

## Minutes

### RESIDENTS, EDUCATION AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE

4 September 2018

Meeting held at Committee Room 6 - Civic Centre,  
High Street, Uxbridge



	<p><b>Committee Members Present:</b> Councillors Wayne Bridges (Chairman), Michael Markham (Vice-Chairman), Vanessa Hurhangee, Allan Kauffman, Heena Makwana, Stuart Mathers, Paula Rodrigues, Jan Sweeting, Steve Tuckwell, and Tony Little</p> <p><b>LBH Officers Present:</b> Daniel Kennedy (Deputy Director, Housing, Environment, Education, Health &amp; Wellbeing) Dalton Cenac (Highways &amp; Traffic Manager), Ian Anderson (Business Manager, Complaints and Enquiries) Roy Thabrew (Street Lighting and Signs Manager) and Neil Fraser (Democratic Services Officer)</p>
19.	<p><b>APOLOGIES FOR ABSENCE</b> (<i>Agenda Item 1</i>)</p> <p>None.</p>
20.	<p><b>DECLARATION OF INTEREST IN MATTERS COMING BEFORE THIS MEETING</b> (<i>Agenda Item 2</i>)</p> <p>None.</p>
21.	<p><b>TO CONFIRM THAT ALL ITEMS MARKED PART 1 WILL BE CONSIDERED IN PUBLIC AND THAT ANY ITEMS MARKED PART 2 WILL BE CONSIDERED IN PRIVATE</b> (<i>Agenda Item 3</i>)</p> <p>It was confirmed that all items were marked as Part I, and would therefore be considered in public.</p>
22.	<p><b>TO AGREE THE MINUTES OF THE PREVIOUS MEETING</b> (<i>Agenda Item 4</i>)</p> <p>It was highlighted that Tony Little's attendance at the previous meeting had not been recorded.</p> <p>It was requested that Minute 15 be amended to reflect the specific reference to the new swimming pool in West Drayton, within the question regarding the School Capital Programme.</p> <p><b>RESOLVED:</b> That the minutes of the meeting held on 19 July 2018 be approved, subject to the amendments as set out above.</p>
23.	<p><b>ANNUAL COMPLAINTS REPORT 2017-18</b> (<i>Agenda Item 5</i>)</p> <p>Ian Anderson, Complaints and Service Improvement team, introduced the annual complaints report for 2017-18. The report predominantly focussed on Education</p>

services as other complaint areas were to be covered by reports to other Policy Overview Committees.

Key points of the report were highlighted, and included:

Education complaints were logged for issues that the Council could address, such as complaints regarding school admissions. Complaints that the Council was unable to deal with included issues with head teachers or pupils, which would be addressed through the school's complaints procedure. Complaints from parents had increased, as parent complaints to Ofsted were now referred directly to the Council to address.

In the last year, education complaints had risen from six complaints to thirty three, of which twenty nine were referrals from Ofsted. It was expected that this would continue to increase. Approximately 95% of Ofsted complaints related to primary schools, and of the thirty three Stage 1 complaints, two were partially upheld, thirty were not upheld, and one was withdrawn. There were no Stage 2 or 3 complaints within the period.

Time to respond to formal complaints was now 9.36 working days on average, The response time was affected by school holidays as concerns raised had to wait for investigation until the school re-opened.

The Local Government and Social Care Ombudsman had investigated one complaint, which concerned a child's Education and Healthcare Plan. This was a complicated complaint as there was an ongoing court case, with an outcome expected following a hearing in November.

Two compliments had been recorded for 2017/18, though it was likely that more had been received but not recorded. A new process was to be instigated, wherein staff would notify the manager when a compliment was received.

8,502 Member's Enquiries (ME's) had been recorded for 2017/18. This was 7% fewer than the preceding year, but this reduction was caused by individual enquiries from the same Councillor, on the same area, being treated as a single enquiry. The number of ME's relating to education was difficult to confirm due to the way in which they were recorded, but was likely around to be 40-50 across the year.

The Committee sought clarity on a number of points, including:

**Would it be possible to record education ME's by way of a separate email address/inbox?**

Yes, this was possible and could be looked into.

**Could the officer elaborate on the complaint currently underway in the Court?**

The matter related to the school placement named within the child's Education and Healthcare Plan. A decision on that placement had been made that the Council was now appealing.

**Could the complaints reports being presented at other Policy Overview Committees be shared with this Committee?**

Yes, the reports would be available within the published papers for those Committee meetings.

**Were complaints regarding Hillingdon Academy Primary Schools under the Council's responsibility?**

The referral process had changed, and all Hillingdon schools were now dealt with under a standardised complaints procedure, i.e. to the Head teacher, followed by the Governing body etc. If the complaint was on the matter of leadership and governance at the school, then the council's School Improvements Team would address the matter through advice on policy or through training.

**Why was Ofsted now passing complaints to the Council?**

It was felt that the aim was to strengthen Council accountability and allow for richer intelligence gathering. Ofsted now meet with the Council 2-3 times a year, at which meetings the Schools At Risk Register was discussed, alongside other matters. Early notification of complaints was helpful when gathering information for use at those meetings.

**Were parents fearful of complaining to the school, due to fears that the child would then be discriminated against?**

The information received from schools was that this was not the case. All complaints were dealt with professionally, without resulting in negative repercussions for the child. Teachers were eager to engage with parents, particularly during the formative early years when children were still learning and adapting to the formal school structure.

**Could the officer provide additional information on complaints from the last 5 years, to allow for a review of trends etc.?**

Yes, the information would be passed to the Committee via the clerk.

**RESOLVED:**

- 1. That the report be noted;**
- 2. That the process by which Member's Enquiries regarding Education were processed and recorded be reviewed; and**
- 3. That complaints information covering the last 5 years be forwarded to the Committee via the clerk.**

24. **PAST REVIEW MONITORING - STREET LIGHTING** (*Agenda Item 6*)

Dalton Cenac, Highways Asset Manager, and Roy Thabrew, Street Lighting and Signs Manager, provided the Committee with an update on street lighting following the review conducted in 2009/10.

The report was summarised, with key points highlighted:

**Outsourcing:**

Highways Services was restructured in 2016. Street lighting installation and maintenance works previously delivered in-house had been outsourced to a new external service provider to achieve cost efficiencies and service quality improvements. The *Street Lighting Works Term Service Contract* was awarded to JMcCann Ltd for a period of 5 years commencing November 2016, with the option of a 2 year extension.

The scope of the contract included:

1. Capital investment works;
2. Term service works including:
  - a. Routine maintenance, inspection and testing of street lighting and traffic signs;
  - b. Non-routine maintenance of street lighting and traffic signs to include emergency call outs and on-going fault repairs;
  - c. Night scouting;
  - d. 24-hour emergency call out;
  - e. Management of fault reports, complaints and Member enquiries.
3. Task order works as instructed on an ad-hoc basis based on a tendered Schedule of Rates e.g. street lighting design for improvement schemes.

#### LED Investment Works

Work had now been completed, on schedule in July 2018, to replace the existing 23,700 sodium lights within the Borough with new LED lights. Approximately 0.2% of lights had not been changed, due to inaccessible columns etc. Phase 1 of the process was to change the lights in order to achieve energy savings as soon as possible. Phase 1 also included the replacement of 700 life expired concrete columns.

#### Savings

The outsourcing to JMcCann Ltd of Street Lighting Services was expected to deliver net savings of £380k against the previous in-house delivery model, with the associated programme of upgrading existing lanterns to LEDs delivering a further £590k savings through a 60% reduction in energy consumption. The overall saving of £970k was expected to be delivered in full for the 2019/20 financial year, with the outsourcing saving delivered for 2017/18 and energy savings being delivered incrementally as the investment programme was progressed.

#### Partnering Arrangements

To encourage cross-team working/support with other highways service staff, office space at Harlington Road Depot was made available to the Contractor together with desk space at the Civic Centre. Weekly operational meetings, monthly contract meetings, and six-monthly meetings with senior management were being held.

#### KPIs / Performance Management

Performance was being monitored and assessed monthly, with KPIs across the following areas:

- Operation of the contractor's quality management system;
- Adherence to programme;
- Financial completion and agreement of accounts;
- Attendance at emergency call-outs;
- Term service works;
- Customer care and responses to Member Enquiries.

Routine fault repairs were resolved in within 5 days, though if there were supply problems, this could be extended to 28 days. Member's Enquiries (ME's) aimed to be resolved within 5 days, though the target was 10 days.

Work was now being undertaken to collect data from councils across London, to enable Hillingdon performance to be assessed against neighbouring authorities from 2019/20 onwards.

## Future Works and Priorities

After the initial investment works are completed, the Contractor, (in partnership with Highways), will develop annual programmes of works for both routine maintenance operations and future capital investments, a street lighting policy and asset management plan, and proposals for continuous service improvements utilising new technology and innovation. These included the non-destructive replacement of columns, the de-illumination of bollards, and the replacement of lighting in Council housing estate areas.

Work was being undertaken to draft Hillingdon's first Street Lighting policy document, which would aim to strengthen the coordination between the various street lighting stakeholders.

The Committee sought clarity on a number of points, including:

### **How did the 24 hour emergency call-out work?**

The emergency call-out was available to fix issues that constituted a danger to the public, i.e. knocked down columns or exposed wires etc. Residents would call in to the out-of-hours team who would arrange for the work to be carried out by JMcCann Ltd.

### **Had the team acknowledged the feedback from residents that the new LEDs did not provide the same light coverage as the previous sodium lights?**

It was acknowledged that the new LEDs were more directional than the previous sodium lights, with less light spillage and a smaller spread of light. In addition no changes had been made to existing lamp mounting heights or column positions. The new LEDs complied with all current lighting requirements, where many of the previous lights were non-compliant.

Moving forward, the next possible phase of the initiative was to target roads which had lights/columns installed under the old, now outdated, policy requirements. It was accepted that trees could become problematic as they grew in size.

### **What was to be done with the existing lit bollards located in the middle of roads?**

At present, any illuminated bollards that were knocked down were being replaced with de-illuminated bollards. Moving forward, and subject to funding, all bollards would be subject to a phased replacement and de-illumination. Under the terms of the contract, dirty bollards were to be cleaned once every 12 months.

### **The report made reference to Ward Councillor notification of upgrades, but these notifications were not being received. Why?**

This information was made available to Ward Councillors upon request.

### **Could the Committee be forwarded details of any roads that currently had lighting to old standards or required additional columns, by ward?**

This information could be forwarded to the Committee via the clerk.

### **Performance was being monitored monthly. Could the officers share some details of the performance to date?**

Performance and KPIs was being discussed at monthly meetings. Currently,

performance was good and there was no cause for concern.

**A next possible phase of the LED replacement was to focus on housing estates. Was there any way that housing associations could be involved in the process?**

The next phase, subject to funding, would focus on Council housing roads. Private estates and housing associations were a separate matter outside of Council remit, though they could submit plans for their own works to the Council.

The Committee reminded the officers that lights within parks and open spaces also required upgrading.

**RESOLVED:**

- 1. That the report be noted; and**
- 2. That information on areas with lighting installations to old standards, by Ward, be forwarded to the Committee via the clerk.**

25. **WITNESS SESSION FOR: 'REVIEW INTO USER PAYMENT EXPERIENCE AND MODERNISATION ACROSS KEY RESIDENT SERVICE AREAS'** (*Agenda Item 7*)

The item was deferred to a future meeting of the Committee.

26. **CABINET FORWARD PLAN** (*Agenda Item 8*)

Members sought clarity that the item on the School Capital Programme was still to be brought to Cabinet at its meeting on 27 September 2018.

The Committee also requested further detail on the item on the Car Parking Season Tickets Policy to be brought to the Cabinet meeting in October 2018.

It was agreed that this requested information be communicated to the Committee outside of the meeting.

**RESOLVED:**

- 1. That the report be noted, and**
- 2. That the information requested be forwarded to the Committee via the clerk.**

27. **MULTI-YEAR WORK PROGRAMME** (*Agenda Item 9*)

It was requested that officers ensure that the forthcoming item on School Planning include information on how the Strategic Infrastructure Plan related to the Council's school places planning, as referenced within the Local Plan Part 2.

**RESOLVED: That the report be noted.**

The meeting, which commenced at 7.00 pm, closed at 7.45 pm.

These are the minutes of the above meeting. For more information on any of the resolutions please contact Neil Fraser on 01895 250692. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

