

## Minutes

### EXTERNAL SERVICES SCRUTINY COMMITTEE

15 March 2016

Meeting held at Committee Room 5 - Civic Centre,  
High Street, Uxbridge UB8 1UW



HILLINGDON  
LONDON

	<p><b>Committee Members Present:</b> Councillors John Riley (Chairman), Ian Edwards (Vice-Chairman), Teji Barnes (In place of Brian Crowe), Beulah East (In place of Tony Burles), Phoday Jarjussey (Labour Lead), John Oswell, Brian Stead (In place of Allan Kauffman) and Michael White</p> <p><b>Also Present:</b> Detective Chief Superintendent Nick Downing, Borough Commander, Metropolitan Police Service</p> <p><b>LBH Officers Present:</b> Ed Shaylor (Residents Services - ASB &amp; Investigations Team), Nigel Dicker (Deputy Director of Public Safety &amp; Environment) and Nikki O'Halloran (Democratic Services Manager)</p>
43.	<p><b>APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS</b> (<i>Agenda Item 1</i>)</p> <p>Apologies for absence had been received from Councillors Burles, Crowe and Kauffman. Councillors East, Barnes and Stead were present as their substitutes.</p>
44.	<p><b>EXCLUSION OF PRESS AND PUBLIC</b> (<i>Agenda Item 3</i>)</p> <p><b>RESOLVED:</b> That all items of business be considered in public.</p>
45.	<p><b>MINUTES OF THE PREVIOUS MEETING - 12 JANUARY 2016</b> (<i>Agenda Item 4</i>)</p> <p><b>RESOLVED:</b> That the minutes of the meeting held on 12 January 2016 be agreed as a correct record.</p>
46.	<p><b>SAFER HILLINGDON PARTNERSHIP PERFORMANCE MONITORING</b> (<i>Agenda Item 5</i>)</p> <p>Mr Ed Shaylor, the Council's Community Safety Service Manager, noted that the External Services Scrutiny Committee met twice each year as the Council's Crime and Disorder Scrutiny Committee, thus fulfilling a legal requirement. Members were advised that the performance monitoring information contained within the report covered the period up to December 2015 and identified whether or not the project targets had been met. Where targets had been significantly missed, a narrative had been included in the report. Home Office data had also been included in relation to the context.</p> <p>With regard to <i>90% of Offenders complete their Unpaid Work Requirement</i>, Members were advised that this was monitored by the Community Rehabilitation Company and that there had been some slippage. The current performance of 89% indicated that</p>

11% of offenders on a Community Payback scheme would not complete their required number of hours. Unless there were exceptional circumstances for non-completion, the offender could be sent back to court and further sanctions imposed.

Members were advised that the *Reduce the number of arson fires to 267* target covered all scales of deliberate fire settings, although the vast majority would be in relation to smaller incidents (for example, bins and dumped rubbish). The Committee requested that this information be broken down further.

Although Members were grateful for the information provided within Appendix 2 of the report, it was suggested that, in future, information be provided for other similar authorities as a comparator. It was agreed that this information would be provided in future SHP performance reports considered by the Committee.

Detective Chief Superintendent Nick Downing, Borough Commander of the Hillingdon Metropolitan Police Service, advised that, in 2014, Hillingdon had performed the worst in London for victim satisfaction. In the last 12 months, the Borough had achieved the largest improvement across London but more needed to be done to ensure that this improved.

DCS Downing noted that the MOPAC 7 (Mayor's Office for Policing and Crime) basket of indicators had been a four year challenge which would end on 31 March 2016. Overall, crime had reduced by 26.5% in Hillingdon, making the Borough's performance the fourth best in London. The individual indicator results in Hillingdon were as follows:

1. Burglary - Hillingdon had achieved a 44.6% reduction (1,516 burglaries per annum) which was the biggest decrease in London;
2. Criminal damage - Hillingdon had achieved a 12.4% reduction over the 4 years (1.6% reduction/37 fewer offences during this year);
3. Robbery - Hillingdon had achieved a 64.7% reduction over the four year period and 34% during this year alone, which was the best in London;
4. Theft from a motor vehicle - Hillingdon had achieved a 36.7% reduction over the four years and 17% in the current year;
5. Theft from a person - Hillingdon had achieved a reduction of 12% over four years and 0.3% this year;
6. Theft of a motor vehicle - this had reduced by 12% (70 offences per year) in Hillingdon over 4 years;
7. Violence with injury - there had been an 11% increase in Hillingdon this year.

DCS Downing stated that residents should be proud of these performance improvements, particularly the results in relation to burglary, and a strategy would now be developed for the end of the MOPAC 7 challenge. In addition, he noted that Hillingdon was unique in its cybercrime awareness work undertaken by the police cadets and the drugs operation that had been supported and funded by the Council. However, it was acknowledged that further work could be done to promote these positive messages and it was suggested that consideration be given to more consistent communication.

Members were reminded that Hillingdon had more police officers now than the Borough had ever had before - there had been an increase of 70, taking the total to more than 500. DCS Downing believed that effort should now be concentrated on proactive rather than reactive work. Although human resourcing was not an issue in the Borough, the available budget was reducing year on year and would prove challenging.

**RESOLVED: That:**

- 1. the number of arson fires in the Borough be broken down to identify the**

large fires from the smaller ones; and  
2. the presentation be noted.

47. **SAFER HILLINGDON PARTNERSHIP'S PRIORITY OBJECTIVES FOR 2016/2017**  
(Agenda Item 6)

Mr Ed Shaylor, the Council's Community Safety Service Manager, advised that, in order to set its priorities for the coming year, the Safer Hillingdon Partnership (SHP) had used a matrix to collate a range of information to be able to rank community safety issues in order of priority. It was noted that, although high volume crimes scored high, lower volume crimes would also have scored high if they were deemed to be high priority for action. The Committee's comments on the suggested priorities were welcomed as part of the consultation process.

Detective Chief Superintendent Nick Downing of the Hillingdon Borough Metropolitan Police Service (MPS), advised that, although it was a high volume crime, the *Theft from shops* category had not been included in the forthcoming year's priorities as there were actions that could be taken by the business owners themselves. Members were supportive of this approach.

DCS Downing noted that it had been a challenging but successful year. Although *Violence with injury* had increased, this increase was below the MPS average. It was thought that the increase was largely due to an uplift in the recording of crimes which had resulted in an increase of approximately 25% last year and 3.8% this year. He noted that the current reporting levels were thought to project a more realistic picture.

Members were advised that there had been seven murders in the Borough within the last 12 month, which was the second highest rate in London. It was noted that there had been no connection between any of these incidents. DCS Downing stated that a Gold Group meeting was held after each murder with a range of individuals and organisations (including the relevant Ward Councillors and Residents Associations) to identify whether there was anything that could have been done differently and what further action could be taken by the police. Whilst DCS Downing noted that it was a difficult balance between maintaining the confidence of an enquiry and maintaining the confidence of the community, Ward Councillors that had attended these meetings had found them to be a valuable exercise. It was thought that the police could have done nothing more to prevent these murders from happening.

He advised that the police had used its stop and search powers (in consultation with Independent Advisory Groups (IAGs)) in the Rosedale Park area to stop individuals from carrying concealed weapons. It was thought that stop and search was an effective power which was supported by residents but which was not to be misused. DCS Downing advised that there was a bigger BME mix in the Hayes area and that the use of stop and search was monitored closely with IAGs.

The use of body worn cameras by the police had helped to reduce the number of unfounded complaints about stop and search and had helped with 'victimless prosecutions'. Members were supportive of the use of these cameras.

Members were advised that knife surrender points had been set up in three locations in the Borough. This had helped to support the police stance that violent crime would not be tolerated.

It was noted that community engagement was not as effective, and Ward Panels not as well attended, in some areas of the Borough as they were in others. DCS Downing

advised that a review of Ward Panels had been undertaken to ensure that they were reflecting the needs of the communities that they served. He would be drafting a paper for the Safer Neighbourhoods Board with suggestions such as virtual Ward Panels, consultation prior to Ward Panel meetings and the reinvigoration of Neighbourhood Watch across the Borough. It was hoped that this work would contribute towards a model fit for the future.

Concern was expressed in relation to the Botwell Ward Panel which appeared to have been superceded by the Hayes Town Neighbourhood Panel (HTNP). Whilst much of Botwell was covered by the HTNP, the ward had not been totally covered. It was noted that two Ward Panels had been merged in the Hayes area as one of them had experienced some difficulties and it was thought to be more effective to establish this kind of joint Panel. DCS Downing advised that he would look into the issue and provide Councillor Jarjussey with more detailed information about the arrangements.

Members were advised that public confidence with policing was still measured but that it had reduced to approximately 57%, from 75% when DCS Downing had taken over as Borough Commander. He was trying to understand why confidence was reducing - confidence was built on communication, more communication was being undertaken by the police in Hillingdon than ever before and the Borough had achieved good results. The Committee felt that the reduction in confidence indicated that there was an issue (perhaps influenced by regional or national messages that were being put out by police forces) and asked whether consideration could be given to including public confidence as a 2016/2017 priority for the SHP. Whilst DCS Downing did not object to the inclusion of this in the plan, he believed that work to raise confidence levels should be undertaken irrespective of whether or not it was included.

There had been 84 incidents recorded under the *Road Safety* category in the last 12 months. Although this was a relatively low number of incidents, Members asked at what stage this could be considered to be a priority for the SHP. Mr Shaylor advised that this had been included as a priority in previous years but that it had not made the threshold for 2016/2017. Road Safety could be deemed to be a Community Safety priority and it was noted that consideration could be given to further work being undertaken by the Council's Road Safety Team if the Committee strongly recommended it. Members recommended that Road Safety be included in the SHP's list of priorities for 2016/2017.

It was noted that Committee Members did not generally receive complaints or concerns about the police from residents. However, when comments were made, it was usually in relation to the visibility of police officers.

Members requested that the Community Rehabilitation Company be invited to attend the next crime and disorder related Committee meeting. Consideration could then be given to possible scope for improvement with regard to unpaid work and the support provided by the Council.

The Chairman thanked Mr Shaylor for his support and his contribution to the External Services Scrutiny Committee meetings. On behalf of the Committee, he wished Mr Shaylor well in his future.

**RESOLVED: That:**

- 1. DCS Downing provide Councillor Jarjussey with further information in relation to Botwell Ward Panel and HTNP;**
- 2. Road Safety be reconsidered for inclusion in the SHP's list of priorities for 2016/2017;**

3. the Community Rehabilitation Company be invited to attend the next crime and disorder related meeting; and
4. the presentation be noted.

48. **UPDATE ON THE IMPLEMENTATION OF RECOMMENDATIONS FROM PAST REVIEWS OF THE COMMITTEE** (*Agenda Item 7*)

Consideration was given to the updates provided in relation to the implementation of recommendations of the following previous reviews:

- Policing and Mental Health;
- Child Sexual Exploitation; and
- Family Law Reforms.

With regard to recommendation 4a of the Policing and Mental Health review, Mr Ed Shaylor, the Council's Community Safety Service Manager, advised that the Community Risk Multi Agency Risk Assessment Conference (CRMARAC) was now in place and that the Mayor's Office for Policing and Crime (MOPAC) had provided funding for a coordinator. A significant number of people with mental health issues were referred to the service for anti social behaviour. He noted that representatives from Central and North West London NHS Foundation Trust attended these CRMARAC meetings and provided updates. The information exchange generated at the meetings had been a great help. In response to a request for information, Mr Shaylor advised that the coordinator would be able to provide Members with a breakdown of anti social behaviour incidents that had been as a result of mental health issues.

Members were advised that the Democratic Services Manager would contact officers again to request that they provide updates in relation to the Child Sexual Exploitation (CSE) and Family Law Reforms reviews. Any information received, would be circulated to the Committee.

It was agreed that consideration be given to revisiting CSE in the new municipal year using the same meeting format and, preferably, the same witnesses. A comparison could also be undertaken with other boroughs.

**RESOLVED: That:**

1. the CRMARAC coordinator provide Members with a breakdown of anti social behaviour incidents that had been as a result of mental health issues;
2. the issue of CSE be revisited by the Committee in the new municipal year; and
3. the presentation and report be noted.

49. **WORK PROGRAMME 2015/2016** (*Agenda Item 8*)

Consideration was given to the Committee's Work Programme and possible review topics for the new municipal year.

Members were advised that the Better Care Fund (BCF) item had been withdrawn from the agenda for this meeting as Government guidance in relation to the BCF plan had been received much later than expected. The draft BCF plan for 2016/2017 would be considered by the Health and Wellbeing Board at its meeting on 12 April 2016. It was agreed that, as the Committee's next meeting to consider the Trusts' Quality Account reports would be lengthy, the Democratic Services Manager would look to organise an

additional meeting. This meeting would enable Members to comment on the plan after it had been considered by the Board but before its submission deadline.

With regard to the Committee's next meeting, given the large number of organisations that would be present, Members were keen to ensure that the Trusts provided information in advance of the meeting to avoid lengthy presentations and to allow more time for the Committee to ask questions. The Democratic Services Manager would make every effort to obtain information from the Trusts for inclusion on the published agenda and would provide witnesses with a presentation template.

**RESOLVED: That:**

- 1. the Democratic Services Manager look to organise an additional meeting in relation to the BCF plan 2016/2017;**
- 2. the Democratic Services Manager provide the Trusts with a presentation template for the next meeting; and**
- 3. the Work Programme, as amended, be agreed.**

The meeting, which commenced at 6.00 pm, closed at 7.21 pm.

These are the minutes of the above meeting. For more information on any of the resolutions please contact Nikki O'Halloran on 01895 250472. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.