scrutiny Committee.

Reason for the Review

4. The extent of parent abuse is unknown. The proposal to review parent abuse had arisen around the time of White Ribbon Day in November 2008. Much work had already been done around domestic violence and elder abuse had been widely publicised but little (if anything) appeared to have been done around parent abuse. As such, the External Services Scrutiny Committee committed to look into the issue and set up the Working Group.

Aim of the Review

5. The review sought to answer a series of questions including:
 - Are Residents' expectations and concerns about abuse perpetrated by children and young people² on their parents and carers reflected in the Council's service standards?
 - How are instances currently identified and dealt with across the Council and how can this be improved and standardised?
 - How have other councils successfully dealt with the issue of children and young people who abuse their parents and carers?
 - What training of staff is in place to properly detect and assess cases?

Terms of Reference

6. The Working Group's Terms of Reference were agreed as follows:

¹ Any reference to parents and parent abuse includes carers as well as parents

² Any reference to children or young people assumes the inclusion of both

- To consider existing Council services and procedures which address parental/carer abuse by children and young people and any improvements that could be made;
- To review whether the Council's processes in tackling this abuse are timely, effective and cost efficient;
- To review the guidance and support that is currently available from the Council to these parents and carers;
- To assess ways of measuring the number of cases of children and young people abusing their parents and carers and the accuracy of these methods;
- To seek out the views on this subject from Residents and partner organisations using a variety of existing and contemporary consultation mechanisms;
- To examine best practice elsewhere through case studies, policy ideas, witness sessions and visits; and
- After due consideration of the above, to bring forward strategic, innovative and practical recommendations to the Cabinet in relation to the Council's procedure in dealing with cases of children and young people in Hillingdon who abuse their parents and carers.

Methodology

7. The main method for collecting evidence for this review was through a series of witness sessions held in October and December 2009 and January 2010. In addition to these sessions, the Chairman of the Working Group met with an abused parent to look at what help had been received and what further help would be useful to parents suffering from abuse.
8. This report presents the findings from these meetings. It sets out the background to how the review was undertaken and presents the Working Group's findings from the witness sessions. The recommendations contained within this report address the main issues that arose in the discussions.
9. The Working Group is incredibly grateful to the following people who gave up their time to attend the meetings and advise Members on the key issues:
 - Anthony Scrafton: Central & North West London PCT – Mental Health
 - Barbara North: Lead for Safeguarding Adults, Hillingdon PCT
 - Debbie Haith: Head of Safeguarding, Education & Children's Services, LBH
 - Erica Rolle: Domestic Violence Strategic Coordinator, Community Safety Team, LBH
 - Jacquie Crowther: Parenting Officer, Youth Offending Service, LBH
 - Jill Patel: Director, Hillingdon MIND
 - Kiran Seth: Asian Projects Coordinator, Hillingdon MIND
 - Linda Dines: Parent Partnership Officer, Parent Partnership, LBH
 - Lorraine Penson: Programme Manager, Sure Start
 - Marjorie Reid: Registered Manager, Residential Homes for Young People, LBH

- Melanie Parrish: Borough Crown Prosecutor, Crown Prosecution Service
- Nick Ellender: Service Manager – Safeguarding Adults Service, LBH
- Sue Lewis: Supervisor, Counsellor and Family Therapist, Relate

10. One of the main aims of this Working Group is to review, improve and formalise the Council’s arrangements for addressing parent/carer abuse by children and young people in the Borough. The Working Group also wants to raise awareness of this ‘hidden’ problem and the importance of tackling it. It is appreciated that parent abuse is a controversial issue and the Working Group resolved that doing nothing was not an option. Whilst this review will not act as a magic wand to make the problem disappear, it is hoped that this work will act as a catalyst to the work that must be undertaken to tackle parent abuse in Hillingdon. This may be a long process and the impact may not be immediately clear, but the Working Group believes that parent abuse is an issue that can no longer be ignored.

Recommendation 1

That Cabinet endorse the Working Group’s view that there is evidence available to suggest that, in some families, one or other parent is a victim of abuse by their child. This is an issue of great concern and failure to tackle it now will have a significant impact on many families in our Borough.

Evidence & Findings

BACKGROUND

What is parent abuse?

11. Parent abuse is quite difficult to define and could be confused with moody or difficult behaviour. When is the behaviour abuse? When is it not deliberate? When is the behaviour as a result of poor parenting? There are so many subjective issues that it makes it tricky to define.
12. Abuse could be defined as a pattern of behaviour in which physical violence and/or emotional coercion is used to gain or maintain power or control in a relationship. A single incident of assault also constitutes abuse. However, it is often difficult to recognise the pattern of abuse in a relationship, as people tend to perceive abusive behaviours as isolated incidents that are unrelated to one another. Yet abuse can often happen in cycles.
13. Abusive behaviour is often interspersed with calm, loving periods within the relationship and becomes cyclical (tensions build, followed by a form of physical or verbal abuse and then a period of calm when the abuser feels remorse, then tension builds, etc). Typically, the cycle repeats itself and often intensifies in frequency, as more small incidents occur, which result in tensions arising and the cycle of abuse to occur. People want to believe that each incident of abuse will not occur again. However, it usually does continue.
14. Sometimes abuse occurs without any warning signs or build-up or there may be no periods of remorse. In other situations, tension is always present. Either way, it is generally thought damaging for a young person to find themselves as the perpetrator of abuse towards their parents and carers.

Is parent abuse a problem?

15. Information relating to the number of cases of children and young people abusing their parents and carers is difficult to ascertain and instances are frequently discovered as an aside to a family's contact with Council officers on another (unrelated) matter. It should be noted that approximately 10% of those parents and carers referred to the Youth Offending Service's Parenting Worker report experiencing abuse from their children and young people.
16. The only data currently available regarding the number of instances of parent abuse reported to the Council has been collated by the Youth Offending Service and has been summarised in the table below:

Year	Referrals to Parenting Officer	Cases Reporting Parent Abuse	% of Referrals Reporting Parent Abuse
2005	63	7	12%
2006	83	6	7%
2007	95	8	8%
2008	94	9	10%
2009*	73	4	5%

* to October 2009

17. One of the difficulties experienced by officers is when they are faced with a child or young person who has been violent towards their parent or carer as the officers have a responsibility to safeguard the child and not the parent. Parents are often powerless to parent the child effectively because of their own fears about challenging or questioning them, thus leaving the child extremely vulnerable. As such, parents need to have the skills and confidence to effectively parent their children and ultimately keep them safe.

Current Work

18. The issue of parent abuse was raised as an area for further work at the White Ribbon Day in November 2008. Having spoken to the witnesses, Members are keen to highlight that the perpetrators, who are children and young people, are vulnerable in their own right and are being criminalised as a result of their behaviour. Officers too are clear that children and young people should not be permanently branded as 'perpetrators'. There is some conflict for social care officers as their primary concern is the welfare of the child, even if they have been abusive towards their parents.
19. Work is currently being undertaken by various departments within the Council to address the issue of parent abuse. However, this work is somewhat disjointed and would benefit from some synchronicity. Although officers want to be able to offer help and support to those parents and carers being abused, resources are limited, little (if any) training has been undertaken by officers and there are currently no procedures in place to be able to offer assistance.
20. Current procedures need to be reviewed to ensure that victims have somewhere to turn. To ensure that Borough Residents receive the best possible service, procedures need to be put in place for victims of parent abuse to report instances. This would go some way to making sure that those Residents who want help are not overlooked.
21. Domestic violence of any sort is a sensitive subject and victims are often unwilling to speak openly about their situation for a variety of reasons including fear and embarrassment. Raising awareness of parent abuse (and the help and advice that is available to victims) may help them to speak up and gain support in dealing with the matter.

Parent Abuse Awareness Workshop

22. The Special Education Needs (SEN) & Disability Act 2001 established a statutory duty for local authorities to make arrangements for parent partnership services from January 2002 and the SEN Code of Practice 2001 provides national minimum standards for those services. Hillingdon Parent Partnership (PP) is funded by the local authority to be an arms length service and offers parents and carers a free and confidential service. The service aims to ensure that parents and carers are able to play an informed part in any decisions about the educational provision made to meet their child's special educational needs and to build partnerships between parents/carers, the local authority and schools.
23. A large part of Parent Partnership's function is to build and improve partnerships between parents/carers, schools, the local authority, voluntary organisations and parents/carers' groups. PP also provides training and information workshops to raise awareness of the issues faced by parents/carers of children with SEN and contributes to the training of local authority and school staff.
24. When instances of parent abuse occur, there have often been serious issues and an inability to parent effectively which have precipitated the behaviour towards the parent or carer. When appropriate, parenting programmes are offered by the PP to those parents and carers that have disclosed that their children/young people abuse them. This has led the PP to joint parenting work with the Youth Offending Service for parents of young offenders.
25. The Parent Partnership and Youth Offending Team worked together to stage an awareness day prior to White Ribbon Day in 2008. This day was targeted at professionals (rather than parents) and confirmed that tackling the issue of parent abuse would be a huge undertaking and would need to be managed sensitively.
26. The Parent Abuse Awareness Workshop was held on 20 October 2008 specifically for professionals working with families. The meeting was well attended and issues raised by attendees included:
 - Undertaking a parent service mapping exercise to establish current provision
 - Setting up 2-hour bitesize workshops to look at issues such as awareness, and receive presentations from parents, etc
 - Setting up a helpline
 - Awareness raising through the use of leaflets, Hayes FM, The Leader, Hillingdon People, Flyers, the Council's Website and Horizon
 - Setting up a central register for parents that report abuse
 - Providing a support group to provide ongoing support and to continue the publicity campaign
 - Identifying the criteria for making a referral

Steering Group

27. Following this workshop, a Steering Group was set up by the Council to address the lack of awareness of parent abuse within the Borough. The Terms of Reference for the Group have not yet been agreed but it is expected that this Group will look at identifying gaps in service provision and facilitating any changes necessary to meet the needs of

those parents and carers being abused by their children and young people. The Group will be working on the production of an action plan which will link the Parent Support Operational Group to the Parenting Strategic Plan.

28. The Steering Group meetings are to be held on a quarterly basis with ad hoc meetings scheduled when required to deal with urgent matters. It will comprise representatives from key Council departments that work with parents and families as well as a representative from the Metropolitan Police Service. The key functions of the Steering Group are likely to be:
 - To agree an action plan for raising the profile of parent abuse
 - To identify organisations which can support parents being abused by their children
 - To raise the profile of parent abuse within the Borough amongst agencies and parents
 - To ensure parents have a resource for accessing support and guidance when experiencing abuse
 - To provide practitioners with the opportunity to express concerns and share successes in this field
29. It is important that the Domestic Violence Strategic Coordinator be included as a member of this Steering Group.
30. As well as looking at ways in which awareness of parent abuse can be improved, the Group is looking at recording reports of abuse and the reporting procedures available to parents/carers.
31. Information relating to parent abuse has been included in the Council's *Parenting Handbook: A Guide For Parents and Carers of 12-18 year olds in Hillingdon* produced by Parent Support Services. This brochure was distributed as part of White Ribbon Day on 24 November 2009. The parent abuse article gives information on warning signs, action that can be taken and prevention and gives contact details for the National Domestic Violence Helpline, Adfam and Re-solv.
32. There are concerns that there is currently no single point of contact within the Council for victims to call.

Guidance and Support Available from the Council

33. Parent abuse can be the result of many different factors, e.g., culture, stressful situations, domestic violence and poor parenting. Those parents/carers who suffer domestic violence and have mental health issues make up a large proportion of the cases of parent abuse. These parents/carers often blame themselves for their child's behaviour. The Council's Domestic Violence team have assisted these victims by getting them in touch with support agencies. The Domestic Violence Strategic Coordinator also regularly holds sessions with these victims (in single sex groups) to reassure them that they are not to blame.
34. There have been stories of some parents/carers who would rather leave their child in bed when they refuse to get up on a school day and risk imprisonment as a result of the

non-attendance at school than be subjected to the abuse the child will give them if they insist that they get up.

35. Where appropriate, officers in the Youth Offending team have started to ask parents/carers if they are suffering parent abuse, but this information is not currently being formally recorded. Insofar as the support available to parents/carers is concerned, an unofficial listening service is currently provided by the Youth Offending team but only from a parenting perspective.
36. Officers have suggested that the profile of parent abuse needs to be raised and clear information and guidance needs to be worked up in relation to where victims can get help, advice and support.
37. It appears that there is currently no formal mechanism within the Council for addressing parent abuse and no information is available to parents suffering abuse. Officers only become aware of instances of parent abuse as an aside when talking to the parent or carer about another issue. Often parents and carers see their child's behaviour as just "the way the child is".

Recommendation 2

That Cabinet agree that the Domestic Violence Strategic Coordinator work with the Education and Children's Services Directorate, the Youth Offending Team and partner agencies to identify and enhance the support currently available to those families where one or other parent is a victim of abuse by their child.

Recommendation 3

That Cabinet note that families where one or other parent is a victim of abuse by their child are currently viewed and have the same stigma as victims of Domestic Violence did fifteen or so years ago. The Working Group asks that we address this matter in a more timely way with a robust action plan.

Measurement and Reporting Procedures

38. 77% of the referrals received by the Safeguarding Adults team in the last year were from Residents aged 65+. Of the 66 referrals received by the Safeguarding Adults team in September 2009, not one instance of parent abuse had been reported. However, there had been one instance reported in October which was thought to be "more of a child protection issue". Performance reports now enable officers to record details of alleged perpetrators on the adults' service information system which will enable officers to monitor the number of reported parent abuse cases.
39. It should be noted that officers throughout the Council are not currently routinely asking those residents that they have contact with, whether or not they have been abused by their children. As such officers in the Parent Partnership, Youth Offending Service and Safeguarding Adults have put together a risk assessment form based on the one used by the Domestic Violence team. It is suggested that all relevant Council officers use this

generic form to ensure that they ask parents and carers the right question, e.g., are you suffering abuse at the hand of your child?

40. It is further suggested that information regarding parent abuse be circulated to children's centres in the Borough.

Resources available

41. The Working Group believes that it is important to remember that the Council's resources are limited and that any action taken to address the issue should not raise parents' expectations too high.
42. There are currently no additional resources available within the Council to devote to identifying and tackling parent abuse. As such, any work undertaken as a result of this review will have to be fulfilled within the current budgetary constraints and subsumed within the workloads of existing officers.
43. In the future, consideration will need to be given to how additional resources can be identified to deal with the anticipated increase in reports of abuse that would result from the recommendations of this review.

CURRENT WORK OF OTHER AGENCIES

Wirral Metropolitan Borough Council

44. The availability of information on the Internet regarding parent abuse is scarce and it seems that little work has been done by other local authorities in the UK. However, a Wirral Metropolitan Borough Council social worker's concerns over truanting children uncovered that children were violently abusing their parents. In 1999, this prompted the Wirral's Education Social Welfare Team to set up a 12 week course – Parents Enjoying A Changed Environment (PEACE) – which empowered parents who were the victims of violence.
45. The course proved successful in getting truanting children back to school with attendance increasing by about 20%. The first group of parents that completed the course also started up their own support network – Together United Living In Peace (TULIP) – which provides help for victims across the country. The group receive referrals from across the country and have helped hundreds of families.

Hillingdon MIND

46. Officers at Hillingdon MIND have regular contact with adults aged 18-64 with mental health problems, the majority of whom are women. A number of women have reported instances of parent abuse which are linked to drugs and cultural issues. Clients are put in touch with support groups such as HDAS (Hillingdon Drug and Alcohol Services) and Rethink when appropriate.

47. MIND provide a befriending service for its clients as well as services such as counselling, sport, weekend activities, music and art. A weekly women's group has also been set up and takes place every Monday afternoon. It is regularly attended by 15-20 women who often discuss being the subject of parent abuse. MIND do not currently record information on the number of people that staff come into contact with that have experienced abuse from their children and young people. If a parent does not want to do anything about the abuse they are suffering, little can be done.
48. It is important to note that abuse suffered by parents impacts on any other children they might have. MIND has dealt with an instance where an adult child had been too worried to move out of the family home and leave the abused parent alone with the child that was abusing her. MIND officers find that abused parents and carers often do not want to report the abuse that their children inflict as they do not want to get them into trouble.

Residential Homes for Young People

49. The Council's residential homes for young people house asylum seeking young people as well as young people from the locality. Staff have been made aware of instances of parent abuse and there was an instance where a child had been put into care as a result of their abuse towards their parents. In situations such as this, the child is offered counselling. There have also been times when the abused parent does not want to speak to a counsellor about the abuse as they do not want to publicise the matter. Parents are also often ashamed and embarrassed that their children are in care.
50. MIND officers have also worked with trafficked young people that have been put into the care system. Some of these young people are abusive towards their carers.
51. The Working Group was keen that all elders in our community groups be contacted to find out if they could help to raise awareness of parent abuse in their communities.

Hillingdon PCT

52. A new Safeguarding Adults Team was put together in June 2009 and no instances of parent abuse have been recorded during this time.

Crown Prosecution Service

53. The Crown Prosecution Service (CPS) has a team of ten lawyers and 20 support staff. This team receives evidence on cases from the police and looks at the public interest factors of each in determining which go cases to trial. The team already has strong links with the Council's Domestic Violence Team and particularly the Strategic Coordinator.
54. The majority of the work undertaken by the CPS in relation to parent abuse arises from the desperation of the parents. The team have found that children and young people who abuse their parents and carers fall into three groups:
- Young people/children with diagnosed or undiagnosed mental illness;
 - Young people/children abusing drugs or, to a lesser extent, alcohol; or
 - Young people/children with parents who lack adequate parenting skills.

55. The CPS has received a number of cases where an abusive child had grown up in a violent household and thought that it was the norm. It was often thought that a parent testifying against the child that has abused them is the worst betrayal a parent could inflict. As a result, very few parents actually go through with the prosecution and, more often than not, the parent withdraws their statement. There was only one case that had actually gone to court – despite the parent withdrawing their statement, the prosecution went ahead on the strength of the statements submitted by the child’s siblings.
56. The CPS does not generally compel parents to give evidence. However, if there is evidence of escalating violence or the abuse is affecting other children or young people in the household, the CPS can compel the parents to give evidence.
57. The CPS also has the option of a “conditional caution disposal” which means that the perpetrator admits guilt but does not receive a criminal record. This option enables the CPS to add conditions such as a letter of apology or attendance at a rehabilitation clinic.

Central & North West London PCT – Mental Health

58. Teachers and family therapists at the Marlborough Family Day Unit and Education Centre work with parents that are hard to reach and children that are hard to teach. The service works with approximately 10 families each day and, in particular, with children that are on the cusp of exclusion from school. The multi-disciplinary team help families to help other families.
59. Work has been undertaken to look at the histories of problematic experiences in families and how to interrupt a pattern of unprovoked violence. Approximately 85% of the families that the teachers and therapists come into contact with have experienced parent abuse.
60. Over the last two years, staff at the Marlborough Family Day Unit and Education Centre have worked with parents and children to look at how they can recognise their triggers. In group sessions, parents are able to help other parents to pick up on their stressers and “crumple buttons”. Bio-feedback devices have also been used to identify triggers by using heart rate monitors to record how excited parents and children become.
61. An article on the work undertaken at the Marlborough Family Day Unit and Education Centre was published in the Journal of Family Therapy in January 2010³.

Youth Offending Service

62. The Youth Offending Team works with children and young people who have been prosecuted for offences, some of whom have also abused their parents. This abuse is recorded informally.
63. A representative from the team sits on the Council’s Steering Group which is looking at parent abuse and how the Council deals with reports of this type of abuse. The Steering Group has drawn up a wish list of things that the officers would like to see in

³ ‘Hearts on their sleeves’: the use of systemic biofeedback in school settings: Brenda McHugh, Neil Dawson, Anthony Scrafton and Eia Asen; **Journal of Family Therapy** (2010) 32: 58-72

place to deal with parent abuse which includes a 24 hour helpline for parents and carers. In the meantime, officers are keen that parents' expectations are not raised unduly as there is currently nowhere to refer parents to so that they can get help.

64. When a child's bad behaviour is not recognised, it can escalate whilst, at the same time, the parent's ability to parent diminishes. Generally, officers are keen to ensure that children that are abusive to their parents are not criminalised and that help is provided through other routes.
65. The only support currently offered by the Youth Offending Service is an unofficial listening service for parents and carers that wanted to talk to someone about the abuse they received from their children and young people. It appears that this service is not provided by any other Council teams. However, the Council does offer courses for parents to raise their self esteem and teach them positive parenting skills. These courses bolster parents' and carers' faith in their ability to parent their children and young people and helps them to take control of the situation.

Safeguarding – Education & Children's Services

66. Officers delivering the Council's core statutory services for safeguarding children receive referrals from other agencies that have expressed concern for the welfare of a child or young person up to the age of 18. A history of violence in the family is often identified in the assessment of children and young people that have been physically violent or verbally aggressive to their parents. For these children it is a learned behaviour.
67. The age that children start being abusive towards their parents is getting younger. Children have different learning abilities and complex needs and can become increasingly frustrated and, as a result, violent.
68. Members of the Working Group are concerned about the limited number of health visitors involved in the work undertaken by the Safeguarding Team. There is also concern as to whether the preventative agenda is aggressive enough.
69. Parenting is considered a priority of the prevention agenda as the parents that officers come into contact with often need to improve their parenting skills. There are a number of courses run by the Council to help parents manage their children in a positive way. These courses are tailored to different age groups. In addition, relevant Council officers have been trained to deliver intervention when required.
70. A significant amount of work has been undertaken by the Council to reduce the number of teenage pregnancies in the Borough as well as to reduce the number of second pregnancies in this group. As part of this teen parenting support role, consideration has been given to educating teens about the reality of parenting within the PSHE curriculum.
71. The focus of the safeguarding children work is on the family and not individuals as it is recognised that parent abuse impacts on the whole family. To enable this work to be undertaken, the Adult Safeguarding Board and the Children's Safeguarding Board are working more closely together. An intensive family support programme has been established and pilot projects have been introduced to work with families as a whole.

Relate

72. Relate offers family and relationship counselling as well as life skills training and courses for parents that are parting. When parents are dealing with issues such as bereavement, divorce or redundancy, the dynamics of the family unit are changed and the children are no longer the focus of attention. As such, children sometimes express their frustration through verbal and/or physical aggression.
73. Whilst procedures have been put in place to deal with domestic violence and data has been collected on the issue, there are currently no procedures in place at Relate to deal with parent abuse. The current Relate policy promotes safety before therapy as it is recognised that, where violence is concerned, therapy can lull victims into a false sense of security and make their situation worse. With regard to safety, each case is assessed on its own merits and consideration is given to the willingness of the child to attend sessions and accept responsibility for their violent/aggressive behaviour.
74. It has been found that drugs, alcohol and mental health impact significantly on the behaviour of children and young people. In these circumstances, Relate might not be able to help the child. If this is the case, other members of the family can be supported by Relate but the child might need to be referred on to another agency to deal with the core issues.
75. As parent abuse affects all family relationships, it is really important that the thoughts and feelings of any siblings are taken into account and that they are given a voice. It has been found that these siblings see patterns of behaviour and can make useful observations in order to help the family move forward. Counselling offers a place to look at family relations where the behaviour is the problem and not the child. An action plan is then put in place.
76. Parents often play down the behaviour of abusive children. However, by talking to other members of the family (including siblings), different perspectives emerge. Parents often feel guilty and worried that their children will be taken away from them if they admit that there is a problem. As such, it is important that Relate offer them a non-judgemental environment in which they feel comfortable.
77. When helping families that are experiencing parent abuse, staff at Relate ask the parents to consider how they would feel if they saw someone else's child behaving in the same way in the supermarket or doctor's surgery – would they see that as acceptable behaviour. By externalising the situation, the parents often find it easier to be more objective.
78. Successful peer mentoring groups have been set up by Relate at Abbotsfield and Harlington Community schools. A programme has also been set up in Ealing where Relate trains teachers to look out for signs of parent abuse in the children and young people.
79. Consideration is being given to setting up peer listening groups in schools that would be run by the children themselves. Work has also been undertaken in Children's Centres in other boroughs.

Sure Start

80. The Sure Start programme is run at Barra Hall and Colham Manor school Children's Centres. The focus of the Children's Centres is the implementation of preventative measures in a non-threatening way and effort is made to respond to the needs of the community. The presence of the social care team at Barra Hall has proven very successful.
81. Barra Hall is open access and receives self-referrals as well as referrals from other agencies. As well as providing family support workers to visit families in their own homes and register them, the service provides holistic support to local Residents. To ensure that each family receive a consistent service, they are given a named contact for the duration of their use of the service. In addition, Sure Start has a new midwife service which includes the recent appointment of a domestic violence midwife.
82. It is clear that parent abuse is a learned behaviour. There is a danger that younger siblings might mimic the behaviour of their brother or sister abusing their parents in order to get their own way. In order to help families, Barra Hall provides a counselling service for couples and individuals. Training programmes have also been established to take positive steps in respect of child development, self esteem and setting boundaries.
83. Work has been undertaken with teenage parents and a peer support programme has been set up where young parents go into schools to talk about the reality of parenting.
84. At a recent seminar attended by Sure Start staff, a parent had talked about the abuse she had received from her child. It is clear that abused parents love their children but that they have feelings of inadequacy. These feelings are perpetuated by consistent emotional and verbal abuse which grinds them down and diminishes their self confidence. It is thought that many abused mothers have come from abusive families and it is important to break this cycle of abuse.
85. Although it is too early to judge the success of Children's Centres, Sure Start has improved its partnership working over the last eight years. When Barra Hall first opened, a lot of work was undertaken with the Safer Neighbourhood Team (SNT) to improve the safety of the park. Further use could be made of the SNT and contact would be made to encourage SNT presence and participation in the work at the Children's Centres. Effort will also be made to invite the SNT to events and open days held at Barra Hall which will encourage interaction with local Residents.

Community Safety

86. The Council's Domestic Violence team looks at the response to domestic violence in the Borough. A quarterly mapping exercise is undertaken to ensure that the most appropriate risk assessments are in place and to monitor the outcomes. Following the witness sessions, data collected by Relate and Sure Start will be included in this mapping exercise.
87. The Domestic Violence team facilitates monthly domestic violence training sessions which are also useful for obtaining information about the services available to victims

from other agencies. These services are included in a directory which will soon be published on the Council's website. Consideration will also be given to adding sub sections in the directory and additional information about the services provided by each agency when updating the directory on a regular basis.

Recommendation 4

That Cabinet support the inclusion of information relating to services available for families where one or other parent is a victim of abuse by their child in the Council's *Directory of National and Local Agencies and Help Lines for victims of Domestic Violence and Transition Services.*

PARENT / CHILD EXPERIENCE

Situation 1 – Carol and James⁴

88. On Monday 14 December 2009, the Working Group Chairman met with Carol, a parent that had had contact with the Youth Offending Team. Carol was being abused by her 19 year old son, James. James had been a happy child but had behaved strangely from an early age. From the age of about 2, he was escaping from Carol over very high fences and getting out of first floor windows at 2am.
89. Although the Behavioural Support Unit had been called to deal with James when he was in junior school, Carol was not sure what action had been taken following this. He did not see a child psychologist until he was 11 and at secondary school. Although he was subsequently prescribed Ritalin (which had worked), he was not offered any cognitive behavioural therapy and was not keen on taking drugs as he felt that he did not have a behavioural problem. James stopped taking the Ritalin.
90. James had been diagnosed with ADHD and dyslexia but this hadn't been diagnosed until he was about 14 years old. Carol believed that James was also perhaps suffering from autism or manic depression but this had not yet been diagnosed. James was very forgetful and would frequently bite/gnaw things such as the TV remote control – he had also bitten people including Carol.
91. Aged 14, James served 3 months of a 6 month sentence in youth offending – he had not been physically violent towards Carol until he came out. Around this same time, James was finally 'statemented' by his school. His behaviour subsequently worsened and Carol felt that suspension or exclusion from school had not helped matters and believed that children needed inclusion and that the special needs schools were "hoodie holding bays".
92. Although Carol had contacted the police to report the violence she was subjected to at the hands of her son, the time between the arrest and going to court could be as long as

⁴ These names are not the real names of the parents and children

3 months. Often there was nowhere else for the child to go, other than back to the family home with the parent that they abused. The parent could then be further intimidated by the child. Carol thought that it would be useful for the child to be housed elsewhere until the case went to court.

93. James had been caught for committing crimes (such as burglary) but, because he was very forgetful, by the time his court case came around, he had forgotten what he had done that had landed him in court in the first place. He was often verbally abusive to Carol and threatened to physically hurt her. As such, she routinely hid all the sharp knives in the house. He was also abusive to his girlfriend who he had been dating for about 5 years. James had gotten enrolled at college but had been disruptive and was subsequently asked to leave – he was now unemployed and frustrated.
94. Carol's parents had been subjected to intimidation by James – her father was scared of him; her mother had taken James to live with her for about 3 months and had been subjected to the same abuse that Carol received. James saw his dad fairly regularly.
95. Carol had had a panic door fitted on her bedroom which had been a life saver. James had smashed a number of doors in the house which had not been replaced partly because of the associated cost and partly because there was a likelihood that they would get broken again.
96. Carol felt that she was becoming increasingly isolated. Her friends, family and neighbours had gradually stopped coming to the house because of James' behaviour. Her neighbours had also stopped speaking to her and she had been made redundant so would be isolated further.
97. Carol felt that the support she and James received stopped when James turned 16, e.g., youth offending team, child benefit, education and particularly social services. Although James' DLA stopped when he turned 18, he did not seem to worry (or have any concept) about money. Often appointments were made for children who then didn't turn up because they did not feel that they had a problem or because they just forgot to go. Carol felt that it would be useful to have home visit appointments.
98. The Teenage Support Group organised by the Parent Partnership and the Kids Can Achieve support group had changed Carol's life but she did not find out about these groups until very late in the day. They had been very helpful.
99. Although there was the worry of having her child labelled, Carol felt that ASBOs could be used for good, e.g., the child/young person could be made to go on courses such as anger management, empathy or IT. The child/young person could also be made to clean up any graffiti that they had done – whilst she believed that this was sometimes used as a punishment, she felt that it was often not enforced.
100. Carol had looked into the possibility of getting James sectioned so that he could be assessed but the process was quite complicated. She felt that there ought to be a way of forcibly getting James assessed and queried whether there was a way of getting children punished and helped at the same time. She suggested that YoungMinds (www.youngminds.org.uk) and CFA be contacted for information on parent abuse.

Situation 2 – Paul, Paula and Jenny⁴

101. Jenny was a 16 year old white British female who lived with her mother, father, and 10 year-old sister. Jenny was referred to the Central and North West London NHS Foundation Trust by her GP as she was experiencing difficulties in managing her anger and feeling low in mood. Both she and her family were keen for support. An initial assessment was carried out.
102. Arguments at home had become overheated. Jenny's behaviour escalated during these arguments to the point of becoming physically aggressive toward all family members at different times. However, her aggression was usually directed toward her father, Paul. Jenny often broke the rules that were set by her parents and felt that there were no longer any consequences that could effectively be put in place. A few months ago, things became worse and Jenny went to stay with her grandparents for two weeks. Relationships between Jenny and her parents had deteriorated. Jenny was remorseful but felt she could not control her anger.
103. Both Jenny and her parents reported finding it increasingly difficult to talk as a family about what was happening – particularly after there had been an argument. When thinking about the reasons for the difficulties, Jenny felt that she had difficulties in her relationships with both parents. Jenny's parents, Paul and Paula, were finding it difficult to know how to manage Jenny's behaviour.
104. Jenny, Paul and Paula all agreed that things had become much worse following an incident in school where Jenny had been bullied and was seriously assaulted. Around this same time, Jenny also experienced quite serious health concerns. Following this, she began to truant from school and there was a significant drop in her grades.
105. The family was referred for family sessions and met with a family therapist for three family sessions. The purpose of these sessions was to help enhance relationships in the family. Both Jenny and her parents were very motivated to change. Jenny worked hard in school and began to receive awards for merit. The family began doing more activities together. Despite further stressful events in the family, each was able to express their feelings and discuss things together in a more positive way.

Situation 3 – Peter, Maz and Malcolm⁴

106. Peter was a 17 year old white British male who lived with his mother, Maz, and his father, Malcolm. He was referred to the Central and North West London NHS Foundation Trust by his GP due to concerns about his anger. He was seen for an initial assessment and, when the work began, Peter disclosed that he had a mild physical disability. He was concerned that his anger was caused by this condition and that he may never be able to control it and that he might just be an angry person.
107. Peter shared that he had experienced severe bullying due to his disability in the past in school. He eventually began lashing out at others by fighting physically with anyone he

perceived to be insulting him, his family, or others. He was becoming violent with his Maz at home as well as other family members.

108. During Peter's early life, the family situation was not stable. Malcolm had left the family and only returned recently. Maz also had difficulty controlling her own anger, which resulted in escalating arguments with Peter. Over time, Peter worked hard to stop lashing out at people and instead threw or destroyed objects instead. This was causing damage and also hurting him at times. Peter presented as very thoughtful and able to reflect on the situation and his worries about his temper.
109. Peter participated in 11 individual sessions. For each of these sessions, Peter brought a family member to act as a witness and reflector to the work he was doing. This also allowed space to discuss and repair some of the damage that the violence had caused in these relationships.

Situation 4 – Raj and Paramjit⁴

110. Raj was a 14-year-old Asian male who lived with his mother, Paramjit. He was referred to the Central and North West London NHS Foundation Trust due to concerns regarding difficulty in his relationship with Paramjit. Raj had also recently hit Paramjit on more than one occasion. Two years ago his parents divorced and, although Raj had some contact with his father, he had lived with Paramjit since the separation.
111. When Raj's parents were together, his father often undermined his mother in relation to parenting decisions. This often resulted in confusing messages for Raj, and few boundaries were in place. Paramjit had also been reluctant to enforce boundaries, or involved police during incidents for fear that Raj might lose his school placement, or that his future might be affected. The relationship between Raj and his mother had deteriorated significantly. They were both highly critical, resentful and angry toward one another and neither was able to stop arguments from escalating.

Situation 5 – John and Linda⁴

112. John was a 6 year old white British male who lived with his mother (Linda), father (Philip), and 4 year old brother. John was referred to Central and North West London NHS Foundation Trust due to concerns regarding his behaviour and emotions. He had started to lash out and hit his mother, Linda.
113. Linda had a history of mental health difficulties, which were undiagnosed and untreated until recently. She was now on medication and had engaged in treatment, which had helped her to regulate her emotions and symptoms. However, for much of John's life, Linda had been unpredictable in her parenting and responses. Both Linda and Philip had good parenting skills. However, Linda could relapse and become unpredictable and volatile. As a result, John's relationship with his mother was confusing and distressing at times.

FUTURE WORK

114. Although Members had believed that the magnitude of parent abuse needed to be established before any further work could be undertaken, it soon became clear that this would not be possible. As such, the focus should be placed on identifying parent abuse as a problem, raising awareness of it and putting investment in place to catch it at an early stage.
 115. Parents that are being abused will often not want to admit what is happening as they feel that admission could permanently damage their relationship with their child and would be the ultimate betrayal. These parents need to be provided with a reliable support facility to empower them to do what is right for them and ensure that they do not feel that they are alone.
 116. There is a distinction between those agencies that provide support and those agencies that deal with the implications of the abuse. Parent abuse is an issue of concern to all of the agencies that attended Working Group meetings as well a number of other organisations, such as the YMCA, that had not been able to attend the meetings.
 117. The profile of parent abuse needs to be raised to stop it being such a taboo subject. However, the infrastructure needs to be in place to help abused parents before the profile is raised. The Domestic Violence Action Forum is the ideal platform for all of the relevant agencies to discuss parent abuse, give the issue a bigger voice and develop simple data. Common Assessment Framework training, which was used by all agencies, would also need to be included in this process.
 118. In the short term, a generic risk assessment form (based on the one used by the Domestic Violence team) will be used across all relevant Council services and this will be made available to other agencies that come into contact with abused parents. This will ensure that all agencies are asking vulnerable parents if they are being abused and will give them the opportunity to get help. This will also enable them to identify families that are the subject of parent abuse and work together to put the most appropriate support in place for them. It is clear that the whole family should be supported as a unit and not just the abuser or the abusee.
 119. In the medium term, consideration will need to be given to securing resources for a 24 hour helpline.
 120. Furthermore, the Council's Youth Offending Service will circulate information regarding parent abuse to the Parenting Operational Group for its agreement to send out to all children's centres in the Borough.
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Closing word

121. It is appreciated that the implementation of the recommendations contained within this report will not be something that can be completed overnight. The approach to implementing change is likely to be slow to ensure that we get it right first time and to manage the expectations of those affected by parent abuse.
122. The Working Group does not pretend that it has a blueprint for what this approach should look like.
123. The Working Group is passionate about the issue of parent abuse and, if nothing else, this review will raise the profile and acknowledge that there is a problem so that further work can be planned to tackle the issue.

Comments of the External Services Scrutiny Committee

124. The External Services Scrutiny Committee established this Working Group to examine the issue parent abuse in Hillingdon. We, the Committee, have considered the Working Group's findings outlined in this report and are delighted to present these to Cabinet and the Council's partners. The report clearly outlines the seriousness of the situation in Hillingdon and the importance of providing a coordinated response to the needs of abused parents and carers. We fully endorse the recommendations and hope that the report will kick-start a step-change to tackle parent abuse.

Appendix 1: glossary, references & further reading

Glossary

CPS	Crown Prosecution Service
DLA	Disability Living Allowance
PCT	Primary Care Trust
PEACE	Parents Enjoying A Changed Environment
POC	Policy Overview Committee
PP	Parent Partnership
SEN	Special Education Needs
TULIP	Together United Living In Peace

References & further reading

- 'Hearts on their sleeves': the use of systemic biofeedback in school settings: Brenda McHugh, Neil Dawson, Anthony Scrafton and Eia Asen; **Journal of Family Therapy** (2010) 32: 58-72
- Parents face their violent children: Clare Purdy; **BBC News Online, Manchester**; 15 March 2003
<http://news.bbc.co.uk/1/hi/emgland/2824537.stm>
- Teenage Kicks; **Community Care**; 20 November 2003
<http://www.communitycare.co.uk/Articles/2003/11/20/42887/Teenage-kicks.htm>
- Tips on dealing with aggression in children; **Parentline Plus**; 19 November 2009
<http://parentlineplus.org.uk/default.aspx?page=viewtip&module=tips-view&id=22>
- 'Domestic Abuse Against Parents'; **Parenting Handbook - A Guide For Parents and Carers of 12-18 Year Olds In Hillingdon**, pages 18-19; Parent Support Services, London Borough of Hillingdon

Appendix 2:

Summary of recommendations

This appendix lists the recommendations made by the Working Group.

Recommendation 1

That Cabinet endorse the Working Group's view that there is evidence available to suggest that, in some families, one or other parent is a victim of abuse by their child. This is an issue of great concern and failure to tackle it now will have a significant impact on many families in our Borough.

Recommendation 2

That Cabinet agree that the Domestic Violence Strategic Coordinator work with the Education and Children's Services Directorate, the Youth Offending Team and partner agencies to identify and enhance the support currently available to those families where one or other parent is a victim of abuse by their child.

Recommendation 3

That Cabinet note that families where one or other parent is a victim of abuse by their child are currently viewed and have the same stigma as victims of Domestic Violence did fifteen or so years ago. The Working Group asks that we address this matter in a more timely way with a robust action plan.

Recommendation 4

That Cabinet support the inclusion of information relating to services available for families where one or other parent is a victim of abuse by their child in the Council's *Directory of National and Local Agencies and Help Lines* for victims of Domestic Violence and Transition Services.

Agenda Item 6

DISABLED PEOPLE'S PLAN 2009 - 2012

Cabinet Member	Cllr Philip Corthorne
Cabinet Portfolio	Social Services, Health & Housing
Report Author (s)	Gary Collier, Adult Social Care, Health and Housing
Papers with report	Detailed progress report against actions within the plan attached as Appendix 1.

HEADLINE INFORMATION

Purpose of report	To update Cabinet on progress in delivering the Disabled People's Plan to the end of quarter 3 (Q3)
Contribution to our plans and strategies	<ul style="list-style-type: none">• Council's Single Equality Scheme and the six priorities within the Sustainable Community Strategy 2008 -2018: Improving Health and Wellbeing, Strong and Active Communities, Protecting and Enhancing the Environment, Making Hillingdon Safer, A Thriving Economy and Improving Aspiration through education and learning.• Disabled Children Strategy – common issues have arisen within consultation for this Plan and in developing the Disabled Children Strategy;• Joint Carers' Strategy (2008 – 2018) – the Disabled People's Plan supports the objectives of this strategy. The plan also supports the objectives of the joint strategies for people of working age with physical and/or sensory disabilities, older people and adults with mental health needs.
Financial Cost	Costs attributed to this plan are accounted for in individual service budgets.
Relevant Policy Overview Committee	Social Services, Health and Housing
Ward(s) affected	All

RECOMMENDATION

That Cabinet notes the progress on the delivery of the 2009/10 Disabled People's Plan and suggests improvements for the future development of the plan and action plan.

INFORMATION

Background

1. The Disabled People's Plan seeks to address some of the challenges facing disabled people of all ages in Hillingdon by identifying what the council can do directly, or through its influence with others, to improve the lives of disabled people and to maximise their health and wellbeing. Its development included the most extensive consultation undertaken with disabled people in Hillingdon.
2. The Plan and action plan were approved by Cabinet at its July 2009 meeting. A more detailed action plan has subsequently been developed in order to enable the issues raised by disabled people and the response of the council and some of its partners to be captured on excelsis, the council's performance management database.
3. As it is intended that the Disabled People's Plan will be a living document, this report also outlines how it is intended to improve on it for 2010/11.
4. The implementation of the Disabled People's Plan is linked with that of the Disabled Children's Strategy and appropriate officers from Adult Social Care sit on the Disabled Children's Strategy Group to aid coordination.

Alternative options considered/risk management

5. No alternative options were considered.

Comments of Policy Overview Committee(s)

6. The Social Services, Health and Housing Policy Overview Committee received a performance report on the delivery of the plan to the end of Q2 and made the following comments:
 - the Committee was encouraged by the number of staff voluntarily being trained in British Sign Language (BSL);
 - the service user with learning disabilities who has been elected to represent the London Regional Forum for people with learning disabilities at national events was given the Committee's thanks;
 - the development of the carers' handbook and the importance of good information to enable Hillingdon residents to access the services appropriate to their needs was discussed.

Supporting Information

7. The performance update is attached to this report as Appendix 1. Of the 30 tasks within the action plan 3 have been completed and 22 are on target. There is slippage with 5 of them.
8. The need to establish baselines for some of the measures that demonstrate delivery of the tasks means that it will not be possible to test whether there have been improvements until the second year of the plan. Tasks 2.1 - *promote the involvement of disabled people in the service planning and development process* is an example of this.

9. Although Appendix 1 contains detailed information about progress during the first half of 2009/10, Cabinet may be interested to note the following:

Priority One: Improving Health and Wellbeing

- Hillingdon Centre for Independent Living (HCIL) – this service is the subject of a review by the Social Services, Health and Housing Policy Overview Committee. During the first six months of 2009/10 HCIL dealt with 135 enquires. Of these 25% were drop-in calls, 42% telephone and 11% home visits. Work is currently in progress in partnership with Medequip Assistive Technology Ltd to develop a retail facility at the premises in Judge Heath Lane.
- Mental Health Wellbeing Centre - the Well Being Centre is due to open in February 2010 and will be located within the Boots pharmacy at the Chimes Shopping Centre Uxbridge. It is a joint venture between Central North West London NHS Foundation Trust and both statutory and non statutory partners will be offering a broad range of services and information including non specific mental health advice and a comprehensive programme of activities and interventions that promote mental health and well being.
- Individual Budget pilot – this represents the first step in rolling a significant change in the way that adult social care services are provided that will give users greater choice and control.
- Heating in council owned homes - the budget for the replacement of obsolete boilers has increased from £400K in 2008/9 to £900K in 2009/10 and this will continue into 2010/11. There is an insulation programme as well as specific projects to improve energy efficiency in place for council tenants
- Adapted homes – the development of homes adapted for the needs of disabled people will help to prevent the need for avoidable admission into institutional care.
- Child minder register for children with additional needs - will lead to both a greater pool of accessible childminders for disabled children and provide greater structure around things such as childminder training and development

10. Cabinet's attention is drawn to the following developments that have occurred during the review period that are in addition to the actions included within the plan:

- a local service user with learning disabilities has been elected to represent the London Regional Forum for people with learning disabilities at national events. He meets with other regional reps and reports back to the Learning Disabilities Partnership Board on national issues;
- Adult Social Care Health and Housing Workforce Plan for 2009-2012 identifies employing people with learning disabilities as a key priority within the Recruitment and Retention work stream. In preparation, the council has already

identified a number of departments and roles which will positively accommodate individuals within the workforce

- the Crown Centre for the Deaf and Hard of Hearing has coordinated some taster sessions for Civic Centre staff who are interested in learning British Sign Language (BSL). 40 people voluntarily started the introductory course and about 20 of these people will start the level one BSL course at the end of the introduction course. This addresses an issue raised by deaf people in the consultation about having more people available who can sign.
- 'Better with Books' pilot project launched between CNWL, Healthy Hillingdon and Library Services - scheme allows GPs to prescribe self help books to patients for mild to moderate mental health problems (books are approved by psychology dept).
- a Service User Participation Manager for mental health post which is jointly funded between the Council and NHS Hillingdon has been recruited to improve involvement of adults with mental health needs

Priority Two: Strong and Active Communities

11. The following developments set out in Appendix 1 are highlighted:

- Carers handbook – this is a loose leaf, A4 folder that contains a broad range of information to support carers in their caring role. It has been produced jointly by the Council and Hillingdon Carers.
- Middlesex Suite, Civic Centre – a new loop system has now been installed, which should make it easier for the hard of hearing to participate in events held in this room.
- LOCATA – all letters have been changed to promote the personal bidding service to help disabled people with the bidding process. A register of disabled people has also been set up to better link vacant property with need.
- Leisure centres – new services are being developed at Botwell Green and Uxbridge. Official opening of the Uxbridge facility took place on 23/03/10. The Botwell Green centre will open in Q1 2010/11.
- Gym equipment – a new piece of equipment was purchased for Highgrove Pool at the request of a disabled service user at a cost of £3.5k. This addition to the equipment already provided means that it is now possible for wheelchair bound users with limited body strength to get a full body workout. The equipment can also be used by able-bodied people.

Priority Three: Protecting and Enhancing the Environment

- Disabled parking bays - during the period 1/04/09 to 23/03/10, a total of 2,232 parking tickets have been issued for unauthorised use of disabled parking bays (1,678 on-street and 554 off street).
- Parking website – a key outcome of the review of the parking website that took place during 2009/10 is that additional information will be added in 2010/11. This will include a map of public disabled parking facilities in Hillingdon and how to report abuse.

Priority Four: Making Hillingdon Safer

- Public forums – staff from the Community Safety Team have attended 26 public forums during the first six months of 2009/10 to raise awareness about the action being taken to address crime and anti-social behaviour.

Priority Five: A Thriving Economy

12. In addition to the information contained in Appendix 1 the Committee may wish to be aware of the following:

- partnership working between the Council, NHS Hillingdon and third sector organisations such as DASH, Owl Housing and the United Response Trust has led to a funding application being submitted to the Department of Health that if successful will support people with learning disabilities and/or mental health needs to gain employment.
- the Council funds a number of third sector organisations to support disabled into employment, e.g. Mental Health Matters, Owl Housing, United Response Trust and Tageero. Their work has resulted in 68 disabled people gaining employment during the first half of 2009/10.

Priority Six: Improving aspiration through education and learning

13. The adult learning service has substantially developed its curriculum offer for adults with learning difficulties and disabilities to meet both the Valuing People and Employment Now national agendas. Residents can now access full time learning opportunities which lead to both supported employment and a national vocational qualification. The personal development curriculum has also been extended to include new courses which support independent living and learners who traditionally attended courses in day centres are now accessing courses in main adult learning centres.

Financial Implications

14. The costs of implementing the action plan are allowed for within the department's base budget.

EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES

What will be the effect of the recommendation?

15. The Plan seeks to ensure responsive services and better outcomes for disabled people.

Consultation Carried Out or Required

16. Extensive consultation took place with disabled people as part of the development of the plan. Officers are working with the steering group for the Disabled People's Assembly and it is intended that consultation with the Assembly will take place in April 2010 on the content of the 2010/11 plan. This reflects the intention that the Disabled People's Plan be a living document that reflects the changing needs and aspirations of disabled residents.

CORPORATE IMPLICATIONS

Corporate Finance

17. A Corporate Finance officer has reviewed this report and is satisfied that any financial implications arising from the recommendations in this report will be met from existing budgets.

Legal

18. Under s.49A of the Disability Discrimination Act 1995, as amended by the Disability Discrimination Act 2005, the Council has a duty in carrying out its functions under the Act to have due regard to:

- the need to eliminate unlawful discrimination;
- the need to eliminate harassment of disabled persons that is related to their disabilities;
- the need to promote equality of opportunity between disabled persons and other persons;
- the need to take account of disabled person's disabilities, even where that involves treating disabled persons more favourably than others;
- the need to promote positive attitudes towards disabled persons; and
- the need to encourage participation by disabled persons in public life.

19. The development of the Disabled People's Plan assists the Council in satisfying the duty referred to in paragraph 18.

Corporate Property

20. No comments.

Relevant Service Groups

21. Service groups have responded as follows:

- Deputy Chief Executive's Office – reflected in the body of the report and action plan.
- Planning and Community Services – reflected in the body of the report and action plan.
- Education and Children's Services – reflected in the body of the report and action plan.

22. Comments from NHS Hillingdon and Hillingdon Community Health Services are reflected in the report and in the plan and action plan.

BACKGROUND PAPERS

Hillingdon Partners Sustainable Community Strategy 2008 – 2018

Older People's Plan 2008 – 2011

Hillingdon Disability Equality Scheme

Hillingdon Single Equality Scheme

Disabled Children's Strategy

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Appendix 1

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status	Success Measures	
1.1	<p>Priority One: Improving health & wellbeing</p> <p>Develop Hillingdon Centre for Independent Living as a central service point for disabled people</p>	1.1.1 - Hillingdon Centre for Independent Living (HCIL) relaunched and advertised	B Grayley	30/09/09	Completed	Centre for Independent Living launched by the Mayor on 9/09/09..	Some slippage	User feedback that HCIL has contributed to their independence	
1.1.2 - Set up Management board comprising of a majority of people who are disabled		B Grayley	31/12/09	Completed	First board meeting due to take place in January 2010				
1.1.3 - Explore possibility of HCIL having own legal identity as community interest company		G Collier	31/12/09	Some slippage	Some preliminary discussions have taken place. Options under discussion.				
1.1.4 - A 3 year plan for HCIL to be developed between key stakeholders		G Collier	31/03/10	Some slippage	Discussions taking place in Feb 10 at senior management level within ASC and PCT.				
1.2		Raise awareness of disability issues amongst staff in the statutory sector	1.2.1 - Review the current Equality and Diversity training programme to ensure its relevance and reference to corporate policies and update accordingly for 2010/11.	V Trott	31/08/09	Completed	Q3 - All tasks on track and work on-going.	On Target	% increase in the number of people attending the Disabled People's Assembly expressing satisfaction with level of disability awareness amongst Council and Health staff over the lifetime of the plan.
1.2.2 - Make details of 2008 Member disability awareness training available to all Members		J. Michalski	30/09/09	Completed	2008 presentation details available on the 'Members' desk' folder on the Council's intranet. It is proposed to run a similar event as part of a Member Development Day for the new administration in May 2010.				
1.2.3 - Make PCT aware of LBH training that is available to PCT staff as well as GPs and dentists.		A Laws	30/09/09	Completed	Q2 - Information made available to PCT.				
1.2.4 - Make Council Service Groups aware of the scope for Upward Group to provide training on disability issues	S George-Puce	30/09/09	Completed	Q2 - Had article in Hillingdon People in March/April 09 edition. Q2 & 3 Upward Group provided training sessions for Hillingdon Hospital and the PCT.					
1.2.5 - Upward Group to provide training on disability issues to ASCHH leadership Group of Senior Managers	S George-Puce	31/12/09	Completed	Q2 - Attended Leadership Group meeting on 3/08/09.					
1.2.6 - Negotiate and Implement disability awareness training for GPs and dentists	PCT K.Olliviere	30/09/09	Completed	Q2 - equalities and diversity training provided to GPs at Mountwood Practice on Mount Vernon site and similar training provided to majority of practice managers. Copy of DVD 'Closing the Gap' about disability awareness sent to all practices.					
1.2.7 - Raise awareness of DPs issues through: * - GP newsletter * - GP locality forum meetings	PCT V. Batten	31/03/10	Some slippage	Discussion required with Steering Group of Disabled People's Assembly to clarify issues that disabled people have with GPs and then address through GP newsletter and locality forum					
1.3	Enable people to have more choice about the range of services available to them	1.3.1 - Establish individual budget pilot	D King	31/10/09	On Target	Transition and brokerage pilots established. Financial Transition pilot launched at public event. Financial modelling underway to enable young people in transition to receive a personal budget. Q3 - First individual budget agreed.	On Target	Pilot established	

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status	Success Measures
		1.3.2 - Develop information about individual budgets	D King	31/03/10	On Target	Frequently asked questions document developed and tested through LINK readers' panel. Communications campaign launched.		Information developed in consultation with the LINK Reader's Panel
1.4	Improve the care and support services available to disabled people	1.4.3 - Develop workforce plan to cover staffing needs for next 3 years 1.4.4 - Implement personalised health budget pilot, if pilot status confirmed	A Galloway D King	30/09/09 31/10/09	On Target Some Slippage	Project Initiation Document (PID) and project plan approved by Improvement Programme Board on 6/08/09. Monthly meetings to track progress. Measures being put in place to replace Learning Disabilities commissioning manager who will take forward.	On Target	Plan developed Detailed proposal developed and submitted to Department of Health.

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status	Success Measures
		1.4.5 - Children under 3 years old with additional needs and their families offered an Early Support Service choosing from 3 levels of service	P Nixon	31/03/10	On Target	Service extended to include children under 3. 58 families being given key worker support. 2 new key workers due to start in Jan 10, which should facilitate service being extended to children under 5 in 2010/11.		90% of families receive home visit within agreed timescale 80% of families
		1.4.6 - Develop a child minder register for children with additional needs	P Nixon	31/12/09	Completed	Q2 - Work in progress to establish register by end of Q3. Q3 - Child minder register established.		100% of parents canvassed identify that register helped them.
		1.4.7 - Review and promote the Living Skills support service	B Grayley	28/02/10	On Target	Service provider has made contact with care management service teams to promote the service. Possibility of direct referrals from Hospital under consideration.		3% annual increase in the number of referrals up to 30 November 2011.
1.5	Increase the range of short breaks for carers of disabled people.	1.5.1 - Identify carers and needs and preferences of DP and carers	S Tarling	31/03/10	On Target	Carers Conference held on 14/05/09 attended by 98 carers. Listening exercise at Alzheimers Society on 15/09/09 attended by 30 carers. Speakeasy at Rethink on 24/09/09 attended by 6 carers. Listening exercise at Hillingdon Carers' Cafe on 2/12/09 attended by 22 carers. Speakeasy at British Red Cross on 9/12/09 attended by 8 carers.	Some slippage	X% increase over the lifetime of the plan in the number of carers (including parent carers) who express satisfaction with the range of short break services available to them.
		1.5.2 - Implement new contract for respite at home service	S Tarling	31/03/10	On Target	Q2 - Cabinet approved appointment of two providers at its Oct 09 meeting. Q3 - Implementation meetings held with providers.		
		1.5.3 - Develop and implement flexible short breaks for carers of people with complex health needs	S Tarling	31/03/10	Serious Slippage	Two attempts at recruitment during 9/10 have not been successful. Will be offered as a secondment opportunity across statutory and voluntary sectors. Target will not be achieved.		
		1.5.4 - Implement e-card for short breaks	S Tarling	31/03/10	Some slippage	Needs to be linked to the e-card pilot being developed for service users. Implementation expected in Q1 2010/11.		
		1.5.5 - Develop / implement short break strategy	P Nixon	31/12/10	On Target	Strategy developed and currently in process of tendering for a range of short breaks services.		
1.6	Ensure a supply of housing in the borough that meets the needs of disabled people	1.6.1 (i) - Obtain planning consent for the redevelopment of 6 Church Road, Cowley to provide 6 units and for the conversion of 5 Hornbeam Road, Hayes to provide 5 units for adults with mental health needs 1.6.2 (ii) - Invite tenders from RSLs for the purchase of 6 Church Road and 5 Hornbeam Road and the development of the schemes	G Lillie	31/03/10	On Target	Plans being developed with architects. Cabinet approval obtained for disposal and planning permission awaited.	Some slippage	11 units of accommodation provided for adults under 65 with mental health needs.

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status	Success Measures
		<p>1.6.3 (ii) - Provide through Learning Disabilities Modernisation Programme, up to 24 supported homes through redevelopment of the existing buildings and site</p> <p>1.6.4 - Examine feasibility of building two five-bed wheelchair accessible bungalows on 2 site next to Council estates</p> <p>1.6.5 Develop 18 units of wheelchair accessible housing with a range of bedroom sizes</p>	<p>S Townsend G Lillie</p> <p>J Markwell</p> <p>J Markwell</p>	<p>31/03/10</p> <p>31/03/10</p> <p>31/03/10</p>	<p>Some slippage</p> <p>Completed</p> <p>Completed</p>	<p>Discussions about site options currently in progress. Proposals for 4 x 1 bed additional flats at 1/2 Merrimans Close to be submitted to Cabinet in Q4 and should be available by the end of 2010/11. 3x 1 bed additional flats at Ascott Court agreed and should be available in 2010/11.</p> <p>Q1 - Planning consent gained for 3 x wheelchair accessible bungalows. Q2 - Planning constraints made 2 x 5 bed bungalows unfeasible. Planning consent and funding gained to build 2 x 2 bed, 2 x 3 bed and 1 x 4 bed bungalows via the HRA pipeline programme. Completion expected March 2011.</p> <p>5 units to be delivered through HRA programme referred to in 1.6.4. 6 RSL completions in Q2 - 2 x 2 bed flats at 360 Uxbridge Road and 4 x 1 bed flats at The Birchway.</p>		<p>24 supported homes developed</p> <p>2 five bed wheelchair accessible bungalows developed.</p> <p>18 units of wheelchair accessible housing developed.</p>
1.7	Maximise access to aids and adaptations to enable disabled people to remain independent	1.7.1 - Maximise funding from government/ other sources to provide major adaptations for people living in private sector; use the money efficiently, to maximise number of major adaptations	D McCulloch	31/03/10	On Target	<p>Q1 - CLG allocated £1530k for 2009/10 and the Council has added £487k, making a total budget of £2017k. Waiting time 21 weeks. Waiting list 29. Q2 - Additional £150k added to budget from external funding. Approximately 220 DFGs expected to be completed in 2009/10. Waiting time 21 weeks. Waiting list 33. Q3 - Waiting time 22.2 weeks and Waiting list 54. The waiting list will reduce in Q4 as cases are progressed in anticipation of next year's budget announcement from Government and the 35 target is likely to be met.</p>	On Target	<p>a) Increased funding available year on year for the three years of the plan b) Waiting times for major adaptations no longer than 21 weeks. c) Waiting list not exceeding 35.</p>

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status	Success Measures
		1.7.2 - Develop comprehensive register of all council owned, adapted, affordable housing	G Walker	31/03/10	On Target	As part of the implementation of Keystone Asset Management, all historical records of adaptations have been recorded at property level. As more installations are made these will also be recorded. Detailed report DFGs drafted and due to be considered by ASCHH SMT in Q4.		Register developed so that need can be better linked to existing adapted property.
		1.7.3 - Develop a funding bid for extra occupational therapist resources to reassess people on Housing Register	D McCulloch	31/03/10	On Target	Q1 - 2 enquiries responded to.		Bid developed and submitted.
1.8	Ensure that there is appropriate heating in Council owned homes	1.8.1 - Investigate / take action if heating and insulation standards are not acceptable in response to individual enquiries	G Walker	31/03/10	On Target	Q2 & 3 - No enquiries. This year the budget for the replacement of obsolete boilers has increased and this will continue into 2010/11 and there remains an insulation programme as well as specific projects to improve energy efficiency for tenants.		Individual enquiries responded to.
1.9	Information sharing: ensure that users of health and adult social care services only have to give details once	1.9.1 - Review procedures for the sharing of information between Health and Adult Social Care	D. King	31/03/10	On Target	Single Assessment Process project established as part of BID Adult Social Care & Continuing Health Care workstream. Multi-disciplinary team now in place with delivery of initial outputs from the project set for April 2010.	On Target	Review completed
1.10	Promote healthy eating amongst disabled people	1.10.1 - Ensure a focus on meeting needs of disabled people within all Healthy Eating Campaigns	A Knight	31/03/10	On Target	Q2 - briefing delivered to Disabled People's Assembly on 7/09/09.	On Target	Campaigns promoted
1.11	Ensure that there is a seamless transition for disabled young people from Childrens Services	1.11.1 - Develop and implement revised transition policies 1.11.2 - Collect the views of young people and parents about the transition process 1.11.3 - Explore feasibility of setting up a new forum that looks at mutual issues of concern across Childrens Services and Adult Social Care	S George-Puce	31/03/10	Some slippage	Newly appointed Learning Disabilities Commissioning Manager due to finalise strategy by 30/04/10. 2 dedicated care managers in place to manage transition process from age 14. Consultation with young people around transition issues (specifically preparing for adulthood including employment) has been included in the consultation work being carried out by Speaking Up described in 2.1.5	Some slippage	% increase in the number of young people and their parents who express satisfaction with the transition process.
1.12	Provide support for people with a hearing impairment	1.12.1 - Explore scope for range of independent Living Skills service provided by Owl Housing Services to be increased	P Nixon	31/12/09	Completed	It has been agreed that the appropriate forum would be the Disabled Children's Strategy Steering Group and this is tackling a range of areas that cover both service areas, for example, transition and workforce development.	On Target	Review completed with recommendations
		1.12.1 - Explore scope for range of independent Living Skills service provided by Owl Housing Services to be increased	B Grayley	28/02/10	Completed	The ILS service has accepted referrals and is working with service users who have a sensory impairment. Provider has arranged for some staff members to be trained in British Sign Language.	On Target	Review completed with recommendations

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status	Success Measures
		1.12.2 - Assess demand for lip reading courses and re-introduce, if there is sufficient demand	T Collis	31/12/09	Completed	Q2 - Demand assessed. Insufficient evidence to support reintroduction.		Demand assessed and courses provided, if required
		1.12.3 - Explore feasibility of setting up and integrated club at the Crown Centre to help hearing people practise British Sign Language	B Grayley / P Black	31/03/10	Completed	Discussions with Crown Centre have taken place and results presented to Joint Strategy Group in February 2010. Consultation with deaf people will take place in April 2010.		Feasibility established and reported to Joint Strategy Group for People with a Physical and/or Sensory Disability.
1.13	Improve services for people with mental health needs	1.13.1 - Provide a wellbeing centre in Uxbridge	PCT / CNWL	28/02/10	On Target	The Well Being Centre is on target to open in March 2010. The reception area and refurbishment of the second floor of Boots will be completed by end of February. The service specification has been completed and a communications strategy has been agreed to promote and launch the service.	On Target	100% of users canvassed say that the centre has contributed to their independence.
1.14	Improve access to retail facilities	1.14.1 - Work with local businesses to promote awareness of disability issues and improve access and facilities	A Kashmiri	31/03/10	On Target	Clr P. Kemp is leading on an 'Access Is Your Business' event in February 2010 to make businesses aware of the Disabled People's Plan. It is then intended to carry out an access project in 2010/11.	On Target	Engagement of local businesses about disability issues
		1.14.2 - Encourage provision of more, high standard accessible toilet facilities through revised 'Accessible Hillingdon' Supplementary Planning Document	A Kashmiri	31/03/10	On Target	Revised SPD set to return to Cabinet on 21/01/10 with recommendation to adopt following consultation. Accessible toilet provision is included.		SPD submitted
Priority Two: Strong & active communities								
2.1	Promote the involvement of disabled people in the service planning and development process	2.1.1 - Promote the role of the Disability and Equalities Champion 2.1.2 - Promote the role of the Access Officer within the Council 2.1.3 - Explore the feasibility of setting up a council - wide Access Committee to focus on access issues outside the scope of the Mobility Forum / Access Group 2.1.4 - Implement Parent Participation protocol	Comms Team A Kashmiri A Kashmiri P Nixon / I Callaby	31/03/10 31/03/10 31/03/10 31/10/09	On Target On Target Completed Completed	Discussions taking place in Jan about how to promote the role. Article to be included in 'Team Hillingdon' in Q4. Group established. Parents are now represented and having a major influence on both the Disabled Children's Strategy Steering and Operations Groups.	On Target	Proportion of disabled residents canvassed through the Residents' Survey who are satisfied with involvement in decision making increased by 5% over the lifetime of the plan.

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status	Success Measures
2.2	To improve access at the Civic Centre	2.1.5 - Provide ways in which disabled children and young people can participate actively in designing and evaluating the service they receive.	P Nixon / I Callaby	31/03/10	On Target	An organisation called Speaking Up has been engaged to carry out a borough-wide consultation for disabled children and young people. Result expected to be recommendations on permanent participation structures and processes and will be available by April 2010.	Completed	List produced and promoted
		2.1.6 - Review Transport Grant access criteria	G Collier	31/03/10		Deferred to 2010/11 as being considered as part of the review of transport.		
		2.2.1 - Develop list / promote use of accessible meeting rooms	S Smith	31/03/10	Completed	Full list of meeting rooms and level of accessibility advertised on Horizon.		
		2.2.2 - Investigate feasibility of providing disabled WC with adult changing facilities at Civic Centre	S Smith	31/03/10	Completed	Feasibility completed. In order to comply with current DDA recommendation with regard to access a significant level of structural work is required and it is therefore recommended that an alternative facility be identified. Completed July 2009		
2.3	Improve the information about services available for disabled people and their unpaid carers	2.2.3 - Widen access doors in Civic Centre	S Smith	31/03/10	Completed	Completed July 2009	On Target	Access improved
		2.2.4 - Provide permanent hearing loop system in Middlesex Suite	S Smith	30/09/09	Completed	Completed June 2009		
		2.3.1 - Promote disability awareness and provide current, accessible, information about services, new initiatives and events, including use of website: www.hillingdon.gov.uk, Hillingdon People, team Hillingdon and social networking site	E Marsh C Stamper	31/03/10	On Target	Q1 - Community-based low vision aids service advertised; Carer Fair advertised; article about Swakeleys Road supported housing scheme for people with learning disabilities; Perfect Start service advertised; consultation on Disabled People's Plan advertised. Q2 - Gardening and art facility at Phoenix Day Centre for people with profound disabilities advertised; Yew Tree Lodge supported housing scheme for people with learning disabilities advertised.		
		2.3.2 - New booklet summarising services available to support self-funders made available through libraries/other outlets/website	T Roche	31/12/09	Completed	A4 booklet completed and distributed to venues including hospital, Age Concern outlets and care management teams.		
		2.3.3 - A to Z of services made available for carers through libraries / other outlets / website	S Turling	30/09/09	Completed	A to Z a web-based service. Carers' Handbook developed in partnership with Hillingdon Carers during Q1 and published in Oct 09.		The proportion of disabled residents feeling informed about Council services as identified through the Residents' Survey increases during the lifetime of the plan to be comparable with the rest of the population.

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		2.3.4 - Review all publications through readers panel run by the LINK	J Hawley	31/03/10	Some slippage	The Self Directed Support "Frequently asked questions" document and our external complaints leaflet were reviewed. The panel assess documents for a range of things including: plain English, appropriate use of words, clarity, information, interest, relevance, understanding etc.		
		2.3.5 - Implement 3 year agreement with Hillingdon Carers for provision of information services for carers	G Collier	30/09/09	Completed			

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status	Success Measures
		<p>2.3.6 - Enter into a 3 year agreement with Age Concern to provide information / welfare benefits advice service for older people</p> <p>2.3.7 - Develop 'web chat' and work with disabled people to identify other tools and ways of accessing information and develop appropriate website links</p>	G Collier	30/06/09	On Target	Q1 - approval given to enter into a 3-year agreement with Age Concern.		
		2.3.8 - Review availability of large print and how promoted.	S Cross	31/03/10	Completed	A web discussion forum, or "web chat", facility has been developed for the council website to facilitate online interaction with residents. Screen-reading software and simple text-adjustment buttons are available on the council website, allowing residents to listen to, or improve the readability of local service information. These tools and information about web accessibility are available from every page of the council website. Discussion forum live; on-screen tools available to aid accessibility; carer info and useful links are live.		
		2.3.10 - Promote use of Plain English by frontline staff	E Marsh C Stamper	31/03/10	Completed	The Council magazine, Hillingdon People, is also produced in large print and audio versions for residents who request to receive it in these formats. This is advertised in every edition. Information on all council information leaflets and consultation documents informs residents that they can receive the information in large print or braille on request. See also 2.3.7		
		2.3.11 - Promote availability of help available with LOCATA through personal bidding service	E Marsh C Stamper	30/06/09	Completed	Q1 - list of Plain English alternatives to words and terms used by council officers available on Horizon. To be further promoted in an all staff email in Q4.		
			J Clements	31/03/10	Completed	Q1 - all letters amended to include details of personal bidding service. Also included within general LOCATA advertising Q2 - register of disabled people with a housing need developed and contacted individually about bidding options. Personal bidding service highlighted. Disabled Housing register has 2 staff who match disabled applicants against advertised properties.		
2.4	Work to extend community based sports development programmes offering new activities and opportunities to residents	2.4.1 - Open a disability sports club for young people at Queensmead Sports Centre	Sue Drummond	31/07/09	Completed	Disability Sports Club now in place at Queensmead Sports Centre and weekly activity sessions now in place. Activity sessions now in place in a range of sports, delivered in partnership with DASH and MIND, aimed specifically at disabled people and those with a history of mental health needs.		Club opened

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status	Success Measures
		2.4.2 - New disability football project to be available 2.4.3 - Include specific activities for disabled children as part of Fiesta 2.4.4 - Assist Turtle Swimming club to recruit disabled young people and families to sessions at Highgrove Pool 2.4.5 - Submit funding bids to extend free swimming lessons programme to target groups 2.4.6 - Replace platform lift at Highgrove Pool to the Fitness Zone and purchase additional equipment to improve accessibility for disabled users 2.4.7 - Complete new Leisure centres at Botwell Green and Uxbridge providing better physical access to facilities	Sue Drummond Sue Drummond Sue Drummond Sue Drummond Sue Drummond Sue Drummond	31/03/10 31/08/09 31/03/10 31/03/10 30/11/09 31/12/09	Completed Completed On Target On Target Completed Some slippage	See 2.4.1 Holiday activity programme completed. London Youth Games 2009 event completed, Hillingdon finished 7th, an improvement of 9 places on 2008 Sports England Funding now confirmed for 'Back to Sport' programme. Q1 - Lift replaced Q2 - New equipment arrived. Q3 - Equipment installed Official opening of new Uxbridge facility will be 23/03/10. Botwell to open Q1 2010/11	On Target	Project available Events included within Fiesta programme New members recruited Funding application submitted Works completed. New centres opened
2.5	Ensure range of activities at day centres are more person-centred	2.5.1 - Review day centre activities	B Barry	31/03/10	Completed	Activities at day centres reviewed regularly to meet the personalised needs of service users.	Completed	% increase in the number of users satisfied with the services provided over the lifetime of plan.
2.6	Work with partner organisations to improve the experience of disabled people in using public transport	2.6.1 - Identify barriers to transport and, raise with London Buses / TfL 2.6.2 - Encourage transport providers to attend the Mobility Forum, Private Transport Liaison Group and Disability People's Assembly 2.6.3 - Work with DASH to identify transport problems 2.6.4 - Engage with TfL through Transport Forum to encourage effective change	A Kashmiri B Grayley A Kashmiri A Kashmiri A Kashmiri	31/03/10 31/03/10 31/03/10 31/03/10	On Target On Target On Target On Target	Q1 - Barriers to transport, namely local bus services and Dial-a-Ride identified by Mobility Forum members. Q2 - Dial-a-Ride, Head of Passenger Services, addressed Mobility Forum members in September 2009. TfL provided written response to Mobility Forum members' concerns. Points received to be challenged. Q3 - TfL have been invited to attend a future Mobility Forum to hear about problems with low floor buses. The reinstatement of a north to south of borough bus route raised directly with TfL at the Council's Older People's Forum and discussion continued at the Council's Public Transport Liaison Meeting to explore a way forward.	On Track	Increase in the % of attendees at Disabled People's Assembly who consider using public transport a positive experience.
2.7	Increase participation of disabled people in volunteering opportunities.	2.7.1 - Establish a baseline from the place/residents' survey	DCEO T. Brown	31/03/10	Completed	Information from surveys expected to be publicly available in Q4.	On Track	% increase over the lifetime of the plan in the number

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status	Success Measures
		2.7.2 - Promote opportunities through Healthy, Happy Hillingdon scheme and volunteering section of Hillingdon People	E Marsh C Stamper	31/03/10	On Target	Volunteering pages in Hillingdon People identify particular volunteering opportunities and appropriate contact details. This is a standing item.		of disabled people engaged in volunteering.
		Priority Three: Protecting and enhancing the environment						
3.1	Carry out improvements to the local environmental to make it more accessible and safer.	3.1.1 - Agree dropped kerbs/uncontrolled crossings improvement programme with Cabinet lead, where appropriate	J Westell	31/08/10	Completed	3.1.4 - 1) Potential sites for new lighting have been identified as Polehill Woods and Court Park footpath. There are no plans to start any work in current financial year. NB - some parks already contain lighting where on a walking route, others are locked at dusk.	On Track	Identified works completed
		3.1.2 - Complete programme of works	J Westell	31/03/10	On Target	Q2 - Programme of dropped crossings started in Broadmead Road area.		
		3.1.3 - Agree programme of works to de-clutter streets	J Westell	30/09/10	On Target	Programme agreed		
		3.1.4 - Implement Phase 1 of programme works in Uxbridge, Yiewsley and West Drayton	J Westell	31/12/10	On Target	Works in Uxbridge completed. Works in Yiewsley and West Drayton (£400k) to be carried out in Q4.		
		3.1.5 - Agree programme of lighting improvements in residential roads.	J Westell	31/08/10	Completed	Q2 - Programme agreed.		
		3.1.6 - Implement programme of works	J Westell	31/12/10	On Target	Q3 - Lighting works in Gating Way and Field End Road, Eastcote completed.		
		3.1.7 - Work with user groups to identify need for lighting for community safety.	P Richards J Westell T Edwards	31/03/10	On Target	Potential sites for new lighting have been identified as Polehill Woods and Court Park footpath. Works will not start until 2010/11.		
3.2	Carry out parking improvements	3.2.1 - Monitor relevant enforcement actions and report on a quarterly basis.	R Clarke	31/03/10	On Target	During the period 1/04/09 to 23/03/10, a total of 2,232 parking tickets have been issued for unauthorised use of disabled parking bays (1,678 on-street and 554 off street).	On Track	

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status	Success Measures
		3.2.2 - Introduce Traffic Management Orders to enable further Blue Badge Parking areas to be enforced.	R Clarke	31/03/10	On Target	As part of roll out of Brown Badge scheme, Parking Services has been offering to undertake, free of charge, enforcement of Blue Badge bays in private car parks. In light of this, the Chimes have asked us to assist them with regulating usage of their large disabled parking area in Nashes Yard. To achieve this, a Traffic Management Order (TMO) is currently being drafted for Nashes Yard to enable us to undertake effective enforcement action against motorists that misuse the disabled parking facilities. The TMO will be subject to statutory public consultation in the near future and will then be introduced within Q12010/11.		Traffic Management Orders introduced
		3.2.3 - Report on review of footway parking arrangements to Cabinet Member	R Clarke	31/03/10	Some slippage	A draft report setting out possible options for management of footway parking has been prepared and will be reviewed with the Cabinet lead. There may be budget implications with some of the options to be considered. Revised target date of May 2010.		
		3.2.4 - Parking Services representatives to attend all meetings of the Mobility Forum	R Clarke	31/03/10	Some slippage	It was not possible to send a representative to the July 09 meeting. All others have had representation.		100% of Mobility Forum meetings attended
		3.2.5 - Review and improve Mobile Parking Patrol arrangements	R Clarke	28/02/10	On Target	The review has been completed and it has been decided to introduce, on a 3-month trial basis, an additional rapid response Mobile Parking Patrol unit to deal with specific enforcement issues that are notified to the council. This will include responding to reports of the unauthorised use of disabled parking facilities.		Review completed
		3.2.6 - Implement findings of the review and publicise new details.	R Clarke	31/03/10	On Target	Officers are working with the council's parking enforcement contractor to introduce an additional rapid response mobile patrol. It is expected that this new patrol will be in place by mid-April 2010 and the new service will then be publicised.		New details publicised
		3.2.7 - Review and update all pages on the parking website paying particular attention to parking enforcement.	R Clarke	31/03/10	On Target	All the existing areas of the parking website have been reviewed and updated to ensure that they are accurate or to undertake minor improvements. Officers have identified a number of areas where the website can be improved further and additional information will be introduced during 2010/11. The additional information will include a map of public disabled parking facilities in Hillingdon and how to report the misuse of a Blue Badge bay.		Website updated

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		3.2.8 - Obtain legal advice on whether time limit can be imposed for use of dedicated disabled bays particularly in town centres 3.2.9 - Consider practicality of stopping inappropriate parking at health centres by adding bollards on pavements	J Webster J Naughton	31/03/10 31/03/10	On Target Completed	It has been decided not to proceed on the basis that cost of the legal advice is prohibitive given the scale of the problem. PCT has reviewed situation at health centres and is installing bollards at Eastcote Health Centre. Works due for completion by 31/03/10.		Legal advice obtained Methods of stopping pavement parking reviewed.
	Priority Four: Making Hillingdon safer						On Target	
4.1	Improve safety and security at home	4.1.1 - Investigate in response to individual enquiries and take action, if required, to improve safety and security 4.1.2 - Provide training for front-line staff, to identify risks in client homes and related assistance	G Walker E Shaylor	31/03/10 31/03/10	On Target On Target	Q1 - 29 referrals received and adaptations completed in 28 homes. Q2 - 46 referrals received and adaptations completed in 39 homes. Q3 - 25 referrals received and adaptations completed in 15 homes. Q1 - 3 training sessions provided for front line staff Q2 - 2 training sessions provided for frontline staff Q3 - Final 2 training sessions are booked for February 2010. Once the direct training has been delivered the content will be converted into an e-learning package that will be available to both Council and non-Council staff. This will be released in Q1 2010/11.		

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status	Success Measures
4.2	Work closely with our partners, including Registered Social Landlords and other landlords to tackle anti-social behaviour, including against disabled people	4.2.1 - Referrals to the Early Intervention Panel (EIP) are dealt with effectively. 4.2.2 - Develop joint approach to tackling this issue experienced by adults and children 4.2.3 - Raise awareness of remedies available as part of the ASCHH and Children and Families Trust Board safeguarding campaign 4.2.4 - Refer issues about transport services / bus stops to Police Safer Transport Team, for action	E Shaylor	31/03/10	On Target	End of Q2 (cumulative) 85% of EIP referrals did not go on to receive an ASBO in the 12mths after their initial referral. 93% of EIP referrals received in Q3 2008/09 did not receive an ASBO in the following 12 mth period. 100% of EIP service users understood why their child was referred to EIP. The multi agency Youth Crime Prevention group continues to meet to manage and co-ordinate projects to reduce youth crime. Youth Offending Management Board has arranged meetings with young offenders service users to help design services. Minutes of Safer Schools Partnership and Youth Crime Prevention Steering Group presented to YOS Management Board on a quarterly basis. Q3 minutes sent to Management Board. The multi agency Youth Crime Prevention group continues to meet to manage and co-ordinate projects to reduce youth crime. Projects include increasing information to young people about personal safety and educating young people about the law regarding carrying and using knives. Knife Bins deployed in conjunction with Streets Ahead weeks. Youth Offending Management Board has arranged meetings with young offenders service users to help design services. Minutes of Safer Schools Partnership and Youth Crime Prevention Steering Group presented to YOS Management Board on a quarterly basis. Q3 minutes sent to Management Board. The multi agency Youth Crime Prevention group continues to meet to manage and co-ordinate projects to reduce youth crime. Projects include increasing information to young people about personal safety and educating young people about the law regarding carrying and using knives. Knife Bins deployed in conjunction with Streets Ahead weeks. Youth Offending Management Board has arranged meetings with young offenders service users to help design services.	On Target	70% of Early Intervention Panel (EIP) referrals do not receive an Anti-Social Behaviour order (ASBO) in 12 months after referral
			G Collier P Nixon Comms Team	31/03/10	On Target	See 4.2.3		Safeguarding campaign undertaken
				31/03/10	On Target	Safeguarding publicity campaign due to start in Q4.		
			E Shaylor	31/03/10	On Target	As public transport related issues are reported to the Council's Tasking Team they are fed directly to the relevant Safer Neighbourhoods Team and/or Safer Transport Team.		
4.3	Joint problem solving - Ensure the council and it's partners respond to neighbourhood community safety needs and borough wide issues of greatest	4.3.1 - Ensure new developments comply with 'Design against Crime' standard 4.3.2 - Carry out campaign against litter in parks and inform about fines available to offenders.	J Tippell P Richards	31/03/10 31/12/09	On Target Completed	All major developments will meet the Metropolitan Police designing out crime standard to help make areas safer. Campaign ended 30/11/09.		Campaign undertaken

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status	Success Measures
		4.3.3 - Inspect street traders' premises at least once a year and take enforcement action to ensure safety of footways: a) West Drayton Q1 b) Ruislip Q2 c) Hayes Q3 d) Uxbridge Q4	B. Hickson	31/03/10	On Target	West Drayton completed in Q1 and Ruislip in Q2.	On Target	Inspections undertaken and enforcement action taken where necessary

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status	Success Measures
4.4		4.3.4 - Close tasking team cases in a timely manner	E Shaylor	31/03/10	On Target	4.3.4 Q3: 94% of their cases were closed within 3 mths.	On Target	90% of cases closed within 3 months.
		4.3.5 - To resolve cases referred to the Community Safety Team by eliminating (totally or partially) the problem or referring the case to Hillingdon Community Mediation	E Shaylor	31/03/10	On Target	4.3.5 Q3: The Tasking Team closed 94% of their cases within 3 mths and 77% are closed due to problems being fully or partially eliminated. The target for this is 70%.		70% of problems fully or partially resolved
		4.3.6 - Ensure people with hearing impairment benefit from older people's burglar alarm scheme, by providing modified alarm systems	E Shaylor	31/03/10	On Target	Q2 - 2 people supplied with equipment.	100% of qualifying people benefit from the scheme.	
		4.4.1 - Attend public events / forums to promote community safety	E Shaylor	31/03/10	On Target	Q1 - 12 public forums attended + 3 presentations given Q2 - 14 public forums attended Q3 - 34 public events attended. See 4.4.1	Community Safety Team to attend 22 public forums to promote community safety and crime prevention messages.	
		4.4.2 - Deliver community safety presentations to community and voluntary organisations	E Shaylor	31/03/10	On Target	See 4.4.1	On Target	
		4.4.3 - Ensure that Older People's Forum and the Disabled People's Forum include information about community safety issues	E Shaylor	30/04/10	On Target	See 4.4.1		
4.5	Continue to support Police Safer Neighbourhood Teams in each ward and ensure that they get easy access to the council services to help make local areas safer	4.5.1 - Enhance the responsiveness of Council departments and services to reducing crime and disorder in all their activities 4.5.2 - Lead and contribute to the Safer Hillingdon Partnership (SHP), in line with legislation, statutory instruments and local and national guidance on good practice	E Shaylor E Shaylor	31/03/10 31/03/10	On Target On Target	By the end of Q2 116 staff from council and other partners have received Safer and Stronger Communities training on how to identify and report issues to the relevant authority. The Safer Hillingdon Partnership endorsed the alcohol strategy in July 2009 and the Joint Commissioning Board for Substance Misuse has accepted responsibility for implementation. The annual Council and Police Safer Neighbourhood Teams conference took place in October. The Council and Police meet every month to discuss ways of solving community problems. All SHP Board and Executive meetings in Q2 have been administered. Initial work to carry out the CDRP self-assessment is underway.	On Target	Deliver safer & stronger communities training to 100 Council staff. Take quarterly updates about Alcohol Strategy to Joint Commissioning Group. Ensure all Safer Hillingdon Partnership Board & Exec meetings are administered effectively.

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status	Success Measures
DPP Priority Five: A thriving economy								
5.1	Day Centre charges	5.1 - Reduce cost of attending days centres	B Barry	30/06/09	Completed	Day centre charges removed with effect from 1/04/09/	Completed	Reduction in cost
5.2	With partners to increase employment opportunities for disabled people.	5.2.1 - DPP - Support 40 disabled people into employment through the Gateway Heathrow Project by the end of the project in 2011. 5.2.2 - DPP - Provide one to one assistance to 8 small or medium sized businesses led by disabled people through the Heathrow Area Supply Chains Project by end of EDFR Project	Helena Webster Nigel Cramb	31/03/10 31/03/10	On Target Some slippage	ESF Gateway Heathrow 2012 has recruited 24 participants with a disability (up to 28/02/10). Heathrow Area Supply Chains had not worked with any disability led businesses up to 31/12/09.	Some Slippage	20 disabled people in employment by 31/03/10. 2 new businesses run by disabled people to be established by 31/12/09.

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status	Success Measures
6.1	Ensure education and learning opportunities are available for disabled people.	<p>DPP Priority Six: Improving aspiration through education and learning</p> <p>6.1 - Offer range of part time / full time foundation learning tier courses for Disabled People 16-18 and aged 18+</p> <p>6.2 - Offer new ASDAN Towards Independence programme - 'using leisure time' for Disabled People</p> <p>6.3 - Review possibility of providing additional swimming classes for Disabled People</p> <p>6.4 - Enable learners to select courses through regular Open Days</p> <p>6.5 - Negotiate extension of the WISE programme (work in supported employment)</p> <p>6.6 - Review need for IT courses</p> <p>6.7 - Discuss with 'U-Can-Do-IT' developing IT courses for housebound people</p>	T Collis	31/03/10	On Target	<p>Q1 - Funding agreed and comprehensive programme planned against national and local targets.</p> <p>Q2 - 60+ courses started for 235 learners.</p> <p>Q3 - Q3 2 new courses started for learners at the Rural Activities Garden Centre (RAGC).</p> <p>Q1 - 6 courses planned</p> <p>Q2 - 3 courses recruited to</p> <p>Further courses planned for Q4.</p> <p>Q1 - introduction planned within Foundation Learning Tier</p> <p>Q2 - classes provided.</p> <p>Q3 - arrangements made with sports development for classes to be repeated summer 2010.</p> <p>Q1 - Open days held and over 200 learners received independent information and advice.</p> <p>Q3 new open days for the academic year 2010-11 planned for July 2010, new more accessible information being produced</p> <p>Q1 - WISE included into Foundation learning full-time programme with funding achieved.</p> <p>Q2 - 25 learners on 3 pathways at Entry (3) level</p> <p>Q1 - Review of demand assessed</p> <p>Q2 - new workright programmes planned to feed onto business admin WISE programme.</p> <p>Adult Education will be initiating a project with U-Can-Do I.T in Q4.</p>	On Target	Maintain current level of participation from disabled people during period of the plan.

LOCAL AREA AGREEMENT 2008: SECOND ANNUAL REFRESH

Cabinet Member	Councillor Douglas Mills
Cabinet Portfolio	Improvement, Partnerships and Community Safety
Officer Contact	Ian Edwards, Deputy Chief Executive's Office
Papers with report	Appendix A – 2 nd refreshed LAA 2008-11

HEADLINE INFORMATION

Purpose of report	To secure Cabinet agreement to the refreshed targets for Hillingdon's Local Area Agreement (LAA) 2008-11
Contribution to our plans and strategies	<ul style="list-style-type: none"> - Sustainable Community Strategy - Council Plan
Financial Cost	The LAA 2008-11 has £1.7million of performance reward grant attached that will be paid to the Council depending on the average achievement across all targets.
Relevant Policy Overview Committee	Corporate Services and Partnerships
Ward(s) affected	All

RECOMMENDATION

That Cabinet agree the refreshed Local Area Agreement 2008-11

INFORMATION

Reasons for recommendation

The Council has a legal duty to prepare a Local Area Agreement that is subject to annual refresh according to guidance published by the Secretary of State. As part of the 2nd annual refresh process, it is proposed to amend one reward target. Cabinet approval is required to amend the Local Area Agreement as set out in Hillingdon's Constitution

Alternative options considered / risk management

Cabinet Members could decide not to confirm any of the targets included within the Local Area Agreement (LAA).

Comments of Policy Overview Committee(s)

None at this stage.

Supporting Information

1. The Local Government and Public Involvement in Health Act 2007 creates a legal duty for local authorities to prepare a Local Area Agreement that sets out the priorities for the local area agreed between central government, the local authority and Local Strategic Partnership.
2. The Local Area Agreement 2008 (LAA 2008), which initially consisted of 42 designated improvement targets, was signed off by the Secretary of State for Communities and Local Government on 1st July 2008. It was subject to the first review in March 2009 when Cabinet agreed to amend 14 targets which resulted in an LAA of 34 designated targets subject to reward grant.
3. The LAA is subject to its second annual refresh with the purpose of:
 - revising, by exception, particular targets to reflect changes in local circumstances or national priorities.
 - identifying and addressing any issues around delivery
4. The scope of the second annual review was determined by the LAA Project Board that includes Ministerial and local authority representation and only five of our LAA targets were within scope for review on this occasion. Only one target, relating to the delivery of affordable housing, is recommended for amendment to bring it into line with the higher target agreed with the Mayor of London. The four other targets were brought into scope for technical reasons and have not resulted in the need for their amendment. (See Appendix A)
5. No issues around delivery were identified during the review.
6. Further to the refresh undertaken with GOL, the Budget 2010 announced the decision to remove 18 National Indicators with effect from 1st April. Two of these indicators, NI 49 and NI 132, are within our LAA but government has stated:

“Where individual areas have an LAA target associated with a removed indicator, we are working to ensure that the reduction does not impact on these LAAs, in terms of either loss of target or reward”.

Financial Implications

7. There are no immediate financial implications. Officers are very confident of delivering the amended affordable housing target and so there should be no increased risk to the reward grant payable to the Council by Government according to the attainment of the LAA overall.

EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES

What will be the effect of the recommendation?

8. As the Council has been working to the higher target agreed with the Mayor of London and is on track to deliver it, this amendment might be considered to be purely administrative.

Consultation Carried Out or Required

9. Service departments, Government Office for London and the LSP have been consulted during the refresh of the LAA

CORPORATE IMPLICATIONS

Corporate Finance

10. The Local Area Agreement 2008-2011 has a potential reward grant of around £1.7 million attached to it, payable over the two years 2011/12 and 2012/13. The expected split of the reward grant is 72% revenue grant and 28% capital grant.

Based on an estimated overall performance of achievement of 80% of the LAA targets, revenue reward grant of £0.8 million over two years from the LAA 2008-2011 has been built into the Medium Term Financial Forecast (MTFF), as contained in the budget report to Cabinet and Council in February 2010.

If there were an overall achievement of 87% of the refreshed LAA targets, in line with the current projected performance against the LAA 2007 reported to Cabinet in March 2010, then the revenue reward grant would increase to £1 million over two years.

Unlike the LAA 2007, reward grant is not attached to performance against individual targets but rather across performance in the LAA as a whole. Therefore the precise financial consequences of negotiations with Government Office for London over individual targets cannot be quantified.

Legal

12. Part V of the Local Government and Public Involvement in Health Act 2007 governs Local Area Agreements. This report seeks Cabinet's approval of the refreshed targets for National Performance Indicators. If Cabinet agrees to this, the Council will be obliged under section 113 of the Act to specify the new targets in its publicity about the LAA.

BACKGROUND PAPERS

14. NIL

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Hillingdon 2nd Annual Refresh of LAA 2008

NB: Local targets do not attract reward payment

Theme	Indicator		Baseline	LAA Improvement Target		
	No.	Text		2008-2009	2009-2010	2010-2011
Stronger Communities						
	NI 4	% of people who feel they can influence decisions in their locality	35% (08/09)	35%	N/A	39%
	NI 6	Participation in regular volunteering	21% (08/09)	21%	N/A	25%
	NI 8	Adult participation in sport	20.8% (Revised 05/06 Result)	22.10%	23.40%	24.80%
	NI 21	Dealing with local concerns about anti-social behaviour and crime by the local council and	27.8 (08/09)	27.8	N/A	31.8
	Local	NI 1: % of people who believe people from different backgrounds get on well together in their local area	73.8 (08/09)	73.8%	N/A	73.8%
	Local	NI 11: Engagement in the arts	41.20%	41.2%	44.1%	46.9%
Safer Communities						
	NI 15	Serious violent crime rate	1.39	1.39	1.34	1.28
	NI 16	Serious acquisitive crime rate	30.69 crimes per 1000 residents	28.58	27.43	26.59
	NI 20	Assault with (less serious) injury crime rate	9.22 (08/09)	9.22	8.99	8.76
	NI 30	Re-offending rate of prolific and priority offenders	Baseline Varies as Cohort Changes	-21%	-18%	<i>To be agreed when year 3 cohort is finalised</i>
	NI 40	Drug users in effective treatment*	527	580	585	591
	NI 45	Young offenders engagement in suitable education, employment or training	69.7%	72.8%	77.8%	82.5%
	NI 49a	Calls to fire attended : primary fires	236 per 100,000 (average over 04/05, 06/07, 05/06)	209.2 per 100,000 annual average over the LAA period (April 08-Mar 11)		
	NI 49b	Non fatal casualties arising from primary fires (excluding precautionary checks)	17.2 per 100,000 (average over (06/07, 05/06)	14.2 per 100,000 annual average over the LAA period (April 08-Mar 11)		
	Local	NI 32: Repeat incidents of domestic violence - Repeat victims referred to the Multi Agency Risk Assessment Conference (MARAC).	Baseline requires 15months of data from Hillingdon's new MARAC. Target for final year will be set in March 2010.			
	Local	NI 41: Perceptions of drunk or rowdy behaviour as a problem	38% (08/09)	38.0%	N/A	34%

	Local	NI 42: Perceptions of drug use or drug dealing as a problem	36.4% (08/09)	36.4%	N/A	33%
Children and Young People						
	NI 52a	Take up of school lunches - Primary (and Special)	71 returns: 26.4%		34.4%	38.4%
	NI 52b	Take up of school lunches - Secondary	10 returns : 48%		51%	53%
	NI 53	Prevalence of breastfeeding at 6 - 8 weeks from birth	37.4%	40.0%	42.5%	45.0%
	NI 60	Core assessments for children's social care that were carried out within 35 working days of their commencement	71.80%	75%	80%	85%
	NI 79	Achievement of a Level 2 qualification by the age of 19	68% (2006/07 cohort)	71%	74%	77%
	NI 102	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stages 2 and 4*	28% (KS2), 25% (KS4)	26% (KS2) 23% (KS4)	24% (KS2) 21% (KS4)	22% (KS2) 19% (KS4)
	NI 110	Young people's participation in positive activities	62.30%	62.30%		72.30%
	Local	NI 57: Children and young people's participation in high-quality PE and sport*	0.7	0.73	0.76	0.79
	Local	NI 112: Under 18 conception rate - Not available for performance reward grant.	43.9 (1998 baseline)	-10%	-25%	-25%
Health and Well Being						
	NI 120	All-age all cause mortality rate (male)	754.00 (Dec 2006)	713	700	687
		All-age all cause mortality rate (female)	443.00 (Dec 2006)	459	446	434
	NI 123	Stopping smoking	745 per 100K pop.	745	745	745
	NI 132	Timeliness of social care assessment	76.0% (2006/07)	90%	92%	94%
	NI 141	Proportion of vulnerable people achieving independent living	48.7% (2006/07)	69.3%	70.3%	71.3%
	NI 155	Number of affordable homes delivered (gross)		155	310 cumulative	598 cumulative
	Local	NI 125: Achieving independence for older people through rehabilitation/ intermediate care			72%	
	Local	NI 142: Proportion of vulnerable people who are supported to maintain independent living	98.9% (2006/07)	99%	99%	99%
	Local	NI 150: Adults in contact with secondary mental health services in employment	Baseline to be clarified		Target to be agreed at 2nd refresh	

Local Economy

NI 161	Learners achieving a Level 1 qualification in literacy	185	187	193	201
NI 163	Working age population qualified to at least Level 2 or higher	63.6%	64.6%	65.6%	66.6%
Local	NI 152: Working age people claiming out of work benefits	16780	-1.55%	-3.10%	-4.65%

The Environment

NI 5	Overall/general satisfaction with local area	71% (08/09)	71%	N/A	75%
NI 192	Household waste recycled and composted	33.8% (07/08)	35.50%	40%	42%
NI 195	Improved street and environmental cleanliness; Litter Detritus Graffiti Fly Posting				
		9%	9%	8%	8%
		34%	33%	31%	30%
		8%	8%	7%	7%
		1%	1%	1%	1%
NI 197	Improved local biodiversity – active management of local sites	36%	39%	43%	48%
Local	NI 185: CO2 reduction from Local Authority operations	Year 1 to be used as Baseline - Data to be Available in Summer 2009.			

Mandatory Education targets - non reward

NI 72	Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy	70.5%	84.2% (Sept 09)	57% (Sept 10)	
NI 73	Achievement at level 4 or above in both English and Maths at Key Stage 2 (Threshold)	71%	76% (Sept 09)	77% (Sept 10)	
NI 75	Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths (Threshold)	46%	52% (Sept 09)	53.5% (Sept 10)	
NI 87	Secondary school persistent absence rate	6.90%	5.8% (Sept 09)	5.5% (Sept 10)	
NI 92	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest	39.30%	33.9% (Sept 09)	32.94% (Sept 10)	
NI 93	Progression by 2 levels in English between Key Stage 1 and Key Stage 2	90%	91% (Sept 09)	92% (Sept 10)	
NI 94	Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2	74%	83% (Sept 09)	84% (Sept 10)	
NI 99	Children in care reaching level 4 in English at Key Stage 2	40%	46% (Sept 09)	66% (Sept 10)	
NI 100	Children in care reaching level 4 in Maths at Key Stage 2	50%	41% (Sept 09)	77% (Sept 10)	
NI 101	Children in care achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and Maths)	NEW	19% (Sept 09)	25% (Sept 10)	

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