

Minutes

RESIDENTS' SERVICES SELECT COMMITTEE

18 July 2024



HILLINGDON
LONDON

Meeting held at Committee Room 5 - Civic Centre

	<p>Committee Members Present: Councillors Wayne Bridges (Chair), Darran Davies, Ekta Gohil, Scott Farley (Opposition Lead), Janet Gardner, Kamal Preet Kaur and Richard Lewis</p> <p>Witnesses Present: Sultana Ahmed – Independent Domestic Violence Adviser Sonia Stewart – Independent Domestic Violence Manager Rachel Bulley – NHS Social Prescribing Link Worker, Colne Union PCN</p> <p>Officers Present: Melissa Blower - Housing Improvement Programme Manager Dan Kennedy - Corporate Director of Central Services Nicky McDermott - Sports Contract Manager Liz Penny - Democratic Services Officer Priscilla Simpson – Sport and Physical Activity Team Manager</p>
12.	<p>APOLOGIES FOR ABSENCE (<i>Agenda Item 1</i>)</p> <p>Apologies for absence were received from Councillor Peter Smallwood with Councillor Richard Lewis substituting.</p>
13.	<p>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>There were no declarations of interest.</p>
14.	<p>TO RECEIVE THE MINUTES OF THE PREVIOUS MEETING DATED 13 JUNE 2024 (<i>Agenda Item 3</i>)</p> <p>RESOLVED: That the minutes of the meeting dated 13 June 2024 be agreed as an accurate record.</p>
15.	<p>TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED AS PART I WILL BE CONSIDERED IN PUBLIC AND THOSE MARKED PART II WILL BE CONSIDERED IN PRIVATE (<i>Agenda Item 4</i>)</p> <p>It was confirmed that all items of business were marked as Part I and would be considered in public.</p>
16.	<p>REVIEW OF HOMELESSNESS AND THE CUSTOMER JOURNEY: WITNESS SESSION 4 (<i>Agenda Item 5</i>)</p> <p>Dan Kennedy, Corporate Director of Central Services, introduced the item. The Select Committee heard from Sonia Stewart, Independent Domestic Violence Manager, and from Sultana Ahmed, Independent Domestic Violence Adviser (IDVA).</p>

Sonia Stewart and Sultana Ahmed addressed the Select Committee providing an overview of the Hillingdon domestic advocacy service and highlighting its evolution over the past two years from focusing solely on high-risk victims of domestic abuse to now supporting victims across all levels of risk.

Members heard that the service now included a floating support side, catering to low and medium-risk victims, in addition to the high-risk interventions provided by the Independent Domestic Violence Advocates (IDVAs). The team comprised 5 IDVAs and 3 floating support workers, offering both short-term crisis intervention and long-term support.

Officers raised concerns regarding the approach to housing for victims of domestic abuse. It was noted that victims presenting to housing were often asked about police involvement (which formed part of the enquiries the Council made when a victim approached the Council for assistance), which could influence the support they received. This was concerning as not all victims may involve the police for various reasons, including threats from the perpetrator.

The Committee heard that the requirement for documentation when seeking housing support posed a significant challenge for victims fleeing emergency situations. It was recognised that in such circumstances, victims may not have the ability to gather necessary identification documents, which were crucial for accessing housing support.

The challenges faced by victims of domestic abuse when seeking housing support were highlighted. Concerns were raised about the need to ask about police involvement, which may not always be present despite the occurrence of domestic abuse.

It was highlighted that victims fleeing domestic abuse were often offered accommodation far from their support systems, which could exacerbate their vulnerability. The Committee recognised the significant impact of relocating victims away from their jobs, families, communities, and children's schools, especially when they or their children had additional complex needs.

Members were informed that inconsistencies were reported by clients when approaching housing services for assistance, particularly concerning the advice given about the possibility of remaining within the Borough. The lack of clarity in policy or criteria used to determine why some victims stayed in Borough while others were relocated outside the Borough was highlighted as a matter needing further enquiry.

It was noted that while advising clients, there was a need to manage their expectations regarding potential housing outcomes. However, the inconsistency in the application of housing policies had led to confusion and the need for correct and effective guidance. With regard to the Sanctuary Scheme, officers noted that the scheme assessed properties to implement additional security measures for victims of domestic abuse who wished to remain in their homes. There was a lack of clarity around time frames for referrals and responses. Automated messages to confirm receipt of referrals and inform clients of expected contact times would be welcomed.

In terms of staff turnover, the Committee was advised that there was a high turnover of staff within the housing team. Clients and advocates were not always informed about staff changes. The importance of consistent communication and updates for clients

was highlighted. It was noted that some housing officers left their jobs without informing clients, leading to missed communications and unresolved issues.

In respect of appointments and Housing Reception, officers raised concerns about victims being turned away if they arrived without an appointment. There was a need for clear guidance on what reception staff should advise clients. Members heard that victims arriving at housing reception without an appointment were signposted to main reception where security could provide immediate assistance and an appointment made

Officers commented that it was vital to use professional interpreters for clients who did not speak English rather than relying on family members or children.

In respect of the Housing Reception environment, it was noted that this was not a welcoming place. Victims were at times obliged to spend the whole day there but there were no amenities for them and their children such as water, toys, and magazines to meet clients' needs. Clients were scared to leave for fear of missing their chance to speak to someone.

Members were informed that the working relationship with housing officers had improved since HDAAS had relocated to the Civic Centre. Officers worked proactively with housing colleagues and were able to communicate directly with housing officers to address concerns and discuss risks. However, the importance of consistent communication with housing officers, especially during staff changes was reiterated. Timely updates on case allocations were essential. At times, officers and clients received bounced back emails and notifications about staff changes when chasing up cases which was unhelpful.

With regards to Domestic Abuse training, Members heard that training had been offered to various departments within the Council but there had been a lack of response from housing managers. The importance of understanding victims' perceptions of risk and being supportive and believing their disclosures was highlighted - victims may be discouraged from seeking help if they felt disbelieved or unsupported.

Rachel Bulley, Social Prescribing Link Worker representing Colne Union PCN, NHS, addressed the Committee. Rachel began by explaining the concept of PCNs (Primary Care Networks), which were collections of GP surgeries that worked together within a network. Colne Union PCN represented the areas of West Drayton and Uxbridge. There were many social prescribers across the Borough of Hillingdon, each associated with different PCNs. The organisation they worked for was called Confederation Hillingdon, a CIC (Community Interest Company) based around healthcare.

Social prescribing was a relatively new role within the NHS, focusing on the social elements of a person's well-being. The NHS had traditionally focused on healthcare, but now there was a comprehensive approach to consider patients' social, practical, and well-being needs. Social prescribers received referrals from GPs, reception staff, and even residents themselves. They assisted with a wide range of issues, including social isolation, housing problems, debt, finance issues, bereavement, and cancer care.

Rachel emphasised the importance of social prescribers understanding and being aware of local support and community services within Hillingdon. Integrated care was crucial, as gaps in services could lead to patients falling through the cracks and

returning to primary care. Preventative support in primary care was essential to avoid escalation to secondary care. Social prescribers worked with local authorities, medical abuse charities, and other organisations to ensure residents were aware of and could access the services they needed.

Rachel expressed her support for the points raised by Sonia and Sultana regarding domestic abuse. Although social prescribers did not necessarily deal with domestic abuse directly, many of the issues raised were relevant to their work.

Members expressed concerns about the experience of victims of domestic abuse noting that some victims did not feel believed when they presented themselves to the housing department, which could lead them to return to their perpetrators. Councillors emphasised the importance of understanding the strength it took for a victim to disclose their situation and the negative impact of dismissive attitudes from housing staff. The ongoing effects of domestic abuse, including post-traumatic stress were highlighted; it was vital that support should not end once a victim left their home.

Officers echoed Members' concerns. The lack of empathy and understanding experienced by some patients in dire situations was noted. Examples of negative feedback included unsupportive questions about overcrowding.. It was explained that social prescribers often found themselves stuck between patients and housing officers who did not connect with the humanistic side of patients. However, Rachel also mentioned that her organisation had been working with the transformation team in the housing department to bridge the gap between primary care and the local Housing Authority. Initiatives included Brightside Workshops for primary care staff, the potential creation of a new role within housing to act as a link between patients and housing, and the development of Q&A leaflets to address common patient questions. Training for housing staff to improve their understanding and handling of domestic abuse cases was of paramount importance.

Questions were invited from Members. One Councillor highlighted a concerning issue that had come to light during their visit to the housing reception / contact centre. They noted that the housing reception felt like a custody suite and questioned the process of directing individuals to the security desk. The Councillor expressed concern about the treatment of domestic abuse victims who presented at the housing reception without an appointment, questioning whether they were turned away or advised to go to the main reception to speak to security. They emphasised the need for clarity on this process and the training provided to security personnel, noting that interactions with security could be triggering for some victims.

Another Councillor enquired about integrated care within housing, particularly concerning homelessness caused by drug and alcohol abuse. They asked about the availability of detox facilities and mental health care services. Officers responded, explaining that social prescribing in Hillingdon involved referring patients to ARCH, the main service for addiction support. They acknowledged capacity issues within ARCH and highlighted the role of mental health practitioners in triaging patients and providing support in primary or secondary care. They also mentioned ongoing neighbourhood projects addressing anxiety and depression.

The Committee thanked the officers for their presentation and acknowledged the concerns raised about communication and inconsistency of approach. They enquired about staff turnover and resource availability, asking how the Council could better support the officers' work. Officers explained that their service had grown stronger with

additional staff and floating support workers. They shared statistics on high-risk referrals and emphasised the need for accessible counselling services for domestic abuse victims. They noted the challenges in finding counselling services due to long waiting lists.

The discussion continued with a focus on improving communication and coordination. Officers stressed the importance of having a single point of contact within the domestic abuse team to streamline communication and reduce the need for constant chasing. They highlighted the need for clear processes and better understanding of available schemes, such as the rent deposit scheme and local housing living allowance. Officers described the difficulties faced by patients in accessing these schemes and the vicious cycle of requirements and delays.

Councillors sought further clarity regarding the impact of housing issues on residents' mental health. Officers explained that housing crises significantly affected patients' mental health, often leading to resistance in accessing mental health services. They noted the gap between primary and secondary mental health services and the challenges in supporting patients with situational mental health issues. Officers emphasised the need for better communication and understanding of processes to support residents effectively.

Councillors and officers agreed on the importance of clear communication, accessible support services, and streamlined processes to better serve residents and address the challenges faced by those experiencing homelessness and related issues.

Councillors sought recommendations from officers regarding improvements to the service and emphasised the importance of understanding how the service could be improved.

Officers provided an update on the current progress. They mentioned that, slowly but surely, improvements were being made, particularly through collaboration with the transformation team and housing departments. Officers highlighted the involvement of key individuals, such as Fola and Reginald, in integrating services. They discussed the potential benefits of having a single point of contact to provide patient support and information. Officers emphasised the importance of a two-way relationship between housing officers and their team, where both parties supported each other. They also mentioned ongoing roadshows aimed at educating residents about housing expectations and processes. Officers stressed the need for clear communication and support for residents, avoiding confusing jargon.

Members thanked the officers for their hard work and acknowledged the importance of scrutinising the service's effectiveness. They sought further clarification regarding the experiences of counterparts in other boroughs and whether there were any best practices that could be adopted.

In response to Members' questions, it was confirmed that housing departments across different boroughs faced similar issues, particularly in supporting domestic abuse victims with empathy and without unnecessary scrutiny. They shared examples of gatekeeping and the challenges faced by victims in accessing support. Officers mentioned that colleagues from other boroughs, such as Hounslow, experienced similar issues. They highlighted the difficulties in signposting clients to other boroughs for emergency accommodation and the lack of communication and consistency in support. The Committee was advised of the challenges in accessing refuge spaces for

victims and the need for better coordination.

A representative from the public health team offered to provide data on homelessness profiles against comparator sites via other boroughs. They mentioned that the Office for Health Improvement and Disparities (OHID) held relevant data and could assist the Committee in understanding the broader context.

Councillors expressed interest in having sight of said data and emphasised the importance of understanding the current standing to effectively improve the service. They also enquired about support from other bodies, such as the Greater London Authority (GLA), and whether additional support had been requested. Officers acknowledged that they had not asked for additional support from other bodies but indicated that it might be beneficial.

The Committee enquired about the process of relocating clients out of the Borough and whether they remained with the service or were transferred to the local authority in the new area. It was confirmed that clients relocated out of the Borough were referred to the domestic abuse service in the new area. If children were involved, a transfer to the new area's children social care team would be arranged. Members heard that some clients returned to their original area due to familiarity and support networks.

Members raised concerns about the lack of communication when high-risk cases moved back to the Borough and the potential gaps in support. They also highlighted the need for an in-house counselling service for both victims and staff, given the emotional toll of their work.

In response to this, officers agreed with the need for clinical supervision and support for team members who regularly dealt with harrowing accounts of violence. They emphasised the importance of having someone independent to offload to and discuss their experiences.

Dan Kennedy, the Corporate Director of Central Services thanked the Chair and everyone for their contributions. He provided context on the current tough environment, noting that the number of housing needs approaches had increased by about 28% since 2019, with 120 to 140 approaches every week. He highlighted the compounded challenges due to rising mortgage interest rates, increasing rents, and landlords exiting the market. Mr Kennedy emphasised the support from the Cabinet, which had invested in acquiring 300 extra properties and working with housing associations to increase housing supply by an additional 300 properties this year compared to last year, rising to 500 homes over the next three years.

The Corporate Director of Central Services also mentioned that the changes made over the last year had reduced the number of placements into temporary accommodation by 10% compared to the previous year. He stressed the importance of preventing homelessness to provide stable and secure housing for families, which lead to better outcomes for children. He noted a 7% drop in the number of households living in the highest cost temporary accommodation since mid-April, with no families in commercial hotels and no families with children living in shared accommodation for more than six weeks.

Mr Kennedy acknowledged the need for consistency and mentioned efforts to strengthen staff training. He discussed the challenges of handling referrals from other boroughs and the importance of asking the right questions with empathy. He expressed

the intention to reinstate a model with dedicated officers for domestic abuse cases to build expertise and empathy. The importance of having champions for other services, such as hospital discharge, and the need for a triage function to handle cases effectively was highlighted.

The Committee was appraised of the importance of relationships with private landlords and the need to increase the supply of private rented sector accommodation. The Corporate Director recognised the pressure on staff and mentioned efforts to strengthen welfare arrangements and supervision policies. He discussed the need to improve communication with residents, including making letters more understandable and providing clear explanations from housing officers. Moreover, he addressed the appointment process for housing needs reception, noting the importance of safety for staff and the need to improve the system to provide a better customer experience. He mentioned ongoing work with the corporate management team to make further improvements.

Officers expressed concern about the low number of domestic abuse referrals from housing. They questioned whether housing officers were referring victims to domestic abuse services and children's social care in the new boroughs when victims moved out of the Borough. The need for better coordination and communication to ensure that victims received the necessary support was highlighted.

Officers and witnesses were thanked for their attendance and for their invaluable testimony which would assist in formulating recommendations for the review.

RESOLVED: That the Residents' Services Select Committee noted the evidence heard at the witness session and sought clarification as necessary in the context of its review of Homelessness and the Customer Journey in Hillingdon

17.

REVIEW OF HOMELESSNESS AND THE CUSTOMER JOURNEY: UPDATE FROM COUNCIL OFFICERS ON IMPROVEMENT ACTIVITY (*Agenda Item 6*)

Dan Kennedy, Corporate Director of Central Services, provided an update on the Housing Improvement Activity Plan to date. He emphasised that the plan addressed a wide range of issues related to homelessness and the customer journey. The plan included strategies and policies, workforce planning, and the importance of having more entry-level roles to build a permanent workforce. The challenges of recruiting and retaining staff in this area and the need for a ladder of career progression within local government were highlighted. He also mentioned the importance of customer care and management supervision and providing support to staff dealing with traumatic casework.

Members were informed about the housing commissioning plan, which aimed to increase the number of properties and make the best use of existing housing stock. This included encouraging under-occupiers, both council tenants and housing association tenants, to downsize, acquiring more properties, and utilising the private rented sector. The plan set challenging but achievable targets to meet these goals.

The Select Committee heard that understanding the local housing market and its pressures was another key area of focus. It was believed that by understanding the market, the Council could predict and manage it more effectively. This included knowing which private sector landlords were evicting tenants and why and building relationships with them to prevent evictions. The importance of understanding the cost

of temporary accommodation and prioritising the commissioning of new properties to help people move on or prevent homelessness were also emphasised.

The Corporate Director stressed the need for a proactive approach, building a plan and investment strategy to create a positive pipeline of housing supply. He also highlighted the value of strong working relationships within the Council and with other services, such as Children's Services and Adult Social Care. Good working relationships could help prevent homelessness and encourage families to accept accommodation offers.

Councillors were advised that the biggest challenge was responding to emergency accommodation needs, which often required finding immediate solutions. Preventing or avoiding on-the-day presentations was critical.

Councillors noted that since the review had started, every witness session had highlighted that some staff within the housing department lacked empathy. They enquired if any action was being taken to identify and address these staff members' communication issues. Members emphasised the importance of how questions were asked and sought clarity on the plan to address this issue.

In response to this, officers acknowledged the concern, agreeing that even one or two staff members lacking empathy could impact the level of customer care. They mentioned that communications with staff about expectations had been strengthened. Managers were shadowing staff during conversations with residents, and the officers themselves were listening to calls and attending contact centre calls regularly. The need for empathy and clarity in communication, even when solutions were not readily available was highlighted. Members heard that individuals who were less helpful had been identified and the concerns addressed. Training and conversations had been conducted.

Councillors commented that it would be beneficial for the Committee to hear about tangible changes over the next few months. They suggested adding a Key Performance Indicator (KPI) to track improvements in staff empathy and communication.

Members enquired as to the percentage of properties expected to be lost due to the right to buy scheme. It was confirmed that approximately 50 properties were lost each year through right to buy, and this number fluctuated with market conditions. Members heard that the programme aimed to outpace this loss by targeting family-sized properties and properties suitable for downsizers.

Councillors raised a case where a resident had to present themselves to the Civic Centre due to the out-of-hours team lacking correct homeless prevention training. They enquired about the training being offered to the out-of-hours team. In response to this, it was confirmed that the out-of-hours officers were very experienced officers, but the particular issue raised was acknowledged. Officers mentioned that they were reviewing the out-of-hours service ensure a resilient team was in place and ensure that staff were well-trained and knowledgeable about referral processes and thresholds.

The Select Committee sought further clarification as to whether the efforts being taken to reduce the number of homeless families in high-cost temporary accommodation included asylum seekers who had become homeless after being evicted from hotels. It was confirmed that Hillingdon had a high number of asylum seekers placed by the Home Office in the Borough and that officers were lobbying for more time to find

solutions for those leaving hotels. Members were informed that single adults placed by the Home Office did not attract priority need unless they were vulnerable, but they were offered advice and support to secure their own accommodation. Officers emphasised the need for more funding to provide support for asylum seekers and mentioned that they were being proactive in managing expectations and finding solutions.

Councillors enquired whether the duration of temporary accommodation would decrease as more houses were bought. The Corporate Director acknowledged the challenge but stated that increasing the supply of private rented sector accommodation, social rented affordable housing, and stronger prevention and mediation efforts would help reduce the number of households in temporary accommodation. He emphasised the mission to reduce homelessness and move families out of temporary accommodation as quickly as possible.

In response to questions about outbound functions in workforce planning, it was explained that outbound functions involved training staff to undertake visits and engage with residents empathetically. Officers also highlighted the importance of supporting staff at all stages, providing strong supervision, and ensuring manageable caseloads to retain staff.

Members sought further clarification regarding the alleged lack of empathy among some staff members. They acknowledged that asking difficult questions was a challenging job and that some people may be more or less offended by these questions. They also noted that the process could be dehumanizing, given the repetitive exposure to terrible situations. However, Members emphasised the need for evidence-based retraining and enquired if all conversations were recorded so that managers could review them.

In response to this it was confirmed that not all conversations were recorded. Nevertheless, managers often supported staff by attending and coaching them before challenging conversations with residents. The Corporate Director mentioned that experienced housing officers were paired with less experienced ones to discuss scenarios and questions that might arise. Staff who needed extra help, due to complaints or concerns, were supported through training, conversations, and shadowing if necessary.

Members expressed agreement on the importance of seeing tangible results and noted that, while the plan contained many good elements, it was unclear what was already in place and what was planned. They mentioned that the language used in the plan was somewhat management-oriented and difficult to understand. Councillors sought clarity on how the plan was translating into tangible outcomes, given that similar themes were still being reported by witnesses. They also highlighted the importance of staff support, referencing witness testimony about the need for staff to have breaks from hearing harrowing stories. Councillors requested more specific details about staff welfare support in the plan, emphasising the need to encourage staff to remain with the Council and continue their valuable work.

RESOLVED: That the Select Committee reviewed and noted the ongoing improvement works and the improvement this would have on the resident experience when approaching for housing advice and support.

18. **COMPLAINTS TO THE HOUSING OMBUDSMAN SERVICE BY THE COUNCIL'S 'LANDLORD SERVICE' FOR 2023/2024** (*Agenda Item 7*)

Members raised no concerns or queries in relation to the report on the complaints to the Housing Ombudsman Service by the Council's 'Landlord Service' for 2024/2025.

RESOLVED: That the Select Committee:

- 1. Noted the 2023/24 submission to the Housing Ombudsman Service by the Council's 'Landlord Service' as part of meeting new Regulatory requirements; and**
- 2. Noted the recommendation to report to the Residents' Services Select Committee as part of the governance process on future annual submissions to the Housing Ombudsman Service, effective from 2024/25.**

19. **SPORTS FACILITIES, ENGAGEMENT AND INCLUSIVITY** (*Agenda Item 8*)

Priscilla Simpson, Sport and Physical Activity Team Manager, and Nicola McDermott, Sports Contract Manager were in attendance to answer clarification questions from Members in relation to the report set out in the agenda pack.

Members raised a question about the funding received for park tennis and why residents were still being charged £5 to use the tennis courts. The Officers explained that the funding was a grant issued by the LTA in 2019 to refurbish the courts, which had not been attended to for 10 to 15 years. The LTA recommended a charge for pay and play to ensure upkeep and maintenance. It was confirmed that the income generated from the charges was used to address anti-social behaviour and maintain the courts. Officers also highlighted the introduction of a cloud-operated booking system and the provision of a tennis programme including Tennis for Free and Free Parks Tennis through a tennis coaching company.

Members enquired why free tennis was not being offered in areas with anti-social behaviour, such as Rosedale and Harmondsworth. In response to this, officers responded that different initiatives were in place, including Free Parks Tennis coaching at Rosedale and plans to extend it to other areas. They emphasised the importance of building local community involvement through volunteer park tennis activators and linking in with schools and community groups.

Councillors sought further clarification regarding the usage of sports facilities and changes in demographics. Officers confirmed that they collected data using a tennis tracker on facility usage and demographics, and they aimed to engage and include various communities. They mentioned that most activities, apart from the £5 tennis, were offered for free and promoted through schools, local communities, social media, and Hillingdon People. Efforts to connect with different community groups and GP practices to promote healthier lifestyles were highlighted.

The Select Committee expressed interest in seeing the data on facility usage and engagement, noting that some events did not seem very inclusive. It was agreed that the data would be shared and it was confirmed that officers were committed to reaching hard-to-reach communities and integrating the programme into new developments.

Members requested further information about the 22 graded walks available in the Borough. It was confirmed that the information was available on the Council website and that officers had in the past distributed leaflets in GP practices and libraries. It was

acknowledged that stopping some of the production of paper forms might have led to some people not being aware of the programmes. Officers agreed to provide the requested information.

The Select Committee Davis raised concerns about the introduction of fees for using tennis courts and the lack of data on court usage before and after the fee was implemented. Resistance to the fee in areas like Rosedale was noted and free access in such areas was suggested to address the issue. Officers explained that the fee was introduced to cover maintenance costs and that they were working with a tennis coaching company to provide some free tennis opportunities in areas near the tennis courts.

Councillors discussed the promotion of sports activities, noting that physical leaflets were no longer being used and enquired about the use of display boards in town centres. The challenge of promoting activities was noted and officers emphasised the importance of using social media and other digital platforms to reach the community. They highlighted the difficulty of engaging certain demographics, such as the working population, teenage girls, and the older generation, and stressed the need for creative solutions to encourage participation.

Councillors raised questions about outdoor fitness programmes and the use of outdoor gyms in various parks. It was clarified that the outdoor gym facilities were managed by a team and that they were focusing on the most popular locations. Members also raised the issue of space constraints for seated exercise classes and the possibility of using facilities at Botwell Leisure Centre. Officers explained that they were working closely with the commissioned instructors of seated exercises and noted that there were some sessions that were less well attended and some that had increased attendance and that they were monitoring attendance and adjusting programmes as needed. Officers explained they were working closely with the Hillingdon Hospital and physiotherapy services to provide strength and balance classes in the community for residents.

In response to queries about the status of family fishing days, which had previously been managed by the Green Spaces team, it was confirmed that the Public Health team had not been historically involved in this activity.

Councillors offered their support in promoting activities within their wards, suggesting the use of social media and community spaces to raise awareness. Officers welcomed the offer and highlighted the importance of visibility and community engagement. They mentioned the success of the Parkrun initiative in Hayes and the Couch to 5K programme, which aimed to encourage more families, particularly black and minority ethnic groups, to participate in running and walking activities.

RESOLVED: That the Residents' Services Select Committee noted the content of the report and asked any clarification questions as necessary.

20. **FORWARD PLAN** (*Agenda Item 9*)

RESOLVED: That the Forward Plan be noted.

21. **WORK PROGRAMME** (*Agenda Item 10*)

Democratic Services informed Members that a site visit had been arranged for Select

	<p>Committee Members to visit the recycling facility in Edmonton on Wednesday 4 September 2024 from 09:45 – 10:45. Councillors were requested to confirm their attendance at their earliest convenience to enable safety boots to be sourced in preparation for the visit.</p> <p>RESOLVED: That the Work Programme be noted.</p>
	<p>The meeting, which commenced at 7.00 pm, closed at 9.08 pm.</p>

These are the minutes of the above meeting. For more information on any of the resolutions please contact Liz Penny, Democratic Services Officer on epenny@hillington.gov.uk. Circulation of these minutes is to Councillors, officers, the press and members of the public.