



Policy Overview & Scrutiny in Hillingdon

Annual Report
2012/13

Supported by Democratic Services



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Introduction

This report sets out the work and achievements of Hillingdon's Policy Overview & Scrutiny Committees during the 2012/13 Municipal year.

Policy Overview

In Hillingdon, Policy Overview Committees (POCs) are responsible for policy overview and the monitoring of a specific range of Council services. The Council has the following four POCs:-

- Corporate Services & Partnerships
- Education & Children's Services
- Residents' & Environmental Services
- Social Services, Health & Housing

Each Policy Overview Committee undertakes this role through a series of activities.

A central role of the Policy Overview Committees is to undertake in-depth policy reviews on specific issues. Reviews provide the opportunity to hear from members of the public and expert witnesses, including officers from other councils and external organisations. Reviews usually make recommendations to the Cabinet on how the Council could improve its work. POCs therefore perform an important role in opening up the policy-making process to a wider audience, including people who would not normally have the opportunity to participate in the formulation of Council policy. Further information on the reviews undertaken this year, including key outcomes, is presented later in the report. Appendix A shows the reviews undertaken since 2003.

Policy Overview Committees can also request further information in response to a particular concern. POCs therefore play a central role in ensuring that the Council's Cabinet and officers are providing high quality, value-for-money services.

Policy Overview Committees also comment on reports coming before Cabinet for decision. POCs can use the expertise gained through their in-depth reviews to advise Cabinet on the issues being considered. In addition, each POC provides relevant input on Cabinet's annual budget proposals before they are approved by Council each year.

Under the Local Government and Public Involvement in Health Act 2007 Policy Overview Committees can consider 'Councillor Calls For Action' submissions. These powers enable all Councillors to ask for discussions at POCs on issues where local problems have arisen and other methods of resolution have been exhausted. No such Calls for Actions have been considered to date.

Executive Scrutiny

The Executive Scrutiny Committee is responsible for the post executive-decision scrutiny role. Its primary role is to closely examine key decisions taken by Cabinet, individual Cabinet Members and officers before they have been implemented. The Executive Scrutiny Committee meets immediately after the Cabinet meeting and a majority of the Committee can 'call-in' a decision. If not satisfied with the further information provided to them, they can ask the Cabinet or Cabinet Member to reconsider it and this is called a "scrutiny call-in".

External Services Scrutiny

The External Services Scrutiny Committee plays a very important role scrutinising services provided by non-Council organisations in the Borough, in the public, private and voluntary sectors, particularly on health related matters.

The Committee is also responsible for identifying areas of concern to the community and instigating an appropriate review process. It is able to scrutinise any non-Hillingdon Council organisation whose actions impact on Hillingdon residents.

The Committee holds the health scrutiny role conferred by the Health & Social Care Act 2001, which requires senior managers of local NHS Trusts (including Hillingdon Hospital and Hillingdon Primary Care Trust) to attend the Committee and answer questions if required by Councillors. Local NHS Trusts must also consult the Committee about proposed significant changes to local services. The Committee's remit to scrutinise a wide range of organisations has been strengthened through the Local Government and Public Involvement in Health Act 2007 by extending its statutory powers to require local organisation to attend.

The role of the Committee will evolve during 2013/14 to reflect the Council's new health responsibilities under The Health and Social Care Act 2012, along with complementary changes to health scrutiny under The Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013.

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



Corporate Services & Partnerships



Councillor Richard Lewis (Chairman)

Other Members of the Committee:

Councillor Michael White (Vice-Chairman)

Councillor Lindsay Bliss

Councillor Beulah East

Councillor Neil Fyfe

Councillor Raymond Graham

Councillor Carol Melvin

Councillor Richard Mills

Officer support by Khalid Ahmed, Democratic Services

The Committee is responsible for the policy overview role for a broad array of Council services provided by the Council's Administration and Finance Directorates. These are primarily strategic policy and internal functions such as finance, property, personnel, democratic services, legal services, ICT, economic development, as well as equalities and diversity. The Committee has undertaken two reviews this year.

Community Cohesion and the accessing of Council services

The objective of the review was to look at how the Council could reach out to more individuals from all backgrounds, particularly those groups and sections of the community who were difficult to engage with. How could the Council improve the communication of its services to all groups and individuals within the Borough to ensure further interaction and integration? How well did these groups and individuals access Council services?

The Committee wanted to assess how Council services communicated with residents beyond the promotion of services. Also what steps were taken to break down barriers to engage with groups which would enable the interaction and integration with the rest of the Borough's community.

The Committee was made aware that Hillingdon is an increasingly diverse Borough, which had been reflected in the initial findings of the 2011 Census. The challenge for the Council and its strategic partners was to ensure that they communicate as effectively as possible with all groups and individuals in the Borough, to enable increased interaction and engagement. To enable the Council to achieve positive community cohesion outcomes it was vitally important that all areas worked in a joined up and co-coordinated way to enable greater engagement.

The Committee was greatly encouraged by the number of initiatives and schemes undertaken by many of the Council services which greatly enhanced community cohesion within the Borough.

The outcome of this review will be considered by Cabinet in May.

Witnesses for the Review:

- Carole Jones – Chairman of Strong and Active Communities Partnership
- Duncan Struthers - Chairman of Hillingdon Inter Faith Network
- Fiona Gibbs – Stronger Communities Officer, LBH
- Khalida Obeida - Afghan Women's Group, Women in the Community Network and Refugees in Effective and Active Partnerships (REAP)
- John Seekings – Head of Corporate Communications
- Lisa Dancer - Curriculum and Quality Manager for Adult Learning, LBH
- Debbie Hunn - Curriculum and Quality Manager for Adult Learning, LBH
- Howard Griffin - Sports Development Officer - Sports and Leisure, LBH
- Daniel Waller - Arts and Libraries, LBH

Partnership Crime Prevention Resources

The Committee is part way through a review which is looking at the usage of the equipment which the Council helps fund for Hillingdon Police and their effectiveness in preventing and tackling crime and disorder. The review will report to Cabinet in the summer.

Witnesses for the Review to date:

- Ed Shaylor - Community Safety and Anti-Social Behaviour Investigations Service Manager, LBH
- Liz Jones - Community Safety and CCTV Manager, LBH

Other work

The Committee has also considered the following:

- In-depth scrutiny of the Administration and Finance Directorates budget proposals for 2013/14 and coordination of responses from all the Policy Overview Committees to Cabinet.
- An update on the Civic Centre's power generator, which provided Members with a summary of the tests and real activations since its installation in January 2011.



Education & Children's Services



Councillor Catherine Dann (Chairman)

Other Members of the Committee:

Councillor Judith Cooper (Vice-Chairman)

Councillor David Benson

Councillor Lindsay Bliss

Councillor Jazz Dhillon

Councillor John Hensley

Councillor John Riley

Councillor Susan O'Brien

Mr Anthony Little, Roman Catholic representative

Officer support by Khalid Ahmed and Steven Maiden, Democratic Services

The Committee is responsible for the policy overview role in relation to education, schools, the early-years service, the youth service, and social care services for children and young people.

Prior to undertaking their first major review of the municipal year, the Committee undertook a single meeting review into the Leaving Care Grant. This was followed by two major reviews into Safeguarding Children that go Missing and Access to Education for Hillingdon's Vulnerable Children and Young People.

Leaving Care Grant

As the Council is the corporate parent of children in its care, it has the duty of ensuring that their transition from its care to independent living is as smooth, as painless and as successful as it possibly can be. One of the ways in which the Council achieves this comes through the leaving care procedure and the grant which is paid to care leavers on their move to independence.

The leaving care grant that Hillingdon provided was last reviewed in 2003 and it became clear through this review that the £1000 that care leavers received no longer reflected the costs of those essential items that young people need when setting up a home. The recommendations of the review therefore set out how the Committee felt the Council might best improve its provision for these young people at a vulnerable time in their lives.

The review was provided with an overview of the current leaving care procedure as well as comparisons with what other local authorities gave to care leavers on their move into independence.

After consideration of the evidence provided, the Committee's review was welcomed by Cabinet at its December 2012 meeting, where the report recommended that the grant be increased to a maximum of £1500 (or £1800 for those in exceptional circumstances). Cabinet accepted this recommendation and the new grant was implemented as part of the budget planning process for 2013/14 and onwards.

Witnesses for Review:

- Two Care Leavers
- A Foster Carer
- Meng Pocock – Corporate Parenting Manager, LBH
- Teresa Bateman - Team Manager of the 16+ Leaving Care Team, LBH
- Neil Stubbings - Deputy Director of Social Care, Health and Housing, LBH

Safeguarding of Children that go Missing

In undertaking this review the Committee found that, when children go missing, there is a real risk that they could be subjected to abuse or exploitation as has been highlighted in recent cases in Rochdale and Derby. Moreover, the Committee was informed that children missing from care sometimes also become involved in organised crime and gang activity.

In the light of this, the review looked at the procedures which are in place for the collection of both police and local authority data concerning children who are reported missing and at ways of ensuring that this data is as accurate as possible. It is estimated by the police that nationally there are 10,000 individual children reported missing in a year, but this does not seem to be reflected in the data collected by Local Safeguarding Children's Boards or by other national bodies such as the Department for Education. Consequently, the review made recommendations that would help to standardize and encourage the sharing of the data collected across various agencies.

The review heard evidence on the issues relating to data collection at the national and local levels and listened to the views expressed by the witnesses on what measures could be taken to improve procedures and practices.

The practical recommendations of the review were fully endorsed by Cabinet at its meeting on 21 March 2013.

Cabinet was also made aware that this Council takes its duties in protecting children trafficked into the UK very seriously. In the early part of 2012, the Children's Commissioner produced a report, called 'Landing in Dover'. In that report, the Children's Commissioner highlighted some of the tensions and difficulties experienced by children and young people arriving through the Port of Dover to claim asylum. The Children's Commissioner recommended that the Border Agency (UKBA) should delay the interviewing of children in Dover, in respect of their asylum claim, until a period of some days had elapsed, to allow the child/young person to recover from their journey and secure legal representation. The Council has strong concerns that this will dramatically increase the risk of trafficked children going undetected at the UK Border.

Hillingdon was informed in February 2013 that this would come into force at all points of entry from 25th February 2013. The Committee welcomed the Deputy Leader of the Council's proactive involvement lobbying Government on this matter and taking forward many of the issues raised by the Committee.

Witnesses for Review:

- Paul Hewitt -Service Manager for Safeguarding Children and Reviewing Service, LBH
- Wynand McDonald - Training and Developing Manager for Safeguarding, LBH
- Detective Inspector Graham Hamilton - the Missing Persons' Unit
- Steve White - Manager of Hillingdon's Children's Resource Centre (Mulberry Parade)
- Marie Fleming - Youth Worker and Manager of Fountains Mill

Access to Education for Hillingdon's Vulnerable Children and Young People

This review examined how national reforms to the education system have impacted the relationship between Hillingdon's schools and the Council itself. In particular, the Committee looked at how Academy and Free Schools no longer have to report to the local authority and instead report directly to the Department for Education. The review focused on some of the consequences of this shift and how the Council could still meet its statutory obligation to ensure in-year access to education for pupils within this changing environment.

The Committee also looked at the anticipated growth in primary school-age children in Hillingdon and the work that the Council is currently undertaking to accommodate this growth. Hillingdon is one of the first Boroughs in London to have begun to experience 'the bulge' in school numbers and has already allocated £150m to primary schools expansions. The Committee both commended this work and made suggestions for improvements to how the Council does, and will in the future, ensure access to vulnerable children outside of the normal admissions process.

The Committee heard invaluable evidence from expert witnesses on changes to the provision of education both on the local and national levels as well as conducting a site visit to the Brookfield Adult Learning Centre where interim education is currently provided for pupils seeking an alternative school place.

The recommendations of the review will be submitted to Cabinet in May 2013.

Witnesses for Review:

- Pauline Nixon - Senior Manager for Access and Inclusion, LBH
- Deborah Bell - Service Manager for Behaviour, Attendance and SEN, LBH
- Dan Kennedy - Performance and Intelligence Manager
- Martin Rainsford- Head Teacher of The Douay Martyrs School and Chairman of the In-Year Fair Access Panel
- Ms Liz Horrigan - Head Teacher of Harlington Community School and Chairman of the Managed Moves and Inclusion Panel

Other Work

The Committee has also considered the following:

- Schools Admission Update - The Committee received an update on the allocation of school places in the Borough and the provision being made to accommodate increased pupil numbers.
- In-depth scrutiny of budget proposals for Education & Children's Services for 2013/14.
- Previous Review Updates - The Committee was provided with updates on the implementation of previous recommendations made by the Committee. These were in relation to reviews into Adoption & Permanency of Looked After Children, Elective Home Education and Children Leaving Care Procedure and Grant.
- The Committee received a Quarterly Children's Social Care Audit Update.
- The Committee received the Annual Report of the London Safeguarding Children's Board (LSCB) which is a statutory multi-agency body established with the overall aim of monitoring, overseeing, supporting and challenging the work of all agencies with regard to their responsibilities to safeguard and protect children.
- Standard & Quality in Education - The Committee received information on the attainment and progress of standards of education within Borough schools and informed of the Ofsted inspection outcomes. The Committee also considered an additional report on education related complaints.
- An update was provided on the new pod system used by Social Services. This is a system with four social workers of varying grades and a deputy team manager are put into a 'pod' creating a learning culture where knowledge and expertise are shared.
- The Committee considered a scoping report on Corporate Parenting and it recommended that this should be the first major review of the 2013/14 municipal year.
- The Committee commented on reports into adoption and fostering inspections that had recently been undertaken into the Council's services.



Residents' & Environmental Services



Councillor Susan O'Brien (Chairman)

Other Members of the Committee:

Councillor Mary O'Connor (Vice-Chairman)

Councillor Lynne Allen

Councillor Kuldeep Lakhmana

Councillor Carol Melvin

Councillor David Payne

Councillor Michael White

Councillor David Yarrow

Officer support by Nadia Williams & Steven Maiden, Democratic Services

The Committee is responsible for the policy overview role for a diverse range of Council services provided mainly by the Residents Services Directorate. These services include libraries, leisure facilities, community safety, highways, planning, waste management, trading standards and others central to residents' quality of life. The Committee has had a busy and successful year and has undertaken two reviews.

A Review of the Regulations and Byelaws relating to Cemeteries and Burial Grounds within Hillingdon

The main objective of this review was to modernise and update the Council's Cemeteries Regulations, which were no longer seen to be fit for the purposes of providing a sustainable and culturally sensitive service to the Borough's diverse communities. The regulations, first produced in 1994, required redrafting to accommodate some of the specific needs of different cultural and religious groups as well as to ensure that they provided an equitable and enforceable usage policy throughout the Borough.

The Committee was made aware that there was an estimate of 15-20 years burial capacity left in the Borough and the review sought to revise the Regulations to ensure that they led to sustainable and fair usage to all. The Committee also reviewed the current maintenance arrangements in place to ensure that the cemeteries and burial grounds were kept to a high standard and that anti-social behaviour was acted upon swiftly.

In assessing the maintenance of existing facilities at the Borough's Cemeteries that had, at times, received a service level below the high standards that the Council aimed to achieve in this area; one of the Committee's priorities was to ensure the safety of the Borough's memorial headstones, 60-70% of which were estimated to be

in need of repair. The recommendations of the review were endorsed by Cabinet on 26 April 2013.

Witnesses for Review:

- Officers from Bereavement Services and the Civil Protection Service, LBH
- Green Spaces, Sports and Leisure Senior Manager, LBH
- Harrow Council's Green Spaces Sports and Leisure Manager
- Anti-Social Behaviour Service Manager, LBH
- A representative from the Metropolitan Police
- Borough Solicitor, LBH
- Service users of some of the Council's cemeteries and;
- Representatives from local Funeral Directors.

A review of local Pest Control Services and the impact of waste management processes on these

This review examined the current and planned service provisions for pest control (domestic and commercial), its relationship to waste management and anti-social behaviour. The Committee looked at how different types of pests, populations and likely infestation trends impacted on public health and social stigma.

The Committee also looked at waste management processes and practices in Hillingdon and how they could help to mitigate any pest infestations, including food waste managed prior to, during and after the collection process. The final aspects included the adequacy of current public information available to residents and businesses and how this could be improved.

The Committee was keen to ensure that the services Hillingdon Council provided were aimed at tackling this problem in a proactive and joined-up way.

The recommendations of this review will be considered by Cabinet in summer 2013.

Witnesses for Review:

- Anti Social Behaviour & Investigations Service Manager, LBH
- Green Spaces, Sport and Leisure Senior Manager, LBH
- Public Protection Services Manager, LBH
- Waste Division Manager, LBH
- Deputy Director, Public Safety and Environment, Residents Services, LBH
- Chairman of the Hayes Town Partnership
- Chairman of Dawley Housing Co-operative
- Chairman of Ruislip Manor Chamber
- A representative of the Paradigm Housing Group

Other Work

The Committee has also considered the following:

- The Annual Safety at Sport Grounds Report;
- The Statement of Gambling Principles Review Report;

- Scrutiny of Residents Services 2013/14 Budget proposals;
- Report update on the Recommendations of the 2011/2012 Review: Mitigating the Environmental effects of Telecommunication Masts and Cabinets in the London Borough of Hillingdon and Beyond;
- Various Forward Plan Items of Cabinet business.



Social Services, Health & Housing



Councillor Judith Cooper (Chairman)

Other Members of the Committee:

Councillor Peter Kemp (Vice-Chairman)

Councillor Patricia Jackson

Councillor John Major

Councillor David Benson

Councillor Sukhpal Brar

Councillor Wayne Bridges

Councillor June Nelson

Officer support by Charles Francis, Democratic Services

The Social Services, Health & Housing Policy Overview Committee is responsible for undertaking the policy overview role in relation to the Council's Adult Social Care, Health and Housing Group. It is also responsible for reviewing the work of Healthy Hillingdon and other health promotion work undertaken by the Council.

Review of Adult Community Mental Health Services

This review sought to examine current Adult Community Mental Health Services and to make recommendations to Cabinet to improve the service for service users and carers and enhance partnership working. The Committee heard from Central and North West London NHS Foundation Trust (CNWL), Council officers, service users and carers, as well as from a variety of voluntary organisations.

The Committee made a series of key findings including:

- The need to improve and develop early identification of mental health needs and crisis provision in Hillingdon.
- Acknowledged that Carers played a vital role in supporting family members in a role which was not a static process as the needs of the care recipient altered over time as their condition changed.
- There was scope to further improve partnership working across the Borough in support of people with Mental Health issues.
- That it was essential to ensure that information, advice and guidance was easy to find and access. As well as increasing the general awareness of mental health issues.

The report concluded that there was an opportunity to improve outcomes for people with mental health problems and those that care for them through improved

partnership working with CNWL to help deliver more integrated services. The Committee also agreed that communication and signposting of services were vital and the Committee welcomed those improvements and actions which were currently underway across the Mental Health Partnership to ensure help and support were as accessible as possible. Members will monitor the implementation of these recommendations by ensuring that the review is revisited the Committee's future work programme.

This review made a number of positive recommendations which were endorsed by Cabinet on 25 April 2013 on the understanding that any recommendations with financial implications would be discussed with the Leader.

Witnesses for Review:

- The Director of Operations and Partnerships, CNWL
- The Borough Director and Service Director Assessment and Brief Treatment Service Line
- NHS Hillingdon
- Dr Ellis Friedman – PCT / LBH former Director of Public Health
- Senior Council Officers from across the Council
- Rethink
- Hillingdon MIND
- Hillingdon LINK
- Service users and carers
- Mental Health Staff based at Mead House, Riverside Resource Centre and Mill House
- The Uxbridge Bike Project

Due to a change to the Government timetable, alternative options to the Committee's second major review - (Housing and Benefit Changes and the Impact on Hillingdon residents from January 2013) were pursued. Instead, the Committee examined: Feedback on the DWP Welfare Support Pilots and Market Development and Adult Social Care at the March and April meetings.

Update on Welfare Reforms

The Committee was provided with an overview of how the Housing Benefit changes would affect Local Authorities across London and were given an impression of what the ramifications for Hillingdon might be.

The following topics were discussed:

- Local Housing Allowance Caps
- Size criteria for Social Sector Tenants
- Local Council Tax support
- Overall Benefit Cap
- Universal Credit

At this early stage, the Committee will be writing to the Cabinet Member for Social Services, Health & Housing with its preliminary findings, setting out those areas for further work where it feels the Committee can make a significant impact.

Witnesses for the Meeting:

- The Deputy Director of Housing, Residents Services
- Perry Singh, Assistant Director of Housing, Regeneration & Major Projects, London Borough of Brent

Market Development and Adult Social Care

At its final meeting of the year, the Committee was provided with an overview report on the development of the adult social care market in Hillingdon to support personalisation. The Committee explored the key factors in market development within Hillingdon and considered future plans and opportunities for market development.

As well as hearing about the active steps being taken by the Council, the Committee was encouraged to learn about the role and opportunities for the voluntary sector.

Witnesses for the Meeting:

- Chris Commerford, Chief Executive, Age UK Hillingdon
- Richard Eason, Chief Executive Officer, HAVS
- Paul Feven, Head of Commissioning, Contracts and Support
- Gary Collier, Commissioning Services Manager

Other Work

The Committee also considered the following matters during the year:

- In-depth scrutiny of Adult Social Care, Health & Housing services budget proposals for 2013/14.
- The Future Aims and Challenges for Adult Social Care, Health & Housing.
- Safeguarding Vulnerable Adults – Annual Report.
- An update on previous review recommendations.
- Annual Complaints Report for Adult Social Care, Health & Housing.
- Various Forward Plan Items.



Executive Scrutiny



Councillor Henry Higgins (Chairman)

Other Members of the Committee:

Councillor John Riley (Vice-Chairman)

Councillor Wayne Bridges

Councillor Brian Crowe

Councillor Peter Curling

Councillor Paul Harmsworth

Mr Anthony Little - Roman Catholic Diocesan representative (*on education related matters only*)

Officer support by Mark Braddock and Khalid Ahmed, Democratic Services

Scrutinising Executive Decisions

The Executive Scrutiny Committee's role is to scrutinise decisions that have been taken by the Executive but have not yet been implemented. This is known as the 'call-in' power. If the Executive Scrutiny Committee considers any of these decisions to be deficient, they may refer the decision back to the Cabinet or individual decision-maker for further consideration. The Committee use a set of criteria to guide them in this process.

The Committee meets immediately after the conclusion of a meeting of Cabinet to enable Members to review the decisions taken at the Cabinet meeting and give consideration to the potential for call-ins of items.

On areas where Members request further information or clarification, officers will be asked to provide a response to the Committee queries by midday on the following Monday following the Cabinet and this Committee meetings. If the Committee is still concerned about the issue, then it may refer the decision back to the decision making person or body for reconsideration, setting out in writing the nature of its concerns.

In the Council year 2012/13 the Committee requested further information on a number of Cabinet reports. However, the Committee did not "call-in" any Cabinet decisions.



External Services Scrutiny



Councillor Michael White (Chairman)

Other Members of the Committee:

Councillor Dominic Gilham (Vice Chairman)

Councillor Josephine Barrett

Councillor John Hensley

Councillor Phoday Jarjussey

Councillor Judy Kelly

Councillor Peter Kemp

Councillor John Major

Officer support by Nikki O'Halloran, Nav Johal & Danielle Watson, Democratic Services

The External Services Scrutiny Committee has a broad remit to scrutinise all non-Hillingdon Council organisations whose actions affect Hillingdon residents. This Committee also undertakes the health scrutiny role as required by the Health & Social Care Act 2001.

The External Services Scrutiny Committee was involved with setting up two Working Groups in 2012/13 which carried out some valuable health related work. Various witnesses (internal and external) attended the Working Group and provided Members with important information in order to develop their findings.

Special Constables

One of the main pieces of work over the last 12 months is the review commissioned by this Committee on the role of Special Constables in Hillingdon and how the valuable work of volunteer Police Officers could be highlighted. The reason for this review was to highlight the work that Special Constables do and the positive effect it has on the community. To improve awareness and the understanding of the role of Special Constables and to look at ways of promoting the role in the Borough and, in-turn, add value to the community. The recommendations were further aimed at building upon the work currently undertaken by Special Constables and the services offered to them. All of the recommendations proposed in the final report were adopted in full by Cabinet on 19 March 2013 and are to be taken forward by the Safer Hillingdon Partnership.

Diabetes

The second major piece of work this year was the review commissioned by this Committee on Diabetes. The report was carried out due to the perceived high impact it would have on Council care and support services. The purpose of this review was to look at diabetes prevention and diabetes care pathways in the Borough and make recommendations for improvements. The Working Group sought to build upon the work currently undertaken by the Council and partner agencies in relation to the provision of services in the Borough for people with diabetes. An improved service will contribute to improvements in residents' health and wellbeing. It is anticipated the final report of this review will go to Cabinet on 20 June 2013.

Other work: Provision of Health Services in the Borough

The Committee received updates from the local Trusts throughout the year and this included detailed updates on Shaping a Healthier Future Consultation and updates on the Council taking over responsibility for some aspects of public health from the Government from 1 April 2013.

Quality Accounts

The Committee met with local NHS Trusts on 18 April 2013 to discuss their performance over the year and comment on the Trusts' Quality Account Reports. Senior officers from each Trust attended the meeting and detailed the contents of their Trust's draft report. Representatives from the following organisations attended the meeting to provide the Committee with an update: The Hillingdon Hospitals NHS Foundation Trust, Central & North West London NHS Foundation Trust, Royal Brompton & Harefield NHS Foundation Trust, NHS Hillingdon, London Ambulance Service, Hillingdon Clinical Commissioning Group (CCG) and HealthWatch.

Central and North West London NHS Foundation Trust (CNWL)

CNWL representatives met with Members throughout the year and they reported on several aspects of the service. The consultation on proposed modernisation of Hillingdon Older People Mental Health Services in Hillingdon had been successful and was moving forward. There was under occupancy on bed usage in Hillingdon in this area and the organisation wished to increase the ratio of staff to beds. There would be a shift of resources as a gap in the services had been recognised. The proposed bed closures to run the 'Memory Clinic' and up-skill staff was discussed by Members and the general feedback was this proposed change was something people could tolerate as they could see the bigger picture.

Improving Access to Psychological Therapies (IAPT) was an NHS programme to roll out services across England by offering interventions that were approved by the National Institute of Health and Clinical Excellence (NICE) for treating people with depression and anxiety disorders. In addition to the £300k provided by NHS Hillingdon, CNWL had invested £150k in IAPT interventions. Although NHS Hillingdon believed the number of interventions which would fall under IAPT was in the region of 50%, CNWL believed this figure to be more in the region on 40%. Members noted that the fourth phase of the programme had started in December 2012.

Members heard that CNWL was looking at relocating the Northwood and Pinner in-patient unit from Mount Vernon Hospital to the Woodland Centre at Hillingdon Hospital. The results of this consultation would impact on the viability of the proposed relocation of the in-patient unit as the unit would be moved into the space that was freed up at the Woodland Centre by the reduction in beds. This proposed change would enable the unit to care for any combination of men and women and would also include: an onsite gym to support rehabilitation; activity kitchens to increase independence and reablement; and a large garden for patient and visitor use.

Royal Brompton and Harefield NHS Foundation Trust (RB&H)

It was noted that at Month 4, the Trust was compliant with all of the targets that had been set by Monitor: the rating for Governance was green and the rating for Finance was 3 (which was in line with the Annual Plan). Although the Trust was meeting the 18 week Monitor target for admitted patients in aggregate, it was not meeting the target that had been set by the commissioners at speciality level.

Members were made aware that Harefield Hospital had been inspected by the Care Quality Commission (CQC) on 20 April 2012 and had been found to be fully compliant with the essential standards of quality and safety that were assessed. Royal Brompton Hospital had been inspected in April 2011 and had also been found to be fully compliant. RB&H continued to work with the North West London Commissioning Support Unit to assist with understanding the establishment and development of Clinical Commissioning Groups (CCGs).

The Trust was working with the London Specialised Commissioning Group (LSCG) on the implementation of the decision on the review of children's congenital heart services. RB&H was now in the process of establishing an international panel under Professor Hutton to provide a source of independent advice regarding the knock on effects of the Safe and Sustainable consultation; particularly with regard to paediatric respiratory services.

Hillingdon Clinical Commissioning Group (CCG)

Members were updated on plans to develop the Yiewsley Health Centre. It was noted that a rationalised design had been developed to make the build more efficient whilst also ensuring that the costs and benefits were acceptable to all involved.

There had been no disinvestment in the wheelchair service this year and the budget for 2012/2013 was £1,219,487, which was slightly less than the previous year's spend.

NHS Hillingdon and Hillingdon CCG were working closely together to ensure that there were no transitional issues. It was noted that funding was tight and that this would continue to be a challenge. It was noted that the CCG was currently in shadow form and was meeting regularly. It was currently going through the authorisation process and it was anticipated that the logistics (including staff changes/moves) would be completed by 1 April 2013.

The Hillingdon Hospitals NHS Foundation Trust (THH)

Although THH's performance during 2011/2012 had been positive, Members were made aware that it had under-delivered on its planned efficiency savings (delivering £4.7m of the £6.8m efficiency savings plan). Despite this financial performance, THH

had planned a £5.4m capital investment programme and a financial plan in place that required the delivery of £7m efficiency savings in 2012/2013.

It was noted that the Trust had secured £12.4m funding from the Department of Health for the reconfiguration of its emergency care services. It was anticipated that this funding would be used to build a larger acute medical/surgical in-patient unit (currently located on the 4th floor of Hillingdon Hospital) adjacent to the current A&E department. This would potentially result in patient pathway efficiencies and a reduction in the number of admissions.

London Ambulance Service NHS Trust (LAS)

The LAS had been busier this year than it had been in the previous year with a 12% increase in the number of Category A calls – in Hillingdon. Despite this increase, the LAS performance was still better than the national target and only 2% below last year's performance. It was thought that this might in part be due to the introduction of the Computer Aided Dispatch (CAD) system.

In the 12 months to January 2012, the LAS had taken 1,800 patients to Hillingdon Hospital - in the 6 months to July 2012, this was already 1,200. It was noted that approximately 60 patients were now being taken to the Urgent Care Centre each month which was seen as a steady and positive increase.

Work had recently been undertaken on a number of pathways including the roll-out of a mental health assessment tool. Other primary pathways being supported included diabetes, end of life care and alcohol related issues. Overall it was an extremely busy year for the LAS with the added pressures of the Olympics, Paralympics and Jubilee.

Hillingdon LINK / HealthWatch Hillingdon

The Committee noted that the LINK was working with CNWL and Social Services to address the issues associated with the mental health personal budgets. The Care Quality Commission (CQC) had asked the LINK to undertake a survey of GP services. This survey elicited complements as well as identifying patient concerns about untimely access to services, the poor customer service skills of some receptionists and the use of receptionists as a triage for appointments. HealthWatch Hillingdon had now taken over from LINK as the independent consumer champion for health and social care.

Other work: Safer Hillingdon Partnership

On 19 March 2013 and 11 October 2012 the Committee received updates from members of the Safer Hillingdon Partnership.

Metropolitan Police Service

The Committee were made aware that the overall the total number of offences had decreased by 15% over the past 5 years. The target requirement was 90% of all '1 calls' and Hillingdon had answered 84% of calls within the 15 minute period. 'S graded calls' were expected to be answered within an hour. The target requirement was 80% and Hillingdon was above target with 82% of the calls answered. Hillingdon was the 3rd best performing Borough within the MPS for positive outcomes of stop and searches.

Members noted that the Local Policing Model would go live from 10 June 2013. There would be less PCs in Hillingdon and from 25 March 2013 posts would be identified. The Borough would be split up into 4, north, east, south and west with 102 PCs spread amongst the 4 areas. Sergeants would be shared between Wards. Each Ward would have its own dedicated PC, PCSO and Special Constables. Shift patterns were from 7am until midnight Monday to Thursday, and 7am until 2am Friday to Sunday. The Criminal Investigation Department (CID) would continue to deal with serious crime and the response team would respond to 'I' and 'S' calls. Safer Neighbourhood Teams would deal with high volume low risk crimes.

Safer Transport Team (STT) MPS

It was noted the STT worked mainly on buses, cabs and cycling and had four priorities from the Joint Transport Action Group. 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. Presentations were being done at schools to educate school children on the behaviour code on buses. This was done in conjunction with the Council's Road Safety Team.

Her Majesty's Courts & Tribunal Service

Uxbridge Magistrates was part of the West London Justice area. It was noted that workload had reduced by 10% across the various Boroughs as there had been a reduced number of court rooms that were sat. There was a target to reduce the workload by a further 5% in the next 6 months due to budget cuts. There had been a slight increase of witnesses not turning up to court. In cases of domestic violence it was quite common for a witness to not attend and was normally due to the person not wanting to attend, rather than the location.

Hillingdon Community and Police Consultative Group

This group was sponsored by The Mayor's Office of Policing and Crime (MOPAC) and meetings of it were attended by various partners and local residents. The Consultative Group was meeting on 17 April 2013 to discuss the future of it and the Safer Neighbourhood Boards that are proposed to replace them.

London Probation Trust

It was noted that the Hillingdon's Probation Service was waiting for an outcome from Government about what the Probation Service would look like in the future. There had been the introduction of an Offender Management Scheme for which the Borough received an allowance. London Probation Trust continued to work closely with statutory individuals. The Foreign National Unit was currently located in Hillingdon. It was noted that the unit was moving to Southwark Borough where it was proposed to be more centralised.

London Fire Brigade

Members welcomed the fact that there had been a reduction of hoax calls and a focus on reducing arson in hotspots. Arson had reduced by 20% compared to last year. There had been an increased use of the fire crew in the Borough. There had also been a rising trend in dwelling fires but the figure was still relatively low.

The London Fire Brigade interacted with members of the public and were frequently available to attend community events such as school fetes. There had been 2600 home safety visits carried out with 70-75% most at risk residents of the Borough.

There was a target to reduce the amount of automatic call outs in a year to 1,300. It was noted that the draft Fifth London Safety Plan consultation document outlined a proposed charge of £350 for false call outs.

Central North West London Mental Health Trust (CNWL)

Test on arrest had been a complete success and there was very good partnership working. This had been a pilot and figures had shown the results were very effective. The funding for this was being re-arranged and it should make it more equal in comparison to funding awarded to neighbouring boroughs. People who had never had treatment before were getting treatment. It was noted that the Integrated Offender Management programme meant that the police and CNWL were working much more collaboratively. If people missed an appointment they could get picked up by the police and brought in for treatment.

Hayes Town Partnership

Community safety was a high priority for Hayes Town Partnership and they were grateful for the support from the Council's Community Safety and Anti-Social Behaviour Team. There were a number of concerns for residents in Hayes, 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. There were continuing problems in Hayes Town with street drinkers but work was continuing with the Police and HAGAM.

Other work: Community Cohesion: Young People in the Borough

On 19 February 2013, the Committee held a witness session with representatives from Strong & Active Communities Partnership, Schools Partnership, Specialist Health Promotion, Hillingdon PCT, Brunel University, Uxbridge College, P3 Charity, Hayes Town Partnership, Central North West London (CNWL), Hillingdon Inter Faith Network and LINK. Members were updated on the work that each of the organisations had undertaken over the previous year with a focus on young people in the Borough.

The Partnership monitored the needs of communities to ensure a better understanding and improve engagement. There was a focus on 'Stronger Communities' which was promoted and delivered in areas identified as having specific challenges relating to community cohesion such as West Drayton, Yiewsley, Hayes, Yeading and Heathrow Villages.

There were different projects that took place which focussed on pride in local environment, partnership working, engaging young people and families, town centre improvements and promoting residents' involvement in sports, leisure and cultural activities.

Other work: Utility Services

On 10 January 2013, the Committee held a witness session with representatives from various utilities organisations which impacted on services to residents in the Borough. The Council has a duty under the New Roads and Street Works Act 1991 and the Traffic Management Act 2004 to manage the works carried out in the street by statutory undertakers (Utility Companies) so as to reduce the disruption caused to

road users and to protect the structural integrity of the road asset. In order to effectively manage works carried out by undertakers and to co-ordinate the use of the road network for the benefit of the travelling public and local community, the New Roads and Street Works Act 1991 and the Traffic Management Act 2004 introduced a range of powers to be used to control and regulate the actions of the statutory undertakers when carrying out works.

Policy Overview & Scrutiny Reviews from 2003 to 2013

Details of all Policy Overview and Scrutiny Reviews undertaken over the last 10 years by the London Borough of Hillingdon. Copies of reviews are available on the Council's website or on request to Democratic Services.

2012/13

- Community Cohesion and the accessing of Council services
- Crime Prevention Resources provided for Hillingdon Police by London Borough of Hillingdon and the free Older Peoples Burglar Alarms Scheme
- Leaving Care Grant
- Safeguarding of Children that go Missing
- Access to Education for Hillingdon's Vulnerable Children and Young People
- Review of the Regulations and Byelaws relating to Cemeteries and Burial Grounds within Hillingdon
- Review of local pest control services and the impact of waste management processes on them
- Review of Adult Community Mental Health Services
- Special Constables
- Diabetes

2011/12

- Effectiveness of the Audit Committee and its Terms of Reference
- Operation and Function of Hillingdon First Card
- Elective Home Education
- Adoption & Permanency
- The Review of Mobile Technology and Telecommunications Equipment in Hillingdon Borough and beyond
- Personalisation and Disabilities with Reference to Transition
- Population Flows and the Impact on Housing Services in Hillingdon
- Re-Offending
- Dementia

2010/11

- Census 2011 – To look at how this Council can contribute to improving the Population data for the Borough
- Personal Safety of Members of the Council when meeting with members of the public
- The Hillingdon Khat Review
- Review of Hillingdon's Town Twinning Relationships
- Review of 14-19 Education & Training
- To examine the use of Assistive Technology by Adult Social Care to Support Independent Living
- Hillingdon Centre for Independent Living (Looking at Efficiencies, Services & Fully Costed Options)

- Health Inequalities – Effect of Overcrowding on Educational Attainment and Children’s Development
- Children’s Self Harm

2009/10

- Impact of a Pandemic in Hillingdon and the Effects on Council Services
- The Impact of Public Funded Business Support and the Success of New Business Start Up within Hillingdon and how the Council could improve Business to Business Support with the Borough’s Industrial Estates
- Reviewing whether current arrangements and future plans to support inclusive practice in Hillingdon schools are effective
- Reviewing current arrangements and future plans for safeguarding children at Heathrow Airport as a port of entry
- A Review of Street Lighting
- A Review of Planning Enforcement (‘Homes’ in back gardens)
- A Review of Counterfeit Cosmetics and Illegally Imported Foods
- The Transformation Agenda and Direct Payments in Hillingdon
- The Hillingdon Centre for Independent Living
- Parent Abuse – Children & Young People Who Abuse Their Parents & Carers

2008/9

- CCTV Strategy
- Heritage in Hillingdon
- Safeguarding Adults
- Developing the 14 – 19 education provision
- Developing the Short Breaks Provision
- Wireless town centre in Hillingdon
- Child to adult mental health service
- The nature and role of the private rented sector in Hillingdon

2007/8

- Review of highways maintenance
- Community engagement
- Cleanliness of the environment
- Establishing children’s trust agreements
- Review of Meeting the Needs of Troubled Young People
- Community cohesion
- Review of Voluntary sector grants
- Review of customer involvement
- Update on the review of Council’s support to carers
- Development of a customer focus strategy for Council

2006/7

- Anti-social behaviour strategy
- Hillingdon’s strategy for a sustainable economy

- Hillingdon's approach to meeting special educational needs
- Safer Neighbourhoods Team
- The Council's property and estates waste reduction and recycling
- Establishing a Domestic Violence Court
- Hillingdon Independent Living Centre
- Housing support for vulnerable people
- Members' information needs concerning decision-making
- Members' role in Audit
- Transition from primary to secondary schools
- Widening the scope of the Education Service: Hillingdon's approach

2005/6

- Council's housing strategy
- Frontline service delivery
- Impact of Heathrow Airport on the Hillingdon Health and Social Care Economy
- Local strategic partnership – Hillingdon Partners
- Progression from Primary to Secondary school
- Sport & physical education strategy
- Customer Access (complaints)
- Hillingdon Homes' performance
- Information given to residents about Council Tax
- Planning Performance – continuous improvement
- Road safety
- Wider participation in Overview & Scrutiny

2004/5

- Anti-social behaviour
- Business continuity
- Health promotion in Hillingdon
- Recruitment in Hillingdon
- Recruitment and retention in Education Services
- Review of the National Service framework for Older People in Hillingdon
- Budget planning process
- Choice based lettings
- Local development framework
- Regeneration and economic development strategy
- Supporting people
- Town centre partnerships

2003/4

- Air quality action plan
- Engaging young people
- Houses in multiple occupations
- Innovative affordable housing
- Review of Hillingdon's performance of delayed discharged
- Role of community Councillors
- Transport strategy

- Domestic violence and children
- Heathrow city growth strategy
- Incineration: waste to energy
- Joint Committee report on cancer services
- Rigorous inspection of contracts
- Standards at Key Stage 3
- Vision for health: Overview programme
- Voluntary sector grants review