

Appendix C

**Achievements for Quarter 3
(1st September to 31 December 2009)**

	Contributing to							
	Council Plan	Sustainable Community Strategy	LAA	Improving CAA score	HIP	Good News	Equalities	Value for Money
Serving our community and customers								
130 ward budget proposals has been approved with 43 awaiting approval by early January. This equates to 93% of proposals being closed and 78% of budget spent.				x		x	x	x
Hillingdon Council has become the first organisation in the UK to be awarded associate member status of the Normandy Veterans Association (NVA). It is thought to be the first time that the NVA have awarded Associate Membership to an entire organisation, and it highlights the continued support that the council has given to war veterans.						x		
The Council and Google offered support for Hillingdon businesses by providing a seminar to small local businesses on 10 November on how to reach new customers and speed up their business in the slowdown using digital solutions. The seminar, which marked the launch of the initiative in London and the South East, took place in the Middlesex Suite, Civic Centre, Uxbridge.						x		
Area Assessment As part of the CAA Area Assessment we were awarded a Green Flag for 'Partnership working to support unaccompanied asylum seeking children'. Green flags represent exceptional performance or outstanding improvement which results in proven delivery of better outcomes for local people.	x	x		x		x		x
Inspection of Children's Services The full inspection in relation to safeguarding and looked after children took place in November and Hillingdon received a 'Good' rating. Overall, London Borough of Hillingdon Children's services received a 'performs well' rating i.e. 'Grade 3 out of 4 - An organisation that exceeds minimum requirements'	x	x			x	x		x

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<p>Conference for Looked after Children A successful conference was held on the 19th September at the West Drayton Young People’s Centre for children aged 5-16 years of age. Approximately 40 children attended the conference. The focus of the conference was to establish the best ways to engage with them to could become more involved with the Youth Council.</p>	x					x	x	
<p>Local Safeguarding Childrens Board (LCSB) Annual Conference On 15th October 2009, 185 professionals from the local workforce in Hillingdon attended the LCSB Annual Conference at the Civic Centre. The feedback and evaluation from the day demonstrates that the awareness of child safeguarding is now well embedded within the borough.</p>	x					x	x	x
<p>Howletts Lane Inspection Howletts Lane Respite Unit had an unannounced Inspection from Ofsted and received their 3rd consecutive ‘OUTSTANDING’ rating. Howletts Lane is now recognised as an Outstanding Provider by Ofsted and can use the Ofsted Logo on all our stationery and letter heads.</p>	x					x	x	x
<p>Extended Services – Children’s Centres LBH has been allocated funding to build and run six Phase 3 Children’s Centres. This will take the total to 18 Children’s Centres in Hillingdon. The proposed locations for the new Children’s Centres are - Coteford Infants School (Pinner), Whitehall Infants School (Uxbridge), Yeading Infants School (Yeading), Pinkwell Primary School (Harlington), Deansfield Primary School (South Ruislip), Charville Primary School (Hayes)</p>	x					x	x	x
Strengthening Planning & Performance								
<p>The F&R Business Support Team implemented a new centralised stationery policy whereby all orders are approved by Business Support. The new process has already saved the council circa. £6000 since the implementation in October.</p>	x				x	x		x

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Community Safety - The threat of new legislation, Premises Closure Order , was used by the Community Safety Team to close down a brothel in Hayes (Townfield Ward). This was in response to complaints about noise and litter from residents in the street.						X		
Enforcement - For the financial year ending 31/12/09, the Enforcement Team has exceeded previous years and have successfully submitted over 100 reports for enforcement action to the Planning Committee's. This increase also extends to the number of enforcement notices served and successful prosecutions. The team has also carried out extensive work for the RESPOC Qtr 3 to develop our policies in tackling the use of outbuildings for residential accommodation without planning permission. This has included establishing stronger links with external partners such as the District Valuer & UK Border Agency, and our neighbouring authorities to share best practice.	X					X		
Major Initiatives - The government has announced that Hillingdon's provisional Housing and Planning Delivery Grant is expected to be £154,968 for 2009/10. The Grant is a reward for good performance in meeting government targets for housing delivery - demonstrating 5 year supply of housing land and contributing to the London Strategic Housing Land Availability Assessment (SHLAA) with Housing Market Partners. The Grant also recognises joint working on the West London Waste Plan.	X	X	X			X		
Planning - A £34,000 grant request towards a Supplementary Planning Document for Counter Terrorism was agreed by the Government Office for London & work is underway on this in collaboration with the Met Police Anti-terrorism Team. This builds on the collaborative work between the Planning Department and Metropolitan Police in ensuring Secure By Design as a key consideration in determining planning applications.	X					X		

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Helping First Time Home Buyers - the scheme to assist couples or single people to buy their first home in Hillingdon has been an overwhelming success. For the period April to December 2009, 53 households have been assisted with grant funding to get a foot on the property ladder. We have already achieved our target of helping 30 households despite the economic downturn.	X	X				X	X	X
New employment opportunities for adults with disabilities and carers - Through effective partnership working as part of the Gateway Heathrow Project, 17 people have gained employment and we are aiming to increase this further to 20.	X	X				X	X	X
Help for Older People at Home - We continue to offer help to older people to remain living in their own home by making improvements to their housing. This includes essential repairs to 154 homes, improvements to heating systems in a further 58 homes and installing 271 home energy efficiency measures so far this year.	X	X				X	X	X
Eco Friendly Homes in Hillingdon - Under our affordable housing programme with Paradigm Housing Group we have developed 24 one and two bedroom flats, designed to Level Five of the Code for Sustainable Homes. The properties have biomass boilers for space and water heating, solar panels, energy efficient light fittings, and extremely high levels of insulation. The properties are being let to people in housing need. A new extra-care housing scheme is being built to the same standard (level 5) providing 45 units of housing.	X	X				X	X	X

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<p>Yew Tree Lodge Wins Prestigious Award - Yew Tree Lodge development won the affordable housing development of the year category in the Daily Mail British Homes Awards in September 2009. Yew Tree Lodge is purpose built accommodation catering specifically for local people with learning disabilities. The judges praised the sensitive design of this supported housing scheme and declared it the clear winner in the affordable housing development of the year category.</p>	X	X				X	X	X
<p>Parking Services - extension of the innovative Brown Badge Parking Scheme to other car parks including private operators - covers the Chimes, Breakspear Crematorium, Highgrove Pool and West Ruislip Railway Station with more to follow on retail parks. This will improve parking provision for the over 65's</p>		x				x	x	
<p>Improvement Projects Team - works to improve Cherry Lane Roundabout and reduce accidents at one of the busiest junctions in London. Also (as part of the town centres improvement scheme) Phase 1 works to Uxbridge Town Centre including Windsor Street paving.</p>	x	x				x		
<p>Green Spaces - Tree O'Clock event in Court Park - final part of a series of events in parks including Breathing Places and Green Balloon. This was part of a national attempt, in conjunction with the BBC, to involve residents and other volunteers in breaking the world record for the number of trees planted in one hour.</p>		x				x		
<p>Various Teams - Winter gritting and associated works successfully carried out in 12/09 - much positive feedback from residents about the efforts of the gritting crews and other ECP staff such as emergency team and waste services to keep services running during a particularly difficult time.</p>						x		

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<p>Various Teams - Litter Campaign completed at the end of November - saw increased publicity and partnership working with 8 successful prosecutions against littering by our Street Scene Enforcement Team. A recent follow up survey of litter and envirocrimes involving 500 residents showed increased awareness of and satisfaction with our actions to combat these problems.</p>	x	x				x		
<p>Consumer Protection Teams - carried out various enforcement actions including - 7 successful prosecutions for domestic noise nuisance by EPU, Trading Standards had 2 successful prosecutions (recovering £11k), also closed down a bogus hotel website scam and destroyed 500kgs of counterfeit goods. Licensing Team placed restrictions on World of Wine and Food, Health and Safety closed down a tyre fitting firm and a petting farm.</p>		x				x		

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Building a culture for success								
The Contact Centre has successfully incorporated the Registrar Service into its mainstream operation so that front line customer contact is now managed on behalf of that service.	X				X	X		
Achieving Value for Money								
The annual target to install 20 alley gating schemes this year has been achieved by the end of the third quarter and an additional 12 schemes are now being developed to meet the high demand from residents.	x	x	x	x		x	x	x
HR have saved £65K (44.5%) on recruitment advertising as compared to Q3 of 2008/09.						x		x
Having introduced new working methods designed to streamline the process, the Electoral Services Team achieved a record return for the Borough of 97.06% for the annual canvass of electors								
Procurement successfully completed negotiations with Manned Guarding Security supplier. Full year cashable saving of £137K achieved plus additional £26K of cost avoidance and payment of £20K refund secured.	x					x		x
Reduction of external BT lines across the Council from 1478 in June 08 to 1185 in November 09 due to increased use and deployment of IP phones across the Council.	x				x	x		x
Major Initiatives - Hillingdon has been allocated £4.217m by TfL for transportation projects in 2010/11, which is the best financial settlement to date. In comparison, Hillingdon received £3.6m in 2009/10 and £3.7m in 2008/09. This allocation is particularly good news considering that TfL's total budget for London borough's has dropped from £169m in 2009/10 to £155m in 2010/11. This means that whilst TfL's budget for London borough's has dropped by £14m during this period, this council has managed to secure a significant increase in its funding of £617,000.	X	X				X		X