

Policy Overview & Scrutiny Annual Report

2008/9



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Find out more about Policy Overview & Scrutiny at Hillingdon on our website:

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Introduction: Policy Overview & Scrutiny Committee Structure

This report reviews the achievements of the Policy Overview & Scrutiny process in the 2008/9 Council year. The report first outlines the new structure and highlights some successes, before a report from each Committee is presented. Further statistics are contained in the appendix.

Policy Overview Committees (POCs)

Policy Overview Committees (POCs) have been established to advise Cabinet on policy issues before the Executive takes decisions. Each of the following Policy Overview Committees is responsible for a specific range of Council services:

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

The Policy Overview Committees undertake 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 non-Council organisations. Reviews usually make recommendations to the Cabinet on how the Council could improve its work. POCs therefore perform a vital 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.

Policy Overview Committees also undertake a number of other important activities, including monitoring the Council's performance. This is primarily through regular reports on progress in delivering the Council plan and meeting objectives to improve services for residents. Committees can also request further information in response to a particular concern. Policy Overview Committees 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. Policy Overview Committees can use the expertise gained through their in-depth reviews and strategic monitoring of performance to advise Cabinet on the issues being considered. In addition, each Policy Overview Committee subjects the annual budget proposals for its relevant Council services to rigorous challenge before Cabinet decides on its recommendations to Council.

Executive Scrutiny Committee

The Executive Scrutiny Committee is responsible for the post-decision scrutiny role. Its primary role is to closely examine decisions taken by Cabinet, individual Cabinet Members and officers before they have been implemented. The Executive Scrutiny Committee meets within five days of Cabinet, and a majority of the Committee can 'call-in' a decision and, if not satisfied with the further information provided to them, ask the Cabinet or decision-taker to reconsider it.

External Services Scrutiny Committee

The External Services Scrutiny Committee is responsible for scrutinising services provided by non-Council organisations in the Borough, in the public, private and voluntary sectors. The Committee is 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 2012, 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. It is important to note that it only has these statutory powers in relation the NHS. Some organisations may still refuse to attend or provide information.

London Scrutiny Network Capacity Building Programme

Councillor Mary O'Connor is Chairman of the London Scrutiny Network that meets about six times a year to consider Londonwide developments and share information. Councillor O'Connor is also Chairman of the Project Steering Committee, which directs and organises the Capacity Building Programme and also comprises the Heads of Scrutiny from Hillingdon, Hounslow, Lambeth, Merton and Newham.

The programme has spanned two Council years, 2007/8 and 2008/9. It has included a series of six conferences and seminars held at Councils across London. One was held at Hillingdon in March 2008. It has also included two action-learning sets for Members and for officers as well as a final publication bringing together the various outcomes, which is to be launched on 21 May 2009.

The programme has been made possible through the support of London Councils and, in particular, by Capital Ambition which provided the funding. Hillingdon provided project support for the first year of the programme.

Corporate Services & Partnerships Policy Overview Committee



Councillor Richard Lewis (Chairman)

Other Members of the Committee

Councillor Brian Stead (Vice Chairman)

Councillor Elizabeth Kemp

Councillor Sid Garg

Councillor Robin Sansarpuri

Councillor Michael White

The Committee is chaired by Councillor Richard Lewis and is responsible for the policy overview role for a broad array of Council services provided by the Council's Finance & Resources Group and Deputy Chief Executive's Office. These are primarily strategic policy and internal functions such as finance, property, personnel, legal services, ICT, economic development, and equalities and diversity.

Hillingdon: a Wireless and Business Friendly Borough

The major part of the Committee's work programme for 2008/9 has been to review the establishment of wireless networks within the Borough's town centres, which arose as a result of the Committee looking at how the Council could support local businesses.

Through the year this review has taken on greater importance with the deterioration of the economy and the impact on local businesses. The Council has responded with a series of measures to support local businesses, and the possible introduction of free wireless is one such measure. The review has taken evidence from Cityspace and BT, experts in this field, from other local authorities who already have wireless schemes, from local chambers of commerce and from the CCTV consultant who was responsible for the CCTV scheme in Hayes Town Centre. The evidence gathered will form the basis of the Committee's final report, which will be submitted to the Cabinet.

Sustainable Community Strategy 2008-18

The Committee considered the Sustainable Community Strategy at their June meeting. The new Strategy replaces the Community Strategy and provides the overall strategic direction and long-term vision for the economic, social and environmental well being of the local area, in a sustainable way. The Committee provided comments on the priorities of the Strategy before its submission to the Local Strategic Partnership Executive.

Other work

The Committee has also considered the following:

- Review of the Finance & Resources Group and the Deputy Chief Executive's Office Quarterly Performance Reports. The Committee have asked officers to look at improving the reporting of performance information to Policy Overview Committees, as the information presently received is 6-9 months old and there is no comparative information.
 - In-depth scrutiny of these Groups' budget proposals for 2008/9 and coordination of responses from all the Policy Overview Committees to Cabinet.
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Education & Children's Services Policy Overview Committee



Councillor Eddie Lavery (Chairman)

Other Members of the Committee

Councillor John Hensley (Vice Chairman)

Councillor Catherine Dann

Councillor Judith Cooper

Councillor Peter Curling

Councillor Anita Macdonald

Representative Members for Education issues:

Anthony Little, Roman Catholic representative

Church of England representative vacant

3 Vacancies for Parent Governor representatives

The Committee is chaired by Councillor Eddie Lavery and 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. The Committee has been particularly hard working and has completed two in-depth reviews.

Developing A Short Breaks Provision

All parents are aware of the difficulties of raising children but few of us are conscious of the considerable additional stress and difficulty of coping on a daily basis with a child with disabilities. The burden of this is largely hidden within the family who, on the evidence presented, may often be headed by a lone parent. Members felt that this important topic should be the Committee's first policy review. The Committee took evidence from a wide range of stakeholders including parents, service providers (including Children with Disabilities, Extended Schools and Merrifield's Respite Care Unit) and a variety of witnesses from the voluntary sector. The committee presented a report with recommendations on improving the service provision including how parents / carers could be made better aware of what is on offer. The report was fully accepted by Cabinet.

14 -19 Strategy – Raising Expectations, Enabling the System to Deliver

The Committee's second review was to support the work of officers from the Council's Education & Children's Services Department who are currently considering all aspects of Government policy that has to be implemented under the 14 to 19 proposals. The Committee took evidence from a wide variety of stakeholders including national and regional advisors, the views of Directorate Officers and finally we heard from Uxbridge College as an example of local best practice. As part of the review, the Committee also visited Web Fusion and BAA to compare and contrast the different approaches which can be taken to apprenticeships and work-based training. This information and evidence was used to formulate recommendations to Cabinet.

Other work

The Committee has monitored the performance of the Council's Education & Children's Services Group, and commented on the budget proposals for these services. The Committee has also received briefings on Building Schools for the 21st Century, the ongoing work on marketing the Youth Service and considered reports on Arrangements for Monitoring the Quality of Case Recording and Compliance with Procedures in Children and Families Services and Educational Attainment in Hillingdon's Schools.



Residents' & Environmental Services Policy Overview Committee



Councillor Kay Willmott-Denbeigh (Chairman)

Other Members of the Committee

Councillor Michael Markham (Vice Chairman)

Councillor Janet Duncan

Councillor John Hensley

Councillor Graham Horn

Councillor Avtar Sandhu

The Committee is chaired by Councillor Kay Willmott-Denbeigh and is responsible for the policy overview role for a diverse range of Council services provided by the Council's Environment & Consumer Protection and Planning & Community Services Groups. 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 undertaken two in-depth reviews.

A Review of Hillingdon's CCTV Strategy

Recognising the effect that CCTV has on residents' lives, Members felt that this should be the Committee's first policy review. The Committee took evidence from a wide range of stakeholders including the Metropolitan Police, Criminal Prosecution Service, youth and community groups, and various Council officers. A visit was also made to Westminster City Council's CCTV control room in London. Recommendations are due to be submitted to the May meeting of Cabinet.

A Review of Heritage in Hillingdon

The Committee's second review was to examine how the Council could promote the heritage of the borough. The Committee took evidence from stakeholders from best practice organisations, as well as seeking the views of local residents via a borough-wide survey. The Committee also visited the Council Archives Store as part of their review of heritage in Hillingdon. This information and evidence was used to formulate recommendations to Cabinet.

Other work

The Committee has monitored the performance of the Council's Environment & Consumer Protection and Planning & Community Services Groups, and commented on the budget proposals for these services. The Committee also provided comments to Cabinet regarding the Annual Safety at Sports Ground report and heard updates from Council Officers on Highways Maintenance, Community Consultation & Engagement and Cleanliness of the Environment Review

Social Services, Health and Housing Policy Overview Committee



Councillor Judith Cooper (Chairman)

Other Members of the Committee

Councillor Michael Markham (Vice Chairman)

Councillor Peter Kemp

Councillor Pat Jackson

Councillor John Major

Councillor Lindsay Bliss

The Social Services, Health & Housing Policy Overview Committee is chaired by Councillor Judith Cooper and 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.

Safeguarding Vulnerable Adults in Hillingdon

The Safeguarding Vulnerable Adults review sought to evaluate the partnership arrangements in Hillingdon that support the effective safeguarding of vulnerable adults and make recommendations to help strengthen the governance of safeguarding vulnerable adults. The Committee heard from numerous partner organisations including representatives of Hillingdon Hospital, Hillingdon Primary Care Trust and Police. It also heard from 'experts by experience' as well as Council officers. The Committee made a series of recommendations that sought to raise the profile of Safeguarding Vulnerable Adults in the Borough and, in particular, highlighted just how important a preventative agenda is to raising standards instead of merely reacting to abuse and how vital it is to communicate and signpost the services available. The report will be going to Cabinet shortly.

The Private Rented Sector in Hillingdon

The Committee's second review examined the nature and role of private rented housing in Hillingdon. The Committee took evidence from a wide variety of stakeholders including Fordhams consultancy on the recently produced Private rented Sector Survey, local Estate Agents, tenants/ residents association and landlords. As part of the review, the Committee also heard from Planning Enforcement Officers about the legislative difficulties in dealing with the use of dwelling houses(s) as Houses of Multiple Occupation (HMOs) and structures in back gardens. This information and evidence was used to formulate recommendations for the forthcoming report to Cabinet.

Other work

The Committee have also undertaken a broad range of other work including scrutiny of the Adult Social Care, Health & Housing Group's performance reports and budget proposals for 2008/9, and reviewed the annual star rating for adult social care. The Committee has also received briefings on the Decent Estates Initiative, Life Changes-Planning for Retirement and the Complex Needs Review, as well as looking at 'No

Secrets Guidance', consultation documents as part of the Safeguarding Vulnerable Adults review.

Executive Scrutiny Committee

Members of the Committee

Councillor Tim Barker
Councillor Judith Cooper
Councillor Michael Markham
Councillor David Yarrow
Two vacancies

The Church and parent governor representatives from the Education & Children's Services POC also sit on the Committee when Education issues are being discussed.

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.

For Cabinet decisions the Committee meet informally after each Cabinet meeting to consider which decisions they may need further information about before being able to satisfy themselves the decision does not need to be considered further. This usually involves only a minority of Cabinet decisions, and the further information received from officers is sufficient so that the Committee agrees to take no further action.

In the Council year 2008/9 the Committee requested further information on 21 Cabinet reports. (A typical Cabinet agenda has between ten and twenty reports). The Committee has called in two Cabinet decisions during this Council year:

- Facilities Management Sourcing Strategy (29 May 2008 Cabinet)
- Whole Services Review of DCEO and Finance & Resources (22 January 2009 Cabinet).

Following consideration of these items, the Committee decided to take no further action.

The Committee have noticed some improvement in the quality of Cabinet reports over the last few years following from the Committee's 2006/7 review of Members' Information Needs in Decision Making. However they feel there is still a need for further improvements and will continue their work towards that end

External Services Scrutiny Committee



Councillor Mary O'Connor (Chairman)

Other Members

Councillor Shirley Harper O'Neill (Vice Chairman)

Councillor Phoday Jarjussey

Councillor Peter Kemp

Councillor Michael White

The External Services Scrutiny Committee is chaired by Councillor Mary O'Connor and 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 Committee has used its role to undertake a varied programme of work this year.

Transition from Child to Adult Mental Health Services for Young People with Mental Illness in Hillingdon.

One of the main pieces of work was the report commissioned by this Committee on the transition from child to adult mental health services for young people with mental illness in Hillingdon. The review was undertaken because of the problems faced by young people and their families during the transition. Recommendations on improving the service were adopted by Cabinet and by Hillingdon Primary Care Trust (PCT).

Local Involvement Network (LINK)

The Committee, at its meeting in September 2008, was given a presentation on progress made on the introduction of Hillingdon's LINK. The LINK was set up as part of the Local Government and Public Involvement in Health Act 2007 and will replace the Patient & Involvement Forums and will consist of a network of local people, organisations and groups that want to make Health and Social Care services better.

Review of Neighbourhood Policing Initiatives in Hillingdon

The Committee at their meeting in October had a witness session with the Metropolitan Police Services, the British Transport Police and Transport for London to examine the progress made in relation to a number of neighbourhood policing initiatives in Hillingdon. After an informative session the overall conclusion was that the initiatives were making a positive impact in terms of tackling crime and anti-social behaviour.

Londonwide Joint Overview and Scrutiny Committees

Councillor Mary O'Connor was Chairman of the Joint Overview and Scrutiny Committee (JOSC) that considered the 'Healthcare for London' proposals from the London Primary Care Trusts (PCTs) and which began in autumn 2007 and continued into the 2008/9 Council year. The JOSC included all 32 London boroughs, the City of London and Essex and Surrey County Councils.

At their final meeting on 24 October 2008 the 'Healthcare for London' JOSC noted that the PCTs had accepted all their recommendations and discussed the way forward for considering the PCTs' more detailed proposals for Stroke and Major Trauma care. These have since become the subject of a further JOSC. Hillingdon Council agreed to

take part in the second JOSC on 6 November 2008. The second JOSC is still considering their evidence.

Other issues

The Committee has also considered a number of other issues such as proposals for GP Led Health Centres, Healthcare for London Proposals for Stroke and Major Trauma Centres, the PCT's Primary Care and Community Health Strategy, Community Cohesion and younger people and the Development of Cancer Services at Mount Vernon.



Improvements to Policy Overview & Scrutiny Following Stakeholder Comments

This report provides a flavour of some of Policy Overview & Scrutiny's achievements in helping Hillingdon Council deliver high quality value for money services. These achievements are only possible through the contribution of witnesses from both external organisations and Hillingdon Council's officers.

Each year the Overview & Scrutiny Team surveys those who have given up their time to attend meetings, and asks people for suggestions on how we could improve our service. Democratic Services values this feedback, and comments are implemented wherever possible. Some examples of how we have used comments are presented below:

“You said, We did...”

Suggestion: ‘Have more community involvement’

- What we did: Voluntary and community sector groups have given evidence to several reviews and members of the public were invited to speak at a meeting of the Working Group examining the siting of telecommunications equipment. Democratic Services hosted a conference to explore community engagement in Policy Overview & Scrutiny in the second half of 2007.

Suggestion: ‘Smaller agenda with more time to explore specific issues in detail’

- What we did: External Services Scrutiny Committee holds single issue ‘themed’ meetings which enable greater focus, while Residents’ & Environmental Services Policy Overview Committee has held separate meetings to examine Cabinet Forward Plan items.

Suggestion: ‘Greater precision on what is being reviewed and why’

- What we did: Making sure that all Committees draw up a scoping report for every review. This includes a justification of why the review has been chosen and its terms of reference. The scoping reports for each review were put on the [Council's website](#) for ongoing reference by all interested parties.

Suggestion: ‘Greater focus in meetings required, pre-determined questions would help’

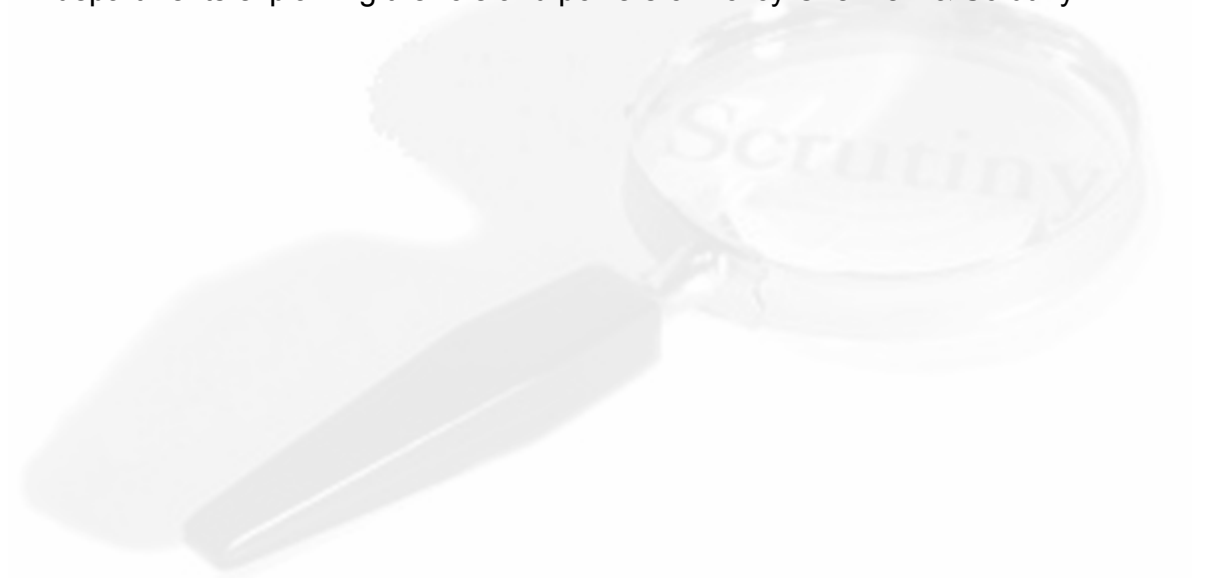
- What we did: Following on from the continued use of scoping reports, Scrutiny Advisors draft key questions to be used by the Committee in witness sessions. These are sent to the witnesses before the meeting so that witnesses are prepared to provide the information required by Members.
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Suggestion: 'Developing Members' skills in undertaking investigations including questioning techniques and analysing data and information'

- What we did: Member development is a major priority for the Council and the upcoming Member Development Working Group will hopefully explore how Members can receive the appropriate skills for Policy Overview & Scrutiny. New Policy Overview & Scrutiny Committee Chairmen attend a training course at the Institute of Local Government Studies at the University of Birmingham.

Suggestion: 'Provide better information prior to the meeting, including the powers of the Committee'

- What we did: Witnesses and officers attending a Policy Overview or Scrutiny Committee for the first time are sent an information sheet telling them 'What to Expect'. This will be reviewed and refreshed for the next Council year. Officers in the Overview & Scrutiny Team have delivered presentations to colleagues in other departments explaining the role and powers of Policy Overview & Scrutiny.



Policy Overview & Scrutiny Reviews 2003-9

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 partnership

2003/4

Air quality action plan
Engage youth
Houses in multiple occupations
Innovative affordable housing
Review of Hillingdon's performance@ 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

Appendix C

Policy Overview & Scrutiny – Some Key Statistics

In 2008/9, Policy Overview & Scrutiny Committees have:

- Held over 60 meetings
- Called-in Executive decisions and asked Cabinet to reconsider this
- Sent three in-depth reviews to Cabinet for consideration
- Received verbal evidence from 60 non-Hillingdon Council witnesses, including the members of the Hillingdon PCT, Westminster City Council and Harrow District Crown Prosecutor.
- Commented on Cabinet Forward Plans items prior to the decision being taken
- Monitored the Quarterly Performance Reports for each Council Group
- Examined the budget proposals for each Council Group and submitted comments to Cabinet
- Visited various community facilities including Westminster City Council's CCTV control room, LBH Archives Store Room, and BAA apprentice programme in Heathrow Airport

Appendix D

Criteria for Selecting Policy Overview Reviews

1. Strong public interest
 2. Government pressure
 3. Included in Council Plan/Hillingdon Improvement Programme
 4. Inspection report recommendation e.g. performance standards poor/below target
 5. Area within Council's control/influence
 6. High impact on residents
 7. Expertise available on which to draw
 8. Good practice available elsewhere
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Appendix E

External Witnesses Giving Evidence in 2008/9

- Yi-Mien Koh (Hillingdon PCT)
 - Kevin Mullins (Hillingdon PCT)
 - David Searle (Hillingdon Hospital)
 - Dr Mitch Garsin (Hillingdon Local Medical Committee)
 - Maria O'Brien (Hillingdon PCT)
 - Caroline Shermer (Hillingdon PCT)
 - Nick Carver (East & North Hertfordshire NHS Trust)
 - Sarah Brierley ((East & North Hertfordshire NHS Trust)
 - Peter Ostler (East & North Hertfordshire NHS Trust)
 - Nick Westbrook (Health Advocacy Partnership)
 - Charles O'Kell (Health Advocacy Partnership)
 - Angela Wegner (Local Involvement Network)
 - Ian Diamon (Local Involvement Network)
 - Joan Davis (Community Voice)
 - Kevin Mullins (Hillingdon PCT)
 - Inspector Darren Malpas (British Transport Police)
 - Chief Inspector Maurice Hartnett (Metropolitan Police)
 - Chris Commerford (Age Concern)
 - Andy Stubbs (Uxbridge Town manager)
 - Rob McAlister (Westminster City Council)
 - Melanie Parrish (CPS)
 - Harry Wale (Maidenhead Heritage Centre)
 - Carolynne Cotton (Central Library)
 - Steve Beynon (The Mall)
 - John Thirkettle (Street Champion)
 - Sue Turner (Street Champion)
 - Sheyi Enyosi (Youth Council)
 - Akshay Pal (Youth Council)
 - Linda McCutcheon (Street Champion)
 - Helen Mott (Metropolitan Police)
 - Kevin Dulling (Transport for London)
 - Adam Crosby (London Ambulance Service)
 - Kevin Mullins (Hillingdon PCT)
 - Colin Peel (Hillingdon PCT)
 - Liz Rippon (West Hertfordshire Hospital NHS Trust)
 - Colin Peel (Hillingdon PCT)
 - Hilary Walker (North West London Cardiac Network)
 - David McVittie (Hillingdon Hospital)
 - Dr Susan LaBrooy (Hillingdon Hospital)
 - Dr Anthea Parry (Hillingdon Hospital)
 - Evelyne Rys (Cisco)
 - Tim Halford (Cityspace)
 - Tony Appleby (BT)
 - Steve Sandham (BT)
 - Ida Charles (Short Breaks Provision)
 - Nadine Halls (Short Breaks Provision)
 - Amanda Foale (Merrifields)
 - Joy Nuthall (Moorcroft School)
 - Mark Neasden (Children with Disabilities team)
 - Carol Tomlinson (Extended Schools)
 - Chris Scott (Youth & Connexions)
 - Shree Mandke (Learning & Skills council)
 - Peter Sale (Learning in Hillingdon)
 - Trevor Sandford (14-19 provision)
 - Sue Mathews (HomeStart)
 - Tanya Link (HomeStart)
 - Helen Johnson (Log Cabin)
 - Alia Latif (Log Cabin)
 - Helen Dallas (Scope)
 - Andy Lusk (Scope)
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