

# Policy Overview & Scrutiny in Hillingdon



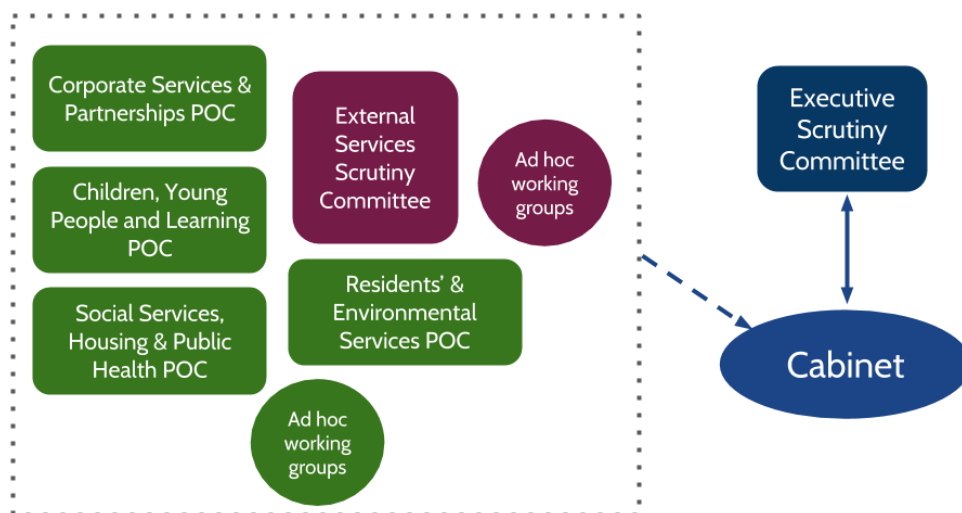
**Annual Report 2017/18**  
**Putting our residents FIRST**

# About Policy Overview & Scrutiny

**This annual report provides the opportunity to review the work and achievements of Hillingdon's Policy Overview & Scrutiny Committees during the 2017/18 Municipal Year and to highlight key developments.**

In Hillingdon, Policy Overview Committees (POCs) are responsible for the monitoring of a specific range of Council services. In addition to these POCs, Hillingdon has an Executive Scrutiny Committee, which is responsible for post executive-decision scrutiny and call-in, and the External Services Scrutiny Committee, which is responsible for scrutinising those services provided by non-Council organisations, including health and crime and disorder related matters.

**Policy Overview and Scrutiny arrangements 2017/18**



Each of these Committees undertakes its role through a series of activities which include single meeting reviews and in-depth reviews on specific issues. These reviews provide the opportunity to hear from residents, members of the public and expert witnesses, including officers from other councils and external organisations.

Reviews usually make recommendations to the Cabinet on how the Council could further enhance its work. In addition, the Committees are able to request information in response to particular concerns, comment on reports to Cabinet for decision and provide useful input into Cabinet's annual budget proposals before they are approved by Council each year. POCs therefore play an important role in ensuring that the Council continues to provide high quality, value-for-money services, putting our residents first.

Under the Local Government and Public Involvement in Health Act 2007, Policy Overview Committees can consider 'Councillor Calls For Action' submissions. These powers enable all Councillors to ask for discussions at POCs on issues where local problems have arisen and other methods of resolution have been exhausted. No such Calls for Actions have been considered to date.

# Corporate Services & Partnerships



**Councillor Scott Seaman-Digby (Chairman)**

**Councillor Richard Mills (Vice-Chairman)**

**Councillor Wayne Bridges**

**Councillor Tony Burles**

**Councillor Duncan Flynn**

**Councillor Narinder Garg**

**Councillor Raymond Graham**

**Councillor Henry Higgins**

**Councillor Robin Sansarpuri (Opposition Lead)**

**Officer Lead: Luke Taylor, Democratic Services**

## Overview

The Committee is responsible for the policy overview role for a broad array of Council services, provided mainly by the Council's Chief Executive's Office and Finance Directorate. These include strategy, policy and internal functions, such as finance, property, partnerships, personnel, democratic services, legal services, ICT and economic development. Further responsibilities also include localism, community engagement, partnerships, equality, public safety, civil protection and community safety. The Committee has undertaken two reviews this year.

## Employee Induction & Retention in Hillingdon

The aim of the review was to investigate ways in which Hillingdon Council was able to modernise and improve its staff induction and retention procedures to ensure the Council helps employees settle into their new roles at the Council quickly and efficiently, and encourage them to remain an employee, which helps the Council remain a successful local authority employer.

The review followed the 2017 review into "Recruitment in Hillingdon", which briefly touched on the subject of staff induction and retention, and the Committee agreed that by revisiting the issue, there was a further chance to comprehensively consider all aspects of staff recruitment and retention in greater detail.

This review examined how the Council conducted its staff induction process, and looked at ways this way carried out in both the public and private sector to help consider in what areas the Council could improve, with witnesses from within the Council, as well as from outside organisations.

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The review noted that a new e-learning induction system was in place, and evidence from a new starter confirmed the Committee's view that the induction process was a notable improvement with recent changes to the system making it much more well-rounded and suitable for new staff members.

During 2016/17, the Council's total employee turnover was 17.7%, with 503 staff leaving the organisation, with the Council's voluntary turnover sitting at 10.3% with 293 resignations and non-voluntary departures accounting for 7.4%, with 210 leavers.

A healthy level of turnover can benefit an organisation, bringing in new ideas and approaches, but it is also important to retain high-performing staff, and the review sought to find ways to encourage such staff to remain at the Council.

However, too high a level of turnover can lead to added recruitment and training costs, and this is coupled with interruptions to the flow of work during handovers, which can lead to disruption to productivity. Therefore, it was fundamental to the review, that the Council continue to look at benefits and opportunities for employees to ensure that staff members feel well supported throughout their time at the organisation, thus reducing voluntary turnover and improving staff morale.

Evidence for the review was received from the Council's Workforce and Organisational Development Manager, a new starter at Hillingdon, and written responses from local businesses in reply to a survey regarding staff induction and retention.

The review's findings will soon be reported to Cabinet.

## **Combating Homophobic, Biphobic and Transphobic Bullying**

The review investigated the impact of homophobic, biphobic and transphobic (HBT) bullying on young people, to improve ways that the Council can both prevent and tackle these forms of bullying, as well as the personal and social problems that can arise from it.

The Committee agreed to review the issue after receiving evidence from Stonewall, which highlighted a number of worrying statistics regarding lesbian, gay, bisexual and transsexual (LGBT) young people. The Committee recognised that several thousand young people within the Borough could potentially be affected by the issue at some point in their young lives, and reviewed what actions schools, the Council and other organisations could take to tackle HBT bullying, as well as helping members of the LGBT community who were victims of it.

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The review examined the various steps that have already been taken by local organisations combat this form of bullying, including a report in 2013 that identified a range of concerns among LGBT young people and the consequential programmes initiated by the Council, alongside other Borough-wide initiatives, that have helped members of the LGBT community who have been affected by bullying.

The Committee also recognised the work undertaken by organisations, such as Stonewall, Hillingdon-based services, and other local authorities in the UK. Fundamental to the review, however, was evidence received from local schools and young members of the LGBT community themselves. A survey of local schools helped identify action that was currently being taken by schools to combat HBT behaviour, as well as areas where schools would appreciate further support or guidance. In addition, a series of meetings with LBGT young people helped shape the review along with evidence from those who had been affected by this form of bullying personally. This gave the Committee a real insight into the matter and to formulat ideas to tackle such bullying.

The review's findings will soon be reported to Cabinet.

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# Children, Young People & Learning



**Councillor Jane Palmer (Chairman)**

**Councillor Nick Denys (Vice-Chairman)**

**Councillor Judith Cooper**

**Councillor Dominic Gilham**

**Councillor Becky Haggart**

**Councillor Allan Kauffman**

**Councillor John Oswell**

**Councillor Kanwal Dheer**

**Councillor Jan Sweeting (Opposition Lead)**

**Mr Anthony Little - Roman Catholic Diocesan representative (on education related matters only)**

**Officer Lead: Anisha Teji, Democratic Services**

## Overview

The Committee 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.

## Major review of the Council's Current and Future Relationship with Academies and Free Schools

With the recent changes in education, there are a number of different types of schools within the Borough, which cannot always be easy to distinguish. These schools vary in the way that they are set up, the curriculum, governance, the structure of management, the management of finances and the responsible authorities to whom they are accountable. It is within this context that the Committee decided to undertake a review into the Council's current and future relationship with academies and free schools.

The Committee heard from headteachers, Council officers and other representatives, along with the Council's Deputy Leader and Cabinet Member for Education and Children's Services. The Committee also sent surveys to headteachers within the Borough seeking their opinions and perspective on the Council's relationships with Maintained Schools along with Academies and Free Schools. Members of the Committee were encouraged from the positive feedback by schools participating in the survey. This was particularly important, considering the Council's changing and diminishing role providing strategic education support and advice. It was welcomed that over 80% of free schools and academies, independent from the Council, indicated they had a positive relationship with the Council.

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After considering all the evidence before it, the Committee identified a number of areas where it recommended that improvements should be made. Some of these areas included providing clear contact details for all school enquiries, building on the good relationship between the Council and the Regional Schools Commissioner, encouraging schools and the Council to continue to work together to ensure that there are clear and accountable plans in place, encouraging school governing bodies to have satisfactory inductions and training, and continuing to assist schools with the conversion transition to academies.

The Committee's findings and recommendations was considered and endorsed by Cabinet in June 2017.

### **Supporting Children with Special Education Needs and Disabilities (SEND) In Their Early Years**

Also during 2017/18, the Committee explored the identification, intervention and transition processes in place for children with SEND in their early years. The purpose of this review was to consider how children with SEND had their needs identified and to understand and explore the current interventions in place to address these needs. This was notwithstanding the significant work already undertaken by the London Borough of Hillingdon and other partners to engage with parents and children with SEND.

To investigate this topic, the Committee held a number of meetings with a variety of witnesses including a number of key officers within the Council that specialised in this area, staff from child development centres, assistant head teachers, parents that had children with SEND and members of staff that worked in nurseries. The Committee found meeting with the parents to be extremely insightful as it was a great opportunity to meet, engage and seek their views on what worked well and how areas could be improved.

During the course of the review, it was evident to the Committee that a wide variety of work was already underway by the Council to support its residents in this regard. However, the review recommended exploring better channels of communications particularly in relation to the Local Offer to ensure that parents were well informed and aware of all the options and opportunities that were available to them.

Recommendations made by the review were approved by Cabinet in February 2018.

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# Residents' & Environmental Services



**Councillor Michael White (Chairman)**

**Councillor Michael Markham (Vice-Chairman)**

**Councillor Kuldeep Lakhmana (Labour Lead)**

**Councillor Lynne Allen**

**Councillor Tony Burles**

**Councillor Patrica Jackson**

**Councillor Allan Kauffman**

**Councillor Judy Kelly**

**Councillor Brian Stead**

**Officer Lead: Khalid Ahmed / Anisha Teji, Democratic Services**

## Overview

The Committee is responsible for the policy overview role for a diverse range of Council services often central to residents' quality of life. This remit extends to highways, transport, footpaths, green spaces, planning, heritage, waste and recycling, sport and leisure, environmental health and beyond. Over the year, the Committee received information reports on Safety at Sports Grounds and the Accessible Hillingdon Supplementary Planning Document. As well as commissioning one new major review this year, the Committee also finalised one further review from the previous municipal year.

## Review of Air Quality in Hillingdon

This review was undertaken on account of the increasing concern about air quality across the capital and the Borough. Although the Council has come a long way in terms of recognising the triggers and regulating air quality, Members considered that there was still work to be done to meet the changing demands of technology and community concerns.

The review aimed to ascertain the extent of air pollution in Hillingdon, the way that the Council has managed air quality since the last Air Quality Action Plan (AQAP) was agreed in 2004 and to assist in the development of a revised AQAP for the Council during 2018, which the Council is obliged to undertake.

The Committee heard from a number of expert witnesses that specialise in air quality. The positive work already undertaken by the Council to seek to mitigate air pollution was recognised. However, the review identified a number of areas that could be strengthened including focusing on collaborative working with schools and local businesses, further promotion of the Air Text service, exploration of measures to tackle car/coach idling emissions and promoting healthier and greener alternatives to driving, where feasible. That Committee hopes that its findings would

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be supported by Cabinet during 2018, in the as it embarks on the upcoming review of the Air Quality Action Plan for Hillingdon.

The final report and recommendations of the review will be submitted to Cabinet during 2018.

## **Shisha Bars, Lounges and Cafes**

The Committee undertook a detailed looked at the controls the Council and its partners have in relation to Shisha Bars, Lounges and Cafes in the Borough and the health impacts, nuisance, amenity and harm caused by unregulated shisha smoking.

The Committee noted that like some other licensed premises, shisha establishments have also been associated with anti-social behaviour, with typical opening times extending into the late night and early mornings. There have been complaints from residents and Members regarding anti-social behaviour emanating from premises where shisha smoking takes place.

The Committee acknowledged that whilst Hillingdon does not have a shisha bar culture on the same scale as some areas of the country, smoking of shisha was on the rise and there were public health concerns, along with complaints from residents and Members, to merit a preventative approach now on how the Council could respond to this activity.

Findings from the Committee's review looked at developing a proactive, one-council approach to better identify and work with shisha premises in a constructive way to ensure health and safety compliance and community impacts are addressed.

The final report and recommendations were considered by Cabinet in December 2017 and given the number of recommendations, Cabinet delegated authority to the Leader of the Council and Cabinet Member for Social Services, Housing, Health & Wellbeing to review and take forward the Committee's findings, as appropriate.

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# Social Services, Housing & Public Health



**Councillor Wayne Bridges (Chairman)**

**Councillor Jane Palmer (Vice-Chairman)**

**Councillor Shehryar Ahmad-Wallana**

**Councillor Teji Barnes**

**Councillor Peter Davis**

**Councillor Beulah East (Opposition Lead)**

**Councillor Tony Eginton**

**Councillor Becky Haggar**

**Councillor Peter Money**

**Co-Opted Member: Mrs Mary O'Connor (Health, Disabilities and Wellbeing Champion)**

**Officer Lead: Neil Fraser, Democratic Services**

## Overview

The Social Services, Housing & Public Health Policy Overview Committee is responsible for undertaking the policy overview role in relation to the Council's Adult Social Care, Housing and Public Health responsibilities. In addition to monitoring performance, considering the Budget and receiving several overview reports on Public Health, the Committee has commissioned one new review, and completed two further reviews from the previous municipal year.

## Loneliness and Social Isolation in Older Residents

With a growing and vibrant elderly population, the London Borough of Hillingdon has had a long standing commitment to improve the quality of life for older residents.

The new review commissioned by the Committee recognised that social isolation and loneliness can be a particular issue for older people for a variety of reasons. Members sought to better understand this, along with the varied activities and services the Council and other partners undertake to encourage social interaction among older people.

This matter has also gained national momentum in recent years. In early 2018, the Prime Minister appointed the first ever Minister for Loneliness, as part of the Commission for Loneliness formed by the late MP Jo Cox. The Commission has been working with 13 charities including Age UK and Action for Children to come up with ideas to address the problem of loneliness, and includes lunch clubs, activities, and workshops as well as a new Community Connections Programme to 'match up' volunteers with lonely people in the area.

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During its information gathering and call-for-evidence sessions, the Committee considered it vital to take into account a wide range of views from the Council, partners, the voluntary sector and, most importantly, older people. This included a Member visit to Bell Farm Christian Centre to meet older residents and learn more about the activities they undertake to increase social engagement.

Concluding its review, the Committee was satisfied that London Borough of Hillingdon was supporting its older residents through an exceptionally robust and comprehensive portfolio of services and activities, which could be clearly seen in the Council's continued support of the Tele Care Line, community centres and its championing of older residents through the Leader's Initiative.

However, by its very nature, the difficulty in identifying and engaging with the most lonely and isolated residents of the Borough had been recognised as a challenge. As such, the Committee understood the importance of promoting services, activities and events in the hope that their raised profile would better inform older residents and encourage more social interaction with others.

The Committee has made some practical recommendations, including a possible Awareness Week, along with the exploration of some new activities to further engage older people as part of the Older People's Action Plan. Analysing the attendance at various activities, the Committee also recommends that the Council seeks to better incentivise male attendance to ensure we are doing all we can to ensure we reach out to as many older people as possible.

The review will be considered by Cabinet at a future meeting.

## **Changes to Housing Benefits**

The Committee's review into Housing Benefits focussed on the changes to housing benefits mandated by Government, and how these impact on residents and the work of the Council.

The Committee noted that the introduction of welfare reforms has had some effect on residents across the Borough, and more reforms are to be implemented. The Welfare Reform Act 2012 saw the start of a significant change to welfare provision in Britain, which continued with the welfare announcements made in the summer budget of July 2015 and the Welfare Reform and Work Bill. From April 2016, further reforms have been implemented, with suggestions for additional changes set out in the Homelessness Reduction Bill 2016/17.

At the time of the review, Hillingdon had 23,500 households claiming housing benefit and/or Council Tax Reduction. In 2015/16, Hillingdon paid £151 million in housing benefit and £14.8 million through the council tax reduction scheme. The Benefits Service also operates two reception areas, which see an average of 5,000 customers a month.

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As the policies that govern changes to housing and other benefits are national in nature, it was recognised that the opportunity to influence what happened at a local level was small. With this in mind, the review looked at what operational changes were required, how the Council was supporting residents through these changes, and what impact the required implementation of these changes was having on the working practices of the Council.

The review was considered and endorsed by Cabinet at its meeting in October 2017.

## **Hospital Discharges**

The Committee's review into hospital discharges examined the discharge process from hospital and how people are supported into the least restrictive care setting, in order to maximise their independence and safely meet their needs. The focus of the review was on Hillingdon Hospital where around 80% of people admitted are resident within the Borough. Of those admitted as emergencies, almost 30% are people aged 65 and over and registered with Hillingdon GPs, and for these reasons the Committee agreed that this age profile would be the focus of the review.

The Committee identified that the most effective method for addressing a hospital admission was to prevent it from occurring in the first place. To achieve this, the Committee was provided with details of initiatives such as the anticipatory model of care for older people, the Better Care Fund Plan (BCF), and Discharge Pathway plans.

Recommendations resultant from the review included the need to explore affordable options to: enable people to leave hospital without the need to be admitted to care a home; ensure an appropriate supply of care home places; and ensure better communications and access for patients and their families to advocacy, in order to support them in making informed decisions about future care for their relatives.

The review was considered and endorsed by Cabinet at its meeting in February 2018.

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# Executive Scrutiny



**Councillor Henry Higgins (Chairman)**

**Councillor John Riley (Vice-Chairman)**

**Councillor Wayne Bridges**

**Councillor Nick Denys**

**Councillor Richard Mills**

**Councillor Peter Curling**

**Councillor John Morse**

**Councillor Peter Money**

**Mr Anthony Little - Roman Catholic Diocesan representative  
(on education related matters only)**

**Officer Lead: Mark Braddock, Democratic Services**

## Scrutiny of decision-making

A period of 5 working days must elapse before any formal key decision taken by the Cabinet or Cabinet Member can be implemented by officers. The Executive Scrutiny Committee's primary role is therefore to scrutinise such decisions that have been taken 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 Cabinet Member(s) for further consideration. The Committee use a set of criteria to guide them in this process. The Committee meets immediately after the conclusion of a meeting of the Cabinet to enable Members to review the decisions taken and, if agreed by a majority, give consideration to the potential for the call-in of a particular matter.

**During 2017/18, no call-in of any Cabinet or executive decision was made.**

The Chairman of the Executive Scrutiny Committee has the constitutional role of being able to waive the 'call-in' power where a decision is deemed urgent by the Cabinet or Cabinet Member and any delay would prejudice the Council's or the public's interest or could lead to an (increased) risk of damage to people or property. This enables such decisions to be implemented with immediate effect. They are otherwise known as "urgency" or "special urgency" decisions depending on the necessity of the matter.

During 2017/18, out of approximately 525 executive decisions, the Chairman carefully considered and agreed to the waiver of the call-in power for approximately 70 such decisions to assist critical service delivery.

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The Chairman also plays a constitutional role in being notified of any future key decisions, primarily to the Cabinet, where it has been impracticable to give sufficient notice of a decision in the Forward Plan.

To assist in their deliberations, the Committee requested clarification on a number of matters within individual Cabinet reports, which were responded to by officers either at or after the meeting.

# External Services Scrutiny



**Councillor John Riley (Chairman)**

**Councillor Ian Edwards (Vice Chairman)**

**Councillor Phoday Jarjussey (Opposition Lead)**

**Councillor Teji Barnes**

**Councillor Mohinder Birah**

**Councillor Tony Burles**

**Councillor Brian Crowe**

**Councillor Michael White**

**Officer Lead: Nikki O'Halloran and Liz Penny, Democratic Services**

## The role of external scrutiny

The External Services Scrutiny Committee 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 and acts as the Crime and Disorder Committee as defined in the Crime and Disorder (Overview and Scrutiny) Regulations 2009.

Over the past year, Members have continued to develop the reputation of this important scrutiny committee so that the highest, most senior and influential members of outside agencies regularly attend. These witnesses will often seek assurances that they will be included in the meetings so that the Committee can hear what they have to say. They have become used to the Committee's in-depth challenging questioning and commentary and welcome a forum where external agencies can meet in a calm but probing atmosphere in order to demonstrate how their service can improve the lives of residents.

As well as undertaking light touch reviews and receiving update reports (in relation to the NHSE's consultation on congenital heart disease services, utility company service provision and the Safer Hillingdon Partnership), the Committee has also monitored the performance of the local NHS Trusts (with a view to later providing evidence to the CQC during its inspections).

The Committee is pleased that partners' value its scrutiny role and that its work appears to be held in high regard. The strength of the Committee's approach to scrutiny enables it to investigate those aspects of service provision within the Borough that are important to residents and the Council.

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## **Major Review: Community Sentencing**

The Committee set up a Member Working Group to consider the effectiveness of community sentencing in the Borough. Community sentences were introduced as a means by which courts could both punish and rehabilitate an individual who had been convicted of committing an offence.

A number of articles had appeared in the press reporting that magistrates appeared to have lost confidence in community punishments and highlighting concerns regarding both the reduction in the use of community sentences and the delays between sentencing and the commencement of orders.

The review considered the local implementation of the Government's Transforming Rehabilitation programme initiated in June 2014 which saw a fundamental re-organisation of services to a new National Probation Service responsible for the supervision of high-risk offenders, and a number of private regional Community Rehabilitation Companies (CRCs) responsible for the supervision of medium and low-risk offenders. Regrettably, the lack of participation of one of the principal organisations involved in community sentencing restricted the Working Group's ability to conduct a thorough review of the effectiveness of community sentences within the Borough. Hence it swiftly became apparent that the review's objective was largely unachievable and the Working Group was unable to determine whether the rehabilitation services provided to offenders in the Borough were effective; this was equally concerning as it indicated that offenders may not be receiving the help that they need to prevent their reoffending.

Given the lack of engagement of the local CRC, Members' focus necessarily shifted towards broader concerns regarding the lack of scrutiny and accountability of the London CRC, in addition to valid questions about its operation. Coincidentally, the lack of participation of external service providers was one of the issues raised by the Communities and Local Government Select Committee in its 2017/18 inquiry into the effectiveness of local authority overview and scrutiny arrangements. The Select Committee made a number of recommendations and, in March 2018, the Government published its response to the Select Committee's review.

In view of the significant concerns highlighted within the Working Group's report, Members have recommended that their findings be forwarded to the Ministry of Justice requesting that action be taken to amend the existing CRC contracts to compel them to co-operate with local partners, specifically in terms of scrutiny. It was also recommended that the Working Group's findings be forwarded to the Secretary of State for Housing, Communities and Local Government and the Chairman of the Parliamentary Select Committee requesting that action be taken to improve the local accountability of CRCs specifically in terms of scrutiny.

The report and recommendations from the Committee are to be considered by Cabinet in due course.

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## **Single Meeting Review: Criminalisation of Looked After Children**

The Committee undertook a single meeting review into the criminalisation of looked after children (LAC) and, as the issue was cross-cutting, the Chairman and Labour Lead from the Children, Young People and Learning Policy Overview Committee were invited to join the Committee. The review looked at the over-representation of children in care (CiC) in the criminal justice system and the barriers that criminalisation could create.

To address the issues, a strategy and protocol had been developed with the aim of reducing the criminalisation of CiC. The report recognised the work that was already being undertaken as well as the challenges. However, the Committee stressed that criminalisation was not an inevitability for LAC and it was recommended that increased opportunities for participation in activities deemed 'normal' by other children would provide LAC with the opportunity of experiencing the camaraderie of a functional group.

Recommendations made by the review were agreed by Cabinet in January 2018.

## **Single Meeting Review: Heathrow Villages GP Service Provision**

The Committee undertook a single meeting review to look at action that had been taken regarding GP service provision in Heathrow Villages. The 2011 Census shows Heathrow Villages population as 12,199 residents, an increase of 19.4% since 2001 (10,217). Heathrow Villages ward is one of the least densely populated wards of the Borough with 5.2 people living per hectare which is well below the Borough average of 23.7 people living per hectare. Currently, residents (especially those in Sipson, Hamondsworth and parts of Longford) are experiencing difficulties in registering with a GP and then getting to the practice (Heathrow Airport is in the middle of the Ward).

Although Healthwatch Hillingdon and Hillingdon Clinical Commissioning Group have liaised with NHE England on a case-by-case basis, this is not a long term resolution to the issues faced by the residents of Heathrow Villages. To resolve the matter, the Committee believes that consideration needs to be given to identifying a suitable premises as well as the human resources to set up an accessible GP practice in the Ward.

The Committee's findings from the review are to be incorporated into a report which will be considered by Cabinet in due course.

## **Utility Company Service Provision in the Borough**

Representatives from utility companies attended one of the Committee's meetings where Members took the opportunity to question those present about plans that they had in place to accommodate population growth in Hillingdon. Members were advised that a flood alleviation scheme had been planned for Parkwood by Affinity Water. Scottish and Southern Electricity Networks was not anticipating any

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major projects in the Borough in the near future but would continue to monitor the network to ensure that the minimum need was met.

Insofar as fibre broadband is concerned, Hillingdon coverage was 97.4% which was slightly better than the London figure of 96.2%. Openreach had committed to deploy FTTP (fibre to the premises) free of charge to all new housing developments comprising 30 or more homes that are registered from November 2016. For any areas of major regeneration proposed in the Borough (such as retail parks, large commercial and residential development) , Openreach has suggested that the company be included in the early stages of the work.

The Committee suggested that Openreach is made aware of approved new developments of 30 or more homes, which was taken forward by Democratic Services. There are not specific findings for the Committee to report to Cabinet on this topic.

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## Involving residents & local organisations

Members on Policy Overview and Scrutiny Committees actively seek to involve residents, interest groups, private and public organisations in the policy reviews their respective Committees undertake.

Strong witness testimony has, and continues to provide added value to the Committee's findings presented to the Cabinet for approval. 2017/18 was no exception, with the following external witnesses engaging in this important aspect of Hillingdon's democratic process:

- Metropolitan Police Service
  - Hillingdon Clinical Commissioning Group
  - Healthwatch Hillingdon
  - The Hillingdon Hospitals NHS Foundation Trust
  - Royal Brompton and Harefield NHS Foundation Trust
  - Central and North West London NHS Foundation Trust
  - Hillingdon Local Medical Committee
  - London Ambulance Service NHS Trust
  - Stonewall UK
  - Hillingdon CAMHS
  - Hillingdon School Nursing Services
  - London Fire Brigade
  - National Probation Service
  - NHS England
  - NHS England (London)
  - Safeguarding Adults Partnership Board
  - Local Safeguarding Children Board
  - HM Courts & Tribunals Service
  - Openreach
  - Affinity Water
  - Scottish and Southern Electricity Networks
  - Heathrow Villages resident
  - Hillingdon 4 All
  - General Practitioners
  - Yiewsley & West Drayton Community Centre
  - Slough Borough Council
  - Nursery nurses
  - Various members of staff from the Child Development Centre
  - Assistant Head Teachers
  - Parents of children with SEND
  - Committee on the Medical Effects of Air Pollution
  - LBH Director of Public Health
  - Independent Air Quality Expert
  - Environmental Specialist
  - Arts and Health Researchers
  - Hillingdon MINDBath & North East Somerset Council
  - Fountains Mill LGBT Youth Group
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## Past and completed reviews

Policy Overview and Scrutiny Committees have undertaken comprehensive reviews of local service provision since 2002, with their findings incorporated into the core work the Council and its partners do to put residents first. Details of past reviews over the last 5 years are set out below. Copies of all reviews are available to read on the Council's website.

### 2016/17

- Hospital Discharges
- Tackling Child Sexual Exploitation in Hillingdon
- Shisha Bars, Lounges and Cafes in Hillingdon
- Housing Benefit Changes in Hillingdon
- Stroke Prevention in Hillingdon
- Review of the Council's Current and Future Relationship with Academies and Free Schools
- Disposal of Charity Shop Waste
- Recruitment in Hillingdon
- Supporting Educational Aspiration for Disadvantaged Children

### 2015/16

- Raising Standards in Private Rented Accommodation
- The Effectiveness of Early Help to Promote Positive Outcomes for Families
- Alcohol Related Admissions Amongst Under 18s
- Hoarding in Hillingdon
- Diversifying the Street Champions Initiative
- The Effectiveness of Early Help to Promote Positive Outcomes for Families
- Supporting Educational Aspiration for Disadvantaged Children

### 2014/15

- Tackling Social Housing Fraud
- Review into Family Law Reforms
- Children's Oral Health
- A Review of Hillingdon's Corporate Complaints Procedure
- Policing and Mental Health Services
- Hillingdon's Implementation of the Special Educational Needs and Disability (SEND) Reforms
- The Cleaning and Maintenance Schedule for Hillingdon's Footpaths and Bridleways
- Hillingdon Child Sexual Exploitation Strategy
- Reducing the Risk of Young People Engaging in Criminal Activity and Anti-Social Behaviour
- Hillingdon's Shared Lives Scheme

### 2013/14

- Stigma: The Effect on Residents' Mental and Physical Health in the Borough
  - Review of Anti-Social Behaviour Partnership Working in the Borough
  - The Causes of Tenancy Failure and how it can be Prevented
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- Using Our Water: Improving Efficiency and Developing Long-Term Strategies
- Improving Outcomes for Care Leavers Not in Education, Employment or Training (NEET)
- Strengthening the Council's Role as a Corporate Parent
- Reducing our Carbon Footprint

### **2012/13**

- Community Cohesion and the accessing of Council services
- Crime Prevention Resources provided for Hillingdon Police and the free Older People's Burglar Alarms Scheme
- Leaving Care Grant
- Safeguarding of Children that go Missing
- Access to Education for Hillingdon's Vulnerable Children and Young People
- Review of the Regulations and Byelaws relating to Cemeteries and Burial Grounds within Hillingdon
- Review of local pest control services and the impact of waste management processes on them
- Review of Adult Community Mental Health Services
- Special Constables

### **Democratic Services**

London Borough of Hillingdon  
Council AGM 10 May 2018

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