

Minutes

EXTERNAL SERVICES SCRUTINY COMMITTEE

11 October 2012

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



HILLINGDON
LONDON

	<p>Committee Members Present: Councillors: Michael White (Chairman) Dominic Gilham (Vice-Chairman) Josephine Barrett John Hensley Phoday Jarjussey (Labour Lead) Judy Kelly Peter Kemp John Major</p> <p>Witnesses Present: Inspector Nick Aldworth, Hillingdon Partnership, MET Police Sergeant Dave Turner, Hillingdon Safer Transport Team, MET Police Ivor John, Chairman, Community & Police Consultative Group (<i>in part</i>) Gail Burrell, Sector Manager Hillingdon Drug & Alcohol Services, CNWL Deepti Shah-Armon, Hillingdon Drug & Alcohol Services, CNWL (<i>in part</i>) David Brough, Chairman, Hayes Town Partnership</p> <p>LBH Officers Present: Dr Ellis Friedman, Joint Director of Public Health Linda Sanders, Corporate Director of Social Care, Health & Housing Ed Shaylor, Community Safety Team Nav Johal, Democratic Services Danielle Watson, Democratic Services</p>	
24.	<p>APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS (<i>Agenda Item 1</i>)</p> <p>None.</p>	Action by
25.	<p>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>Councillor Peter Kemp declared a non-pecuniary interest, as he was a Governor of Central and North West London NHS Foundation Trust, and remained in the room during the consideration thereof.</p> <p>Councillor Phoday Jarjussey declared a non-pecuniary interest, as he was a member of Central and North West London NHS Foundation Trust, and remained in the room during the consideration thereof.</p>	Action by
26.	<p>MINUTES OF THE PREVIOUS MEETING - 13 SEPTEMBER 2012 (<i>Agenda Item 3</i>)</p>	Action by

	<p>Members noted that there were some responses outstanding from the minutes which Democratic Services had chased up. Democratic Services would pass comments to Member's when these had been received.</p> <p>Councillor Jarjussey stated that a declaration had not been recorded in relation to his membership with Hillingdon Hospital Foundation Trust.</p> <p>RESOLVED: That the minutes of the meeting held on 13 September 2012, subject to the amendment above, be agreed as a correct record.</p>	<p>Democratic Services</p>
<p>27.</p>	<p>EXCLUSION OF PRESS AND PUBLIC (<i>Agenda Item 4</i>)</p> <p>RESOLVED: That all items of business be considered in public.</p>	<p>Action by</p>
<p>28.</p>	<p>SAFER HILLINGDON PARTNERSHIP UPDATE (<i>Agenda Item 5</i>)</p> <p>The Chairman welcomed those present to the meeting.</p> <p>Mr Ed Shaylor, Community Safety Team, LBH, introduced the report. The priorities of the Safer Hillingdon Partnership were:</p> <ul style="list-style-type: none"> - Reduce the harm caused by alcohol and drugs - Reduce anti-social behaviour - Reduce youth offending - Reduce residential burglary - Improve road safety and reduce speeding - Reduce adult re-offending <p>The range of priorities was wide and there was a wide, diverse range of members on the Partnership. The actions for partners on the whole had been met and this was reflected in the performance.</p> <p>Mr Shaylor spoke about 'sub-crime' which included noise, nuisance, closure orders, etc. Work in relation to sub-crime was being done by the Council. The liaison between LBH and MPS was very good. It was noted that the MET police's Partnership Tasking Team was funded by the Council. The communication between organisations was good and effective.</p> <p>Metropolitan Police Service</p> <p>Inspector Nick Aldworth spoke about the Committee report which showed the last 5 years of performance. It was noted that the graphs in the report were a few months out of date. Inspector Aldworth distributed a report to Committee which showed the last year's performance for Hillingdon by the MPS (01/04/2012 – 09/10/2012). The statistics were current to the date of the meeting.</p> <p>Inspector Aldworth felt the statistics showed a very positive picture and was pleased with the direction Hillingdon was going in. It was noted that statistics recorded the number of 'victims'. It was the victims that needed protection and post offence care.</p> <p>The priority across the MPS for crime included street robbery and</p>	<p>Action by</p>

residential burglary. There were 146 fewer victims of residential burglary compared to the same time last year, which was a reduction of 11.8%. There was a change of leadership on a tactical level which helped to achieve this reduction. A day-to-day approach was taken to combat burglary. The strategic leaders got together at 10am every morning and looked at crime patterns. The Commissioners incentives included grip and pace centres. There were smarter crime prevention strategies, for example, police cadet visits.

Robberies were down by 9.6% in comparison to last year, 46 fewer victims. The MPS as a whole set significant targets for robberies. Hillingdon was around 0.4% below the target rate. It was noted that robbery was a difficult crime to detect and Hillingdon was around 3% below the target rate for detection. The drive in the reduction in robbery was attributed by the work that was specifically done by teams managing their responsibility. They were given greater clarity and help, and tasked by the appropriate authority.

There was linked working with the MET's Safer Transport Team and with the Anti-Social Behaviour Team at the Local Authority. Operation Hawk resulted in a minimum of 7 drugs warrants each week. This ensured a sustained attack on drugs, which was a driver of crime. It was noted that Operation Hawk had no end date. During the Autumn until December 31st Operation Autumn Nights would be active whilst it was peak season for burglary and anti-social behaviour.

Members asked about morale for police staff and it was noted that it was a challenging year. The number of hours of duty by police officers was significant over the Summer. There was a degree of fatigue but professional delivery remained high, and officers were working hard and were focussed. The economic restraints were noted but on balance morale was pretty good. There were clear concerns around pensions, etc.

The Local Policing Model was discussed and this would be a signification transformation and restructure right across the police model. The role of the Police was to enforce whatever was in statute. With regard to police cautions it was noted that the police worked with a matrix which indicated who could be cautioned and who could not. There was a constructive dialogue across the Criminal Justice Programme. Training was discussed and it was noted that courts were to deliver more training to officers on how to deliver evidence. Inspector Aldworth stated that current police training probably did not offer the depth of training previously. But officers today were expected to use their own judgements when dealing with some matters.

It was noted that most serious violence was down by 25.9% in comparison to last year. Serious youth violence had decreased by 29.6% and youth violence decreased by 27.3%. Inspector Aldworth commended colleagues in LBH for taking youth services seriously, that this level of service was not reflected in all other boroughs. It was noted that Hillingdon had not reduced the youth service unlike other boroughs. There was a lot of working together with other organisations and this was important in diverting young people at risk before they

committed crimes.

There were schools team in the MPS and they were inside most schools everyday. Inspector Aldsworth applauded the Safer Transport Team for the work they did. A lot of children travelled by buses and trains. Inspector Aldsworth was proud of the work that was being done together around young people.

Members noted the 50.3% increase in 'other tier 3' crime by victim. This was due to the current economic climate, and was in relation to fraud, including credit card fraud.

Inspector Aldsworth spoke about the work done around anti-social behaviour. It was noted, again, there was great work done with the Council, in particular Community Safety and Anti-Social Behaviour Team. There was a focus on long-term problem solving and in the last 7/8 months. Inspector Aldsworth had changed his team around and the team were performing well. Anti-Social Behaviour and Tactic was working at 3 levels. There was joint working around managing this. The 3 tiers were: Anti-Social Behaviour Contract (ABC), Post Conviction Anti-Social Behaviour Order (a number of conditions could be put on ASBO's to control behaviour), and a stand alone Anti-Social Behaviour Order.

Anti-Social behaviour was up there with the two key priorities; burglary and robberies. There was a total focus on working on victim care. It was a massive enterprise to manage and coordinate; the anti-social behaviour desk was managed 16 hours a day at the Police Station. High category anti-social behaviour was treated as crime and all reports were taken seriously. Repeat victim reports were also being looked at.

Dispersal zones could be used to combat anti-social behaviour. There was one active dispersal zone in Hillingdon currently, Peabody Estate. There were new powers around squatting. The MPS were being tougher around licensing. There was a focus remaining on young people and anti-social behaviour.

It was noted that this year had been a brilliant year for community spirit, with the Olympics and Paralympics.

Safer Transport Team (STT) MPS

Sergeant Dave Turner, Safer Transport Team, MET, spoke the Safer Transport Teams four priorities from the Joint Transport Action Group. It was noted the STT worked mainly on buses, cabs and cycling.

Priorities were route 140, Barnhill School; U4, Bourne Avenue; robberies at the Grapes; and anti-social behaviour on route 331, Harefield.

There was extensive work being done with schools with regard to route 140. Presentations were being done at schools to educate school children on the behaviour code on buses. This was done in conjunction with the LBH Road Safety Team.

The problems on the U4 bus route were mainly at the bus stand on the top of Bourne Avenue. There were incidents of anti-social behaviour, for example, children throwing things at buses. The STT were working with TfL and the Local Authority. To help solve the problems the bus stand had moved around the corner to the business park.

There were incidents of robberies at bus stops and snatches of phones. People on bikes would ride off with phones that were on show. Intensive education programmes were required for people to be a bit smarter. Property marking was being done in schools for mobile phones. Officers were engaging with young people at bus stops. There was an 18% reduction on bus related robberies/snatches in the last 6 months.

The 331 Harefield route was a quiet bus route. A lot of young people in Harefield were congregating on The Green. A number of bus stops were attacked and bus windows were smashed. STT had worked with the Community Safety Unit and for the last 2 months there was extra CCTV on lampposts. There had been no offences since. If the attacks had continued TfL would have withdrawn the service which would have had a huge impact. Extra patrols were carried out and officers went into schools to talk about the problems. The STT also had good support from the Anti-Social Behaviour Team. STT used a decoy bus with plain clothes officers and put this to the press to highlight the problems. This was a costly exercise but there had been no attacks on buses since.

There was a 2 strike system in place in relation to free travel for under 16 year olds. The first time a child was reported for his/her behaviour on buses a warning letter would be given to the parents. An occasion where a second letter was required it could result in the child having their free travel withdrawn by TfL. This had a huge impact as parents did not want their child's free travel being taken away.

Up and coming work that the STT would be doing included Safe Travel at Night, this was in lead up to the Christmas period. The team was working with pubs, also with shoppers and lone females to ensure they would get home safe.

Operation Condor was in relation to cab legislation. The last operation resulted in 2 arrests. This operation was a plain clothed operation which involved the use of decoys. Illegal cabs was not a huge problem in Hillingdon but it was something that needed to be monitored.

Sgt Turner spoke about TDRT which was transport data retrieval. There had been 120 CCTV requests to TfL since TDRT had been in place. It was noted that CCTV evidence from buses was only available for between 5-10 days. The quality of the images was very good and work was being done on this to ensure the best evidence was captured.

Sgt Turner discussed cycle crime. It was noted there was an increase in the popularity of cycling, and some bikes were very expensive. The STT would be working to reduce cycle crime in Hillingdon. There were

30 hotspots in London for cycle crimes and one of these hotspots was in Hillingdon. Hillingdon's hotspot had 35 crimes a year; the top hotspot in London had 400 crimes. The hotspot area in Hillingdon was Brunel University and the STT was working with the security at Brunel. The STT had had events to mark bikes and to get bikes registered; 1,400 bikes were marked last year. There would be regular events in Hillingdon to mark bikes, one in the North and one in the South of the Borough. These events would be advertised in the local papers and Hillingdon People. The STT were also going into schools and local businesses that had cycle clubs.

Community & Police Consultative Group

Mr Ivor John, Chairman, Community & Police Consultative Group, stated that May 2012 was a significant time for the group. Mayor Johnson in his manifesto included the abolishment of the Community & Police Consultative Group. This was a concern and the group was due to finish in April 2013 when the funding could cease. A new group would be set up and the remit would include complaints.

Mr John stated the new Policing Model threw up a few things and he did not know if Hillingdon would be a standalone with a standalone Commander. They may be shared working with neighbouring boroughs and this may include a shared Commander and/or Superintendent. That the External Services Scrutiny Committee should be looking at these issues.

Mr John was also a member of call centres community forum (999 calls) and noted that calls with regard to Hillingdon issues went to Hendon. That in April 2012 there was a new response target set by the MPS. The old target of 12 minutes to reach an 'I' grade call was achieved by 60%. The target was now set to 90% of 'I' Grade calls to be responded within 15 minutes. It was noted that in April 2012 Hillingdon were bottom of the pack and now the Borough was within touching distance of meeting response targets. Inspector Aldworth commented that this figure was at 89% compliance. That nationally this was measured by the time it went to the police radio. In London it was measured from the time the 999 call was made.

Mr John stated that the group was a critical friend and so far had good responses. At the last group meeting tasers were discussed and it was noted that 40 officers in Hillingdon would be trained to use tasers by January 2013.

The young person's question time was discussed. Last year's event was attended by around 70 people and was in the Council Chamber. Young people asked questions to the Borough Commander, Cabinet Member for Community Safety and Her Majesty's Courts & Tribunal Service. This year's event would be on 31 October 2012 at 2pm in the Council Chamber, Civic Centre.

Central North West London Mental Health Trust (CNWL)

Ms Gail Burrell, Sector Manager Hillingdon Drug & Alcohol Services, CNWL, spoke about test on arrest. This had been a complete success and there was very good partnership working. The test on arrest had

been a pilot and figures had shown the results were very effective.

The funding around the project was discussed. It was noted the Mayor's Office for Policing and Crime was responsible for different funding schemes. They had agreed to re-arrange funding on arrest. This should make it more equal in comparison to funding awarded to neighbouring boroughs, but nothing had been agreed yet. It was noted that Hillingdon had 4 staff members in comparison to Hounslow who had 16 staff members.

It was noted that people who had never had treatment before were getting treatment. The service was receiving referrals of around 2/3 people from the cells on average. But in the last week this figure had been 15 and this week the figure was 14 people. This was a huge increase. The service was already exceptionally busy and a small team.

In the last year there was a 47% increase in alcohol related referrals. It was noted that Hillingdon had a huge problem with alcohol related issues. The service was picking up people that they would not usually see. 69% of people left the service alcohol free or significantly reduced level of alcohol. Drugs was a harder task, 52% people were discharged last month drug free, and 49% overall at the moment. It was noted that people were monitored for 6 months before discharge.

Targets had been met last year and they were looking forward to the next 12 months rolling year. To meet targets those people that had been treated had to stay away/clean for 6 months.

Ms Burrell was trying to put initiatives in place with partners; drop in café for those discharged was available so they could continue to have on-going support.

It was noted that the Integrated Offender Management programme meant that the police and CNWL were working much more collaborated. If people missed an appointment they could get picked up by the police and brought in for treatment.

Hayes Town Partnership

Mr David Brough, Chairman, Hayes Town Partnership, stated that community safety was a high priority for Hayes Town Partnership. He was grateful for the support from the Council's Community Safety and Anti-Social Behaviour Team.

The Annual Hayes Town Community Safety survey for 2011 was looked at differently to previous surveys. They found that asking people in the streets meant that people were being missed out, therefore others methods were looked at. In 2011 there were a lot more responses than in previous years.

Mr Brough summarised the briefing note distributed to Members. The main points included that 75% of people surveyed felt safe in Hayes Town during the day. It was noted that Hayes Town had a poor reputation but was a lot safer than people thought. The situation at

night was not so good and it was noted there was not a lot of reason to visit Hayes Town at night.

There were a number of concerns that those surveyed had and these included spitting, litter and rubbish dumping, youth hanging about, street drinking, drug use or dealing, and safer neighbourhood teams.

Good work was being done in conjunction with schools; this included a 'Cleaner & Greener Hayes' campaign. This had a good response from schools and from children. 3 schools had agreed to add this to their curriculum.

The Partnership was working with the Council with regard to rubbish dumping. The rubbish dumping on private grounds remained a difficult issue to solve. A number of fixed penalty notices were given out by the Council and it was noted that a number of these were for cigarette ends. Mr Brough said that members of the public had questioned if this was an important issue as it did not deal with the priority of dealing with littering and rubbish dumping,

Mr Brough discussed the misperception with regard to youths hanging around in Hayes and how in particular a group of young Somalis may get targeted. More work was needed to engage youngsters.

The damage that alcohol had on the borough was discussed; it had always been a bigger problem in Hillingdon than drugs. There were continuing problems in Hayes Town with street drinkers but work was continuing with the Police and HAGAM.

Drugs were still an issue although the situation was much better than a few years ago. It was noted that Khat was incredibly damaging and although it was not illegal the negative effects of the drug were noted. It was also noted that Khat remained a matter of education and needed to be on the radar of the drugs service, schools and youth service.

The Partnership was a supporter of safer neighbourhood teams and had been concerned with the lack of staff/officers at the SNTs. Representations had been made to the Borough Commander and it was hoped this would begin to pick up.

The issues regarding Khat were discussed at length by Members. It was noted that the Council's Residents' and Environment Services Policy Overview Committee did a review on Khat which looked at details and effects of taking the drug had on society. The report included a number of recommendations which went to Cabinet and Government. Members discussed a responsible retailer scheme in relation to Khat and also the possible re-classification of the drug to food. If this was done there would be a lot more control over the drug. Members asked for an update from RESPOC on the review that was done with regard to Khat.

Ms Linda Sanders, Director of Social Services, Health & Housing, spoke about BID work and the children's pathway services. Ms Sanders explained to Members how cases would get bounced around

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	<p>to different places and the connection was not secure or effective. Services had been brought together to become Hillingdon Family Services. This resulted in better team work.</p> <p>The Chairman thanked the witnesses that attended and answered Members questions.</p> <p>The Committee noted the absence of a representative from the Prison Service from the last 2 Committee meetings which related to Crime and Disorder. The Members asked their disappointment be noted and requested a written update from the Prison Services on the work undertaken in the last year.</p> <p>The Committee asked for the following information from Her Majesty's Courts & Tribunal Service (HMCTS):</p> <ul style="list-style-type: none"> - Members noted that often there would be a backlog in courts that were hearing licensing cases. Had the court system acknowledged this and were there plans to improve this? - How were the courts dealing with victims/witnesses that had to travel outside of the Borough to attend court and had this affected the numbers that did not attend for cases? Members noted the comments in the report with regard to Domestic Violence cases. <p>The Committee noted the report from the London Fire Brigade and asked for the following information:</p> <ul style="list-style-type: none"> - Members noted arson levels in LBH were above comparator boroughs. What were LFB doing to to reduce the arson level in the borough? - Members noted the Wards in Hillingdon which had a high number of arson attacks. What was being done to address this? <p>RESOLVED: That:</p> <ol style="list-style-type: none"> 1. the presentations be noted; 2. Members noted the absence of a representative from the Prison Service and requested a written update from the Prison Service of the work undertaken in the last year; 3. Members asked the HMCTS to provide a written response the questions highlighted at the Committee meeting; 4. Members asked the London Fire Brigade to provide a written response the questions highlighted at the Committee meeting; and 5. Members asked RESPOC to provide an update on any current work that is being done with regard to the Khat review. 	<p>Marcia Whyte</p> <p>Margaret O'Keefe</p> <p>Phil Butler</p>
29.	<p>WORK PROGRAMME 2012/2013 (<i>Agenda Item 6</i>)</p> <p>Consideration was given to the Committee's Work Programme.</p> <p>Members were asked to consider witnesses and the reports for the</p>	<p>Action by</p>

	<p>Committee meeting that was to be held on 20 November 2012. Members asked that Hearing Services be included on the agenda.</p> <p>The Scoping Report for The Role of Special Constables was agreed by Committee. It was noted the first witness session for the Working Group would be Wednesday 17 October 2012.</p> <p>RESOLVED: That:</p> <ol style="list-style-type: none"> 1. the Work Programme be noted; 2. the Special Constable Working Group Scoping Report be agreed; and 3. the Committee meeting on 20 November 2012 to include a report on Hearing Services in the Borough. 	
<p>The meeting, which commenced at 6.00 pm, closed at 8.36 pm.</p>		

These are the minutes of the above meeting. For more information on any of the resolutions please contact Nav Johal / Danielle Watson on 01895 250692 / 01895 277488. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.