

Monitoring - update on the Residents' Services Select Committee's Review of Alleygating in Hillingdon

Committee name	Residents' Services Select Committee
Officer reporting	Natasha Norton / Neil O'Connor
Papers with report	Appendix A – New alley gating signs Appendix B – 6 months residents feedback survey Appendix C – Hillingdon People Magazine article
Ward	All

HEADLINES

This report provides an updates on the procedural changes to the Alley Gating Scheme, following the Select Committee review, approved by Cabinet.

RECOMMENDATION

That the Residents' Services Select Committee notes the updates regarding the Alley Gating Scheme following the Select Committee review that took place in 2023.

SUPPORTING INFORMATION

Below are the agreed recommendations further to the review with updates from officers:

Recommendation 1 - Scheme Awareness

That updated signs be installed on all alley gates to include the following information:

- a) that residents must keep the gates clear and closed when not in use;**
- b) that residents are responsible for maintenance of the gates; and**
- c) providing a Council contact email / website address where residents can access further details about the scheme in general.**

New signage will be created and installed on all alley gates in the future. Officers will work on the design for the leaflets which will be handed out to lead residents upon request.

Recommendation 2 - Scheme Awareness

That the alley gating scheme be promoted in Hillingdon People.

The Corporate Communications Team will produce an article to promote the Alley Gating Scheme which will be featured in Hillingdon People.

Recommendations 3&4 - Lead resident communications

That, when sending its annual emails to verify the lead resident of each alley gating scheme, the Council's expands this communication:

- **to include a review of any issues with the gates and any ASB which the Council could potentially assist, and;**
- **to arrange to send the lead resident a batch of flyers (after verification) to be dropped through letter boxes informing any new neighbours about the alley gating scheme in their area.**

That, in addition to the annual check, for brand new alley gating schemes officers seek feedback from the lead resident six months after the gate has been installed.

Lead Residents of new Alley Gating Schemes will be contacted six months after installation to gauge their feedback on the scheme, and to ensure any snagging issues are addressed. Lead Residents of older schemes will be contacted annually, to ensure contact details are kept up to date; this will give them an opportunity to report any issues. A live spreadsheet will continue to be updated.

SUPPORTING INFORMATION

The Council's private alley gating scheme, introduced some 19 years ago, assists residents in securing their privately owned alleyways against intrusion by others by installing lockable gates which can dramatically improve the quality of life of residents and businesses. Not only can the gates reduce the likelihood of burglars gaining access to the rear of properties, but they can also protect the alley from fly-tipping and other anti-social behaviour.

The scheme is popular with residents - in the 10 years from 2008 to 2018, a total of 112 schemes were implemented across the Borough. Over the years, extensive positive feedback has been received from residents who have benefitted from the increased security which the alley gating scheme provides.

Residents organise the scheme themselves with initial financial support from the Council's Chrysalis funding scheme which contributes up to 90% of the total cost of installing the gates. Residents then accept direct responsibility for the security of the keys and for the upkeep and repair of the gates once they have been installed. All ongoing maintenance including damage to, or loss of, gates is the sole responsibility of the residents - not the police or local authority.

From April 2022, schemes installed more than ten years ago have a discretionary option for the Cabinet Member to agree to support the repair or replacement of gates based on the standard 90% Chrysalis Programme contribution to a new scheme.

UPDATES

Since the Select Committee final report in July 2023, a further three new alley gating schemes have been installed servicing 23 properties, and three refurbishments completed in the 2023/2024 financial year.

In the 2024/2025 financial year, at the time of writing this report, seven new alley gating schemes have been installed, which are now servicing a total of 106 properties.

As per recommendation A, signs have been installed at the seven schemes implemented in the 2024/2025 financial year. Please see *Appendix A*

As per recommendation C, a survey was created, see *Appendix B*. To date, only two schemes have been installed more than 6 months ago; the lead residents were sent the survey requesting feedback. Officers have unfortunately not received a response from either lead resident.

Since July 2023, the Chrysalis alley gating scheme was featured in the January/February 2024 Hillingdon People Magazine, see *Appendix C*. Officers are expecting another feature in one of the upcoming issues. Resident feedback can also be found in the Hillingdon People Magazine article in *Appendix C*.

RESIDENT BENEFIT

By installing lockable gates, the quality of life for residents and businesses can be dramatically improved. The most common reasons for gate installation are to prevent the alley from being used for drug taking, burglars gaining access to properties, fly-tipping, graffitiing, and other anti-social behaviour.

FINANCIAL IMPLICATIONS

The minimal cost of new signage and annual flyers will be met within existing service budgets. There are no other direct financial costs arising from the recommendations in this report

LEGAL IMPLICATIONS


There are no legal implications arising from the recommendation set out within the report

BACKGROUND PAPERS

Nil.

**This gate was gifted by
Hillingdon Council to local residents
following an application to the
alley gating scheme.**

It is the residents' responsibility to
maintain this gate, its lock and
the alleyway.

To find out more about the scheme
and make an application, visit
 [www.hillingdon.gov.uk/
alleygatingscheme](http://www.hillingdon.gov.uk/alleygatingscheme)



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Appendix B

Alley gating scheme 12 week feedback review

We would be very interested to hear about your experience of using the alleygating scheme and the difference it has made in your area. This form will take less than five minutes to complete and will be really helpful in making any improvements to the scheme.

* Required

* This form will record your name, please fill your name.

1. How did you hear about the alley gating scheme? *

- Hillingdon People
- Website
- Family/Friends
- Other residents who have used this scheme
- Local Ward Councillor
- Police/Crime Safety Officer contact
- Other

2. Were you able to find all the information you needed to make your alleygating application on the website? *

- Yes
- No
- Did not use website
- Other

3. If no, what information was missing or how can we make the website more user friendly?


4. Has the gating scheme achieved a reduction in anti-social behaviour or improved security for the householders? *

- Yes
- No

5. If no, please outline the issues and what further support may be needed.

6. This space is for any other feedback you would like to give about your experience of using the alleygating scheme

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

 Microsoft Forms

Appendix C

Protecting residents' alleyways from intrusion

Homes with access to private alleyways can sometimes be at risk of burglary, fly-tipping and anti-social behaviour, so the council offers financial and administrative assistance to residents wishing to install their own vehicle and pedestrian gates.

The council's alley gating scheme has been running for nearly 20 years, and this year, we have invested more than £11,000 into installing three new lockable gates and three refurbished gates to enhance public safety.

In October, the council invested £2,573.55 (covering 90 per cent of the total cost) for the installation of a vehicle alley gate that would benefit and protect 11 households in Yeading from anti-social behaviour. Following multiple concerns

regarding graffiti, littering and burglary, **lead resident Cornel Hewey** applied for funding.

Cornel said: "In addition to increased anti-social behaviour, vehicles were using our shared alleyway unauthorised, especially during term time as the alleyway is next to a school. We were eager for gates to be installed as it was becoming dangerous, and one of our neighbours' children was almost hit by a car driving down the alley.

"Since the gates have been installed, we have all felt much safer and this has added much more security to the properties that back onto the alleyway. The scheme has been a wonderful experience from the onset, and we are happy residents."



Find out more about the alley gating scheme at www.hillingdon.gov.uk/alleygatingscheme

