

Policy Overview & Scrutiny in Hillingdon

2014 - 2015
Annual Report



HILLINGDON
LONDON

www.hillingdon.gov.uk

Introduction

This report provides the opportunity to review the work and achievements of Hillingdon's Policy Overview & Scrutiny Committees during the 2014/15 Municipal Year and to highlight key developments.

In Hillingdon, Policy Overview Committees (POCs) are responsible for the monitoring of a specific range of Council services. In addition to these POCs, Hillingdon has an Executive Scrutiny Committee, which is responsible for post executive-decision scrutiny and call-in, and the External Services Scrutiny Committee, which is responsible for scrutinising those services provided by non-Council organisations, including health and crime and disorder related matters.

Each of these Committees undertakes its role through a series of activities which include single meeting reviews and in-depth reviews on specific issues. These reviews provide the opportunity to hear from residents, 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 further enhance its work. In addition, the Committees are able to request information in response to particular concerns, comment on reports to Cabinet for decision and provide useful input into Cabinet's annual budget proposals before they are approved by Council each year. POCs therefore play an important role in ensuring that the Council continues to provide high quality, value-for-money services, putting our residents first.

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.

Corporate Services & Partnerships



Councillor Richard Lewis (Chairman)

Councillor Richard Mills (Vice-Chairman)

Councillor Robin Sansarpuri (Opposition Lead)

Councillor Wayne Bridges

Councillor Raymond Graham

Councillor Carol Melvin

Councillor Nick Denys

Councillor Tony Burles

Councillor Narinder Garg

Officer Lead: Khalid Ahmed, Democratic Services

Overview

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

Corporate Complaints Procedure

The review examined the Council's current three stage complaints procedure and looked at possible improvements which could be made to enhance this important aspect of customer service to the Borough's residents. The priority for the review was to investigate further ways in which officers could produce a faster resolution to complaints whilst also actively reducing complaints escalating by resolving simple service requests, and where complaints do arise, to resolve them at the earliest opportunity.

The review was informed that complaints about Council policy, if not resolved, were taken through the whole three stage process, rather than officers being given the discretion to expedite these types of complaints.



The Committee made several recommendations to improve the current procedures which are contained in the review's final report that is to be considered by Cabinet in May 2015.

The Committee proposes that the current three stage complaints process continues and that an updated Corporate Complaints Procedure be submitted to Cabinet in autumn 2015. The intervening period will provide sufficient time for the Leader of the Council and the Cabinet Member for Community, Commerce and Regeneration to consider the implementation of the Committee's streamlining proposals to the three stage process.

Social Housing Fraud

The Committee's second review during this municipal year examined the work which the Council's Corporate Fraud Investigation Team carried out in relation to the detection of Social Housing Fraud.



This Council was at the forefront of this fraud work and the Committee was provided with details of the projects which the Corporate Fraud Team was involved in.

The prevention of Social Housing Fraud enables the Council to recover social housing to ensure that such provision is used by those people who have a genuine housing need. The Council's Social Housing Fraud Project commenced in October 2010 and since the commencement of the project some 190 properties have been recovered and re-let to people with genuine housing need. This provides the Council with a significant saving through the detection of this fraud (over £3m).

The review was made aware of the joint working which took place within the Council to ensure that there was cross referencing of information to detect such fraud.

The review's final report will be submitted to Cabinet in June 2015 when the work of the Corporate Fraud Team will be endorsed and suggestions will be made around further preventing the fraudulent sub-letting of social housing, including reminders sent to tenants on their terms of conditions of their tenancy agreements and consideration of a policy on Social Housing Tenancy Fraud, which could be included within the Council's Anti-Fraud and Corruption Strategy.

Children, Young People & Learning



Councillor John Hensley (Chairman)

Councillor Brian Crowe (Vice-Chairman)

Councillor Jan Sweeting (Opposition Lead)

Councillor Nick Denys

Councillor Jane Palmer

Councillor Duncan Flynn

Councillor Jem Duducu

Councillor Kanwal Dheer (to 11.9.14)

Councillor Tony Eginton (from 11.9.14) Councillor

Peter Money

Mr Anthony Little, Roman Catholic representative

Officer Lead: Jon Pitt, Democratic Services

Overview

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. In addition to its wider remit, the Committee has undertaken a major review and a single meeting review during 2014/15.

The review topics chosen aimed to cover issues that affected a significant number of children and young people in the Borough. This followed on from the previous municipal year when both the reviews undertaken by the Committee focused on children and young people in the care of the Council.

Reducing the Risk of Young People Engaging in Criminal Activity and Anti-Social Behaviour

The Committee initially agreed to investigate how to reduce serious youth violence and the emerging risk of gangs in Hillingdon. However, it was felt that such a review could duplicate work being undertaken separately as part of the Ending Gang and Youth Violence Peer Review programme.



The review topic was changed to look at the broader issue of young people becoming involved in crime and anti-social behaviour. The aim was for the major review to complement rather than replicate the peer review.

The major review explored the factors that contributed towards young people becoming involved in criminal activity and anti-social behaviour. The link between illicit drugs and involvement in youth crime and anti-social behaviour became obvious in the early stages of the Committee's investigations.

Bearing in mind the dual objectives of helping to prevent young people from becoming involved in crime and anti-social behaviour, and the support of young people that had offended previously, the Committee developed recommendations around the following themes:

1. Improving Support - These recommendations focused on the need for the amount of preventative work to be increased, in order to steer young people away from becoming involved in crime and anti-social behaviour in the first place. The possibility was also put forward of kick-starting a Parenting Forum / Network and regular seminars for parents of young offenders or young people at risk of becoming involved in crime or anti-social behaviour.
2. Improving Awareness and Communication - This included the availability of suitable recreational activities, promotion of such activities to young people and their parents and the provision of educational information about crime and drugs. The need for enhanced partnership working and information sharing between the Council and other organisations was also identified.

Some of the information and suggestions received by the Committee during the review related to issues that the Council had no direct control over. The Committee felt that it was important to include this information in the final report. These observations will be shared with relevant external partners, such as the Metropolitan Police.

Following Cabinet approval of the recommendations in March 2015 and in accordance with the Committee's annual work programme, progress on implementation of the recommendations will be formally reported back to the Committee in March 2016.



Hillingdon's Implementation of the Special Educational Needs and Disability (SEND) Reforms

The Children and Families Act 2014 introduced the most significant changes seen for thirty years to the statutory framework for Special Educational Needs and Disability (SEND). Hillingdon's implementation of the SEND Reforms was chosen as a review topic due to the wide ranging nature of the Reforms and likely impact on all children and young people aged 0 to 25 with SEND.

Major changes brought about by the reforms included the new requirement for local authorities to produce a 'Local Offer', setting out services available within the Borough for children and young people aged 0 to 25 with SEND. The other significant change was the replacement of SEN (Special Educational Needs) Statements with more comprehensive EHC (Education, Health and Care) Plans.

The Committee recognised the significant work already undertaken to implement the SEND Reforms within Hillingdon and that this had been well received by parents and schools. The recommendations made reflected the achievements to date and the ongoing nature of the Reforms, which were not expected to be fully implemented until 2018. The key recommendations made related to the following areas:

1. The availability and presentation of information contained in the SEND Local Offer.
2. Ensuring the ongoing involvement of parents / carers.
3. Provision of training for school staff in relation to local implementation of the Reforms.
4. Ensuring that schools, parents/carers and young people have the opportunity to provide feedback on their experience of the reforms to date.

It was also proposed that given the ongoing nature of the reforms, a progress report would be provided to the Cabinet Member and to the Committee later in 2015, with the expectation being that the Committee would continue to monitor the implementation of the Reforms over the next few years.

The Committee's review on Hillingdon's implementation of the SEND Reforms and the recommendations made were supported and agreed by the Cabinet in April 2015.

Residents' & Environmental Services



Councillor Michael White (Chairman)

Councillor David Yarrow (Vice-Chairman)
Councillor Kuldeep Lakhmana (Opposition Lead)
Councillor Carol Melvin
Councillor Patricia Jackson
Councillor Peter Davis
Councillor Teji Barnes
Councillor Lynne Allen
Councillor Mohinder Birah

Officer Lead: Ainsley Gilbert, Democratic Services

Overview

The Committee is responsible for the policy overview role for a diverse range of Council services including libraries, leisure centres, parks, community safety, highways, planning, waste management, trading standards and many others. A theme common to the remit is that services are universal and often central to residents' quality of life. Over the year, the Committee considered reports on topics such as byelaws in parks, flooding, safety at sports grounds, war memorials, cemetery regulations and fly tipping, in addition to two reviews and giving detailed consideration to the Cabinet's budget proposals.

Diversifying the Street Champions Initiative

Hillingdon runs a successful Street Champions Scheme which encourages residents to report issues in their local areas to the Council. As the scheme had been running for nine years, Members felt that the time had come for a review. The Committee found that the initiative continued to be well liked and supported by residents, but there was a need for updating it in some areas. There were also a number of people registered as street champions who had not reported issues for a long period of time, which the Committee felt should be looked into further. As a result of this, the Council has now re-contacted individual Street Champions and refreshed the list of those involved in the Scheme.



To maintain existing membership and attract a new generation of volunteers, the Committee explored ways to further recognise the valued work of volunteers, the use of digital technology, innovations using the Customer Relationship Management system and to also make more use of social media. Members also thought that Councillors could make good use of data collected as part of the scheme and that closer working between Members and Street Champions would add value. As a result of this, the Cabinet Member for Community, Commerce and Regeneration initiated a quarterly ward-level summary report to Members outlining the contacts, queries and trends in reporting by Street Champions to the Council. The Committee's findings will be considered by Cabinet in due course.

Hillingdon's Footpaths and Bridleways

Hillingdon contains a large number of Footpaths and Bridleways, which are valued by residents and visitors, both as ways of getting about and for recreational use.



The Borough manages 69 miles of right of way, as well as a similarly vast network of permissive paths and bridleways. These routes spread right across the Borough, with routes passing through a diverse range of areas, from the tranquil Ruislip Woods National Nature Reserve, to the bustle of Uxbridge town centre.

The review aimed to look at both the effectiveness of the current cleaning and maintenance regime, as well as the reporting process for residents and indeed whether there was scope for more resident involvement in the delivery of the service.

The Committee found that the cleaning and maintenance of footpaths and bridleways was already very good. The Hillingdon Ramblers praised the quality of the service and the officers delivering it. Members were particularly impressed with the use of Blue Sky Development and Regeneration (a contractor working exclusively with ex-offenders), the volunteering sessions arranged by the Green Spaces team and the responsiveness of the service.

The review made recommendations to Cabinet in April 2015 which were approved and related to the organisation of cleaning schedules, the recording of data and engagement with user groups to help enhance an already very good service.

Social Services, Housing & Public Health



Councillor Judith Cooper (Chairman) to 6.11.14
Councillor Wayne Bridges (Chairman) from 6.11.14



Councillor Teji Barnes (Vice-Chairman) from 6.11.14
Councillor Beulah East (Opposition Lead)
Councillor Ian Edwards
Councillor Becky Haggar
Councillor Shehryar Wallana
Councillor Peter Davis (from 6.11.14)
Councillor Manjit Khatra (from 6.11.14 to 15.01.15)
Councillor John Oswell (from 15.01.15)
Councillor Jas Dhot
Former Councillor David Horne (to 23.10.14)
Co-Opted Member: Mrs Mary O'Connor (Health, Disabilities and Wellbeing Champion)

Officer Lead: Charles Francis, Democratic Services

Overview

The Social Services, Housing & Public Health Policy Overview Committee is responsible for undertaking the policy overview role in relation to the Council's Adult Social Care, Public Health and Housing responsibilities. In addition to monitoring performance, considering the Budget and receiving several overview reports on Public Health, the Committee has also completed two reviews during 2014/2015.

Hillingdon's Shared Lives Scheme

The main piece of work undertaken by the Committee over the last 12 months was a review into Hillingdon's Shared Lives Scheme. Shared Lives operates by putting a Shared Lives carer in touch with someone who needs support so that they get to know each other over time, and once a bond has been formed, they share family and community life.



Building upon the learning and understanding established during the Committee's previous reviews of the Personalisation agenda, the Committee were acutely aware of how important it was to provide accommodation, care and support to all residents with long term care needs and, in particular, those whom are vulnerable and in need of greater assistance.

The objective of the review was to examine the effectiveness of the current arrangements for the Shared Lives Scheme and to propose improvements which could be made to enhance this important aspect of independent living for some of the Borough's residents.

To do this, the Committee gained an understanding of what the Scheme was and how it operated, as well as how it was performing in comparison to other neighbouring Local Authorities.

The second aspect of the review focused on developing proposals to improve the Shared Lives Scheme and suggest ways in which the Scheme might be taken forward in the future. Having considered these twin aspects, the Committee concluded that, within existing resources, consideration should be given to doubling the size of the current provision at first and then possibly to further expansion at some point in the future.

The Committee's recommendations were considered and agreed by Cabinet in February 2015 and their implementation will be monitored by the Committee going forward.

Child Oral Health

The Committee's second topic this year was to review and assess Child Oral Health in Hillingdon.



Members felt this especially important as dental decay remains the main cause of hospital admissions for children aged less than 18 years and good oral health is an integral part of overall health.

The aim of the review was to investigate the causes of poor oral health and the health implications if this was not addressed. The review also looked at the remedial action being taken by the Council, in conjunction with partners, and what might be done in the future.

As well as hearing about where roles and responsibilities laid for dental health care and prevention, the Committee were informed about the positive action

currently being undertaken by the Council and its partners to improve oral health.

Key messages that emerged from the review included the importance of joint working and ensuring a concerted approach was taken, but also the value in raising awareness and monitoring progress. The review identified the need for improved links between the three organisations responsible for dental health (the Council, Public Health England and NHS England).

In addition, it highlighted there was scope to improve and develop performance information across these organisations and the Committee will recommend that a baseline, beginning in early 2015, should be established so this could be used as a yardstick to monitor future progress.

This review will be considered by Cabinet in May 2015, where the Committee will recommend a further report (incorporating key performance indicators) in partnership with Public Health England and NHS England on the uptake and effectiveness of dentistry services for children and for this to be referred to the Cabinet Member for Social Services, Health and Housing and to the External Services Scrutiny Committee or Health and Wellbeing Board as appropriate for consideration in 2016.

Executive Scrutiny



Councillor Henry Higgins (Chairman)

Councillor John Riley (Vice-Chairman)

Councillor Mo Khursheed (Leader of the Opposition)

Councillor Wayne Bridges

Councillor Brian Crowe

Councillor Allan Kauffman

Councillor Janet Duncan

Councillor Tony Eginton (to 11.9.2014)

Councillor Jan Sweeting (from 11.9. 2014)

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

Officer Lead: Mark Braddock, Democratic Services

Scrutiny of decision-making

A period of 5 working days must elapse before any formal key decision taken by the Cabinet or Cabinet Member can be implemented by officers. The Executive Scrutiny Committee's primary role is therefore to scrutinise such decisions that have been taken 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 Cabinet Member(s) 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 the Cabinet to enable Members to review the decisions taken and, if agreed by a majority, give consideration to the potential for the call-in of a particular matter.

During 2014/15, no call-in of any Cabinet or executive decision was made.



The Chairman of the Executive Scrutiny Committee has the constitutional role of being able to waive the 'call-in' power where a decision is deemed urgent by the Cabinet or Cabinet Member and any delay would prejudice the Council's or the public's interest or could lead to an (increased) risk of damage to people or property. This enables such decisions to be implemented with immediate effect. They are otherwise known as "urgency" or "special urgency" decisions depending on the necessity of the matter.



During 2014/15, out of around 500 executive decisions, the Chairman carefully considered and agreed to the waiver of the call-in power for 60 such decisions to assist critical service delivery, particularly around the priority School Capital Programme.

The Chairman also plays a constitutional role in being notified of any future key decisions, primarily to the Cabinet, where it has been impracticable to give sufficient notice of a decision in the Forward Plan.

To assist in their deliberations, the Committee requested clarification on a number of matters within individual Cabinet reports, which were responded to by officers after the meeting.

External Services Scrutiny



Councillor John Riley (Chairman)

Councillor Ian Edwards (Vice Chairman)

Councillor Phoday Jarjussey (Opposition Lead)

Councillor Michael Markham

Councillor Michael White

Councillor Judy Kelly

Councillor June Nelson

Councillor Tony Burles

**Officer Leads: Nikki O'Halloran and Danielle Watson,
Democratic Services**

The role of external scrutiny

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 and acts as the Crime and Disorder Committee as defined in the Crime and Disorder (Overview and Scrutiny) Regulations 2009.

As well as undertaking light touch reviews and receiving update reports (in relation to Prevent, the substance misuse contract, Shaping A Healthier Future, primary care co-commissioning, the new policing model and the Safer Hillingdon Partnership), and monitoring the performance of the local NHS Trusts (with a view to providing evidence to the CQC), the Committee has also completed one major review during 2014/2015 and two single meeting reviews which have resulted in reports to Cabinet.



Policing and Mental Health Services

One of the main pieces of work undertaken by the Committee over the last 12 months was a review into Policing and Mental Health. A Working Group was established and chaired by Councillor Ian Edwards to carry out the review.

Members focussed on the operation of Section 136 and preventative work and investigated how local agencies worked in partnership to reduce the impact that mental health had on police time, whilst also ensuring that those experiencing mental health issues - and not suspected of any criminal offence - should be dealt with by the appropriate professional in a dignified way.

The review highlighted areas for further partnership work along with preventative action to assist in reducing the number of people getting to the stage where they need to be detained under Section 136.



The Committee's review on Policing and Mental Health and its recommendations were agreed by the Cabinet in April 2015. Additionally, the Metropolitan Police Service (Hillingdon) welcomed the findings and stated that this was testament to a greater understanding of mental illness.

Hillingdon Police, with their partners, affirmed they were working tirelessly to improve the service that they deliver to those challenged with a mental illness.

Child Sexual Exploitation

The Committee undertook a single meeting review into child sexual exploitation (CSE) and, as the issue was cross-cutting, the Chairmen and Opposition Leads from the Social Services, Health and Housing and Children, Young People and Learning Policy Overview Committees joined the Committee. The review looked at the procedures and practices already in place in the Borough in relation to CSE and highlighted a number of areas for possible improvement.

The primary finding of the Committee was in relation to the provision of CSE training. Although training was already provided by many organisations to their staff, as part of the Council's wider efforts tackling CSE, the Committee recommended that officers be asked to further develop a programme of joint CSE training in partnership with the Metropolitan Police Service, LSCP, CNWL and the CCG. The provision of a suite of modular face-to-face training covering a range of issues including CSE, Female Genital Mutilation (FGM),

radicalisation, etc..., would provide a more sustainable solution which could be delivered to professionals in frontline roles across all agencies. This training could then be backed up with the provision of e-learning to reach a wider audience. It is anticipated that this approach would provide the different agencies with more of an insight into, and understanding of, the issues faced by the other disciplines.

Other matters raised by the Committee (but not included in the recommendations to Cabinet) included consideration of: joint development and commissioning by the Council and Central and North West London NHS Foundation Trust (CNWL) in relation to early intervention and training in schools; the provision of clearer information online, e.g. the Council's website, to enable people to find out how to report abuse; and officers, in conjunction with CNWL, liaising with schools to highlight the importance of raising young people's awareness of CSE and encouraging the inclusion of CSE as a permanent part of PSHE lessons.

Moving forward, it is anticipated that the Hillingdon CSE Strategy and Action Plan will build on the pro-active multi-agency work which is already undertaken in Hillingdon. The aim is to provide a framework for all professionals working with children and young people in the Borough to deliver a programme designed to raise awareness of CSE in age appropriate ways and provide them with the appropriate life skills in order to prevent them becoming involved in sexual exploitation.

The Committee's findings from the review were incorporated into a report which also sought Cabinet approval of the Hillingdon Child Sexual Exploitation Strategy and Action Plan. Both elements of this report, and all of its recommendations, were supported and agreed by the Cabinet in April 2015.

Family Law Reforms



The Committee also undertook a second single meeting review, in conjunction with the Chairman and Opposition Lead of the Children, Young People and Learning Policy Overview Committee into recent changes to Family Law.

Members were delighted that Her Honour Judge Judith Rowe QC (Designated Family Judge for West London sitting at the West London Family Court) agreed to attend the meeting where she outlined the implications of the legislative changes that had recently come into force and answered questions from the Committee and Council officers. It was pleasing to note the

comments made by Judge Rowe in relation to the steady and significant improvement in the processing of cases in Hillingdon, which had received excellent feedback from court staff and judges. Judge Rowe confirmed that Hillingdon's performance had significantly improved over the last six months and was now one of the best in this court area.

Improvements already undertaken in Hillingdon meant that officers were able to track cases more effectively and at an earlier stage. As a result, there had been a reduction in social workers' caseloads and the quality and timeliness of assessments has improved. Legal planning meetings were now also undertaken earlier to ensure good pre-proceedings work and to establish timelines before going to court.

Following this review, there were a range of improvements which will help maintain the momentum of these positive changes, including: the appointment of an in-house advocate; the use of a report template which sets out the assessments that need to be undertaken and any other requirements that need to be met; a reduction by Judges in the number of 'expert' witnesses needed in proceedings; and improvements to the provision of mediation services.

It is anticipated that the Committee's final report and recommendations will be considered by the Cabinet at its meeting in May 2015.

Previous reviews

Policy Overview and Scrutiny Committees have undertaken comprehensive reviews of local public service provision since 2002, with their findings incorporated into the core work the Council and its partners do to put residents first. Details of past reviews over the last 5 years are set out below. Copies of all reviews are available to read on the Council's website.

2013/14

- Stigma: The Effect on Residents' Mental and Physical Health in the Borough
- Review of Anti-Social Behaviour Partnership Working in the Borough
- The Causes of Tenancy Failure and how it can be Prevented
- Using Our Water: Improving Efficiency and Developing Long-Term Strategies
- Improving Outcomes for Care Leavers Not in Education, Employment or Training (NEET)
- Strengthening the Council's Role as a Corporate Parent
- Reducing our Carbon Footprint

2012/13

- Community Cohesion and the accessing of Council services
- Crime Prevention Resources provided for Hillingdon Police 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



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
- Success of New Business Start Up within Hillingdon and how the Council could improve Business to Business Support
- 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
- Children & Young People Who Abuse Their Parents & Carers

Involving residents & partners

Members on Policy Overview and Scrutiny Committees actively seek to involve residents, interest groups, private and public organisations in the policy reviews their respective Committees undertake.

Strong witness testimony has, and continues to provide added value to the Committee's findings presented to the Cabinet for approval. 2014/15 was no exception, with the following external witnesses engaging in this important aspect of Hillingdon's democratic process:

Health & Partners

- Metropolitan Police Service
- Hillingdon Safer Neighbourhood Board
- Hillingdon Clinical Commissioning Group
- Healthwatch Hillingdon
- The Hillingdon Hospitals NHS Foundation Trust
- Royal Brompton and Harefield NHS Foundation Trust
- Central and North West London Foundation Trust
- Public Health England
- NHS England (North West) Dental and Ophthalmic Services
- London-wide Local Medical Committee
- London Ambulance Service
- London Fire Brigade

Residents & Users

- Street Champions
- Carers
- Young Offenders
- Parents of Young Offenders
- Unique Swagga programme representatives
- Shared Lives Service users
- Graduate from the Young Leaders' Programme
- Children's Worker
- Northwood Hills Residents' Association
- Bridleway User

Organisations

- Hillingdon Mind
- Hillingdon Drug & Alcohol Service
- Hillingdon Parents Carers Forum
- Hillingdon Ramblers
- Local Government Ombudsman
- West London Family Court - Her Honour Judge Judith Rowe QC - Designated Family Judge
- Hedgewood School
- Abbotsfield School
- London Borough of Harrow
- London Borough of Ealing



