

Minutes of Hillingdon's Older People's Assembly
26 March 2019
Council Chamber, Civic Centre, Uxbridge

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| 1. | <p>Welcome</p> <p>Marion Finney from the Customer Engagement Team introduced herself as the Chair and welcomed everyone to the meeting. She went through the agenda and explained the purpose of the Older People's Assembly which is to hear about services and activities that partners and the Council provide and a forum for people to ask questions.</p> <p>Apologies were sent from Cllr Ray Puddifoot who was unable to attend the meeting.</p> |
| 2. | <p>Presentation 1 - Update on Planning Development and Infrastructure in Hillingdon - James Rodger - Head of Planning, Transportation and Regeneration</p> <p>James Rodger gave a presentation in two parts. The first being about the mechanics of planning and the second about housing and infrastructure delivery. Below are the key points of the presentation;</p> <ul style="list-style-type: none">• Hillingdon Council is a 'Local Planning Authority'. As such it is responsible for overall planning and decision making (including planning enforcement) for the borough.• All Councils have to adhere to the National Planning Policy Framework which follows the legal requirements that applications for planning permission must be decided.• Particular emphasis is placed on sustainable development and supporting housing growth.• There are three main types of development/application which are permitted development (certificate of lawfulness), planning application and prior approvals (mostly office or residential conversions)• Under permitted development you are able to build up to a certain size which does not require planning permission.• Planning applications are determined in accordance with the development plan and adopted guidance. There are statutory |

consultation requirements and certain policies are applied through every application. Contentious applications go to a planning committee.

- Hillingdon Council erect site notices and write to adjoining neighbours inviting comments within 21 days about any proposed planning.
- Only material planning considerations are taken into account when making a decision, these can be issues relating to loss of light, overlooking, design, parking stress, flooding etc. However some issues are not material planning considerations and these include; private issues such as boundary disputes, private access arrangements. Problems arising from the construction period e.g. noise, dust, vehicles, hours of working is covered by separate legislation.
- There is no third party right of appeal in the planning process; an objector cannot appeal against an approval. However, all applicants within the planning system have a right to appeal against the local planning authority's judgement.
- Local planning has to take into consideration the National Planning Policy Framework, the Mayors Plan and Hillingdon Councils local plan.
- New development will usually require some level of mitigation to make it acceptable in planning terms. Funds for improved or new infrastructure are obtained via Section106 Agreements (S106) or Community Infrastructure Levy (CIL)
- The Mayor of London receives money from developers and aims to raise up to £600 million to fund Crossrail 1. £490 million has so far been raised. As from 1 April 2019 a new charge will be brought in to help finance Crossrail 2.
- When planning within the borough the local documents have to be 'in general conformity' with the London Plan which is also legally part of the development plan that has to be taken into account when planning decisions are taking in any part of London, unless there are planning reasons why it should not.
- The CCG, working in partnership with the Council, has been successful in securing circa 900m² of accommodation for a new health

facility as part of the Old Vinyl Factory development. The Section 106 agreement has now been signed and the provision of a health facility, subject to commercial terms being agreed.

- The CCG has "earmarked" the S106 health contributions currently held by the Council towards the provision of health hubs. A request to allocate individual contributions towards further schemes will be submitted as each scheme is brought forward.

**3. Presentation 2 - Managing changing Health needs in Hillingdon
Dr Ian Goodman - Hillingdon Clinical Commissioning Group (HCCG)**

Dr Goodman presented on the changing health needs within the borough. Below are some of the key points of his presentation highlighting the need and services available. He started by outlining the population health needs are changing nationally and in Hillingdon.

In 2017 there were approximately 309,300 people living in Hillingdon

- It is expected there will be between 23,000 and 39,000 new residents by 2029.
- Long term conditions are a major factor in use of services, nearly 19,000 people in Hillingdon (6%) have diabetes, 39% of people from Hillingdon admitted to hospital have diabetes
- There is a shortage of nurses and GPs and HCCG aims to transform care and make the best use of services under the three themes of; Keeping people well, supporting people in times of crisis and accessing right care in the right place/appropriate time in hospital.
- Some changes that have been made are Three GP Extended Hours, Hubs which are open seven days a week, providing appointments in evenings and weekends.
- MyHealth Hillingdon a Self- Management Programme, empowering patients to take better care of themselves.
- Online access to Hillingdon GPs to enable residents book and cancel appointments, request repeat prescriptions, look at their medical records and latest results and eventually link personal health data e.g. fitbit data all online.
- CCG has commissioned H4All to provide a free Health & Wellbeing

service for Hillingdon residents aged 65 and over who need support to better manage long term health conditions, frailty, and social isolation. It's a free health and wellbeing service which is being expanded. Services include personal budgets, social care assessments leading to social prescribing.

- Care Connection Teams (CCTs) work with General Practices to identify people over 65 who are at high risk of admission to hospital and support them to stay well in the community. The CCTs have had a significant impact reducing hospital admissions for patients.
- The CCG is commissioning a new Primary Care hub to meet the anticipated increase in demand in Uxbridge. We are working with our partners at CNWL to develop a plan to enter the pre-application stage in April. The completion date for the site is December 2021.
- There is also an allocated space in the development at the Old Vinyl Factory site to house primary care services and are exploring options on the Nestles site.
- Plans are in development for a Primary Care hub in the north of the borough, on the site of the Northwood and Pinner Cottage Hospital. The current opening date for the hub is also December 2021
- Additional clinical space will be provided through developments in practices, this includes: Heathrow Medical Centre, Otterfield Health Centre, Yiewsley Health Centre and St Martin's Surgery.
- Making the best use of technology and information is essential for an effective and efficient health service. Easy access to medical records and care plans will make it easier for patients and carers to manage their own health and know when and where to go for help.
- Having shared care plans and records allow clinicians to see the most up to date reliable information about patients health, enables clinicians to reach a diagnosis and management plan much quicker and prevents unnecessary admissions to hospital.
- CCG are working with NHS Digital to develop and launch a 'Health Help Now' app for Hillingdon that will help people access the right services and support.

4. Questions, Answers and Discussion

The following questions were asked and answers given:

Q1. Are you allowed to put certain buildings up without permission?

A1. Buildings up to a certain size are permissible and we have no say over these. Only when there is a full planning application, can the Council then have a say or if the building is in breach of any type of planning regulation.

Q2. Can we start building tomorrow as long as it is within a certain size?

A2. There is a Planning Information Officer in our team who can help guide residents through the process of what they can and can't do concerning planning regulations. We have a late night opening by appointments only until 8pm on a Thursday.

Q3. Where is Waterloo Wharf?

A3. It is on the ex RAF base.

Q4. We have been told about ordering prescriptions online, but what about those people who cannot go online or are unable to use an online service?

A4. Yes we understand, however this is a new service to help make life a bit easier for our residents who choose to use the online service. Every practice has a target to get more and more on board. We need to make more people aware.

Comment: It may not be so straight forward to get online. You need some form of ID to prove who you are.

Comment: The password thing online is ridiculous.

Response: The password is automatically generated by the system and provides the patient with a sequence of digits. It is not something we create and it is to make .

Q5. What will we be left with? No green space and ugly landscape.

A5. We have the biggest new public park, the town centre redevelopment will be in front of it. I acknowledge your comments about the flats.

Q6. Are inspections done on the buildings that don't require planning permission?

A6. Extensions that don't require planning permission for inspection will not be inspected unless there has been an infringement which has to be reported for inspection by planning control or where there has been a complaint. The Council will investigate and follow it up. Where breaches

have been made, (about one thousand reported each year) action will be taken and a number of enforcement notices given.

Q7. In the Hayes Town Centre redevelopment, Lidl landscaping was to be included but that does not appear to have happened. It looks like a wasteland at the moment, will anything be done?

A7. There is a current planning enforcement case. We are aware and seeking to resolve the issues. Something will be done in due course.

Q8. There are a lot of houses being built in Hillingdon, what facilities are being built for Older people especially at the old RAF?

A8. There are no services that are specifically targeted to older people but we have the Bunker and Museum, the new primary school and new park.

Comment: Online, websites, email, and texts we can't all work it. We need step by step help.

Response: One of the courses we may look at is helping residents get online.

Q9. Can we not use the libraries?

A9. This is one of the Leader of the Council's objectives, I will contact Ray Puddifoot about it.

Comment: A lot of people feel comfortable seeing their own GP or a GP of their choice rather than any GP.

Response: It is a challenge for people who have a long term medical problem and prefer to see the same GP through their consultation and treatment. Those who are of working age are less likely to want a GP of choice, they are happy to see any GP.

Comment: An elderly person was admitted to hospital and released in the middle of the night to a cold house. This is not right.

Response: We are working on that and recognise that something has to be done. Adult Social Care and Occupational Therapists are working together to ensure that older people are not released in the middle of the night.

Marion invited residents to attend the Carers Forum happening at the Middlesex Suite, Civic Centre on Friday 29 March 2019.

8.

Date of the next Assembly:

Tuesday 25th June 2019

From 2pm to 3.30pm (registration from 1.30pm)

The assembly will be held in the Council Chamber

Older People's Forum: Managing changing health needs in Hillingdon

Dr Ian Goodman
Chair, Hillingdon Clinical Commissioning Group

Population health needs are changing nationally and in Hillingdon

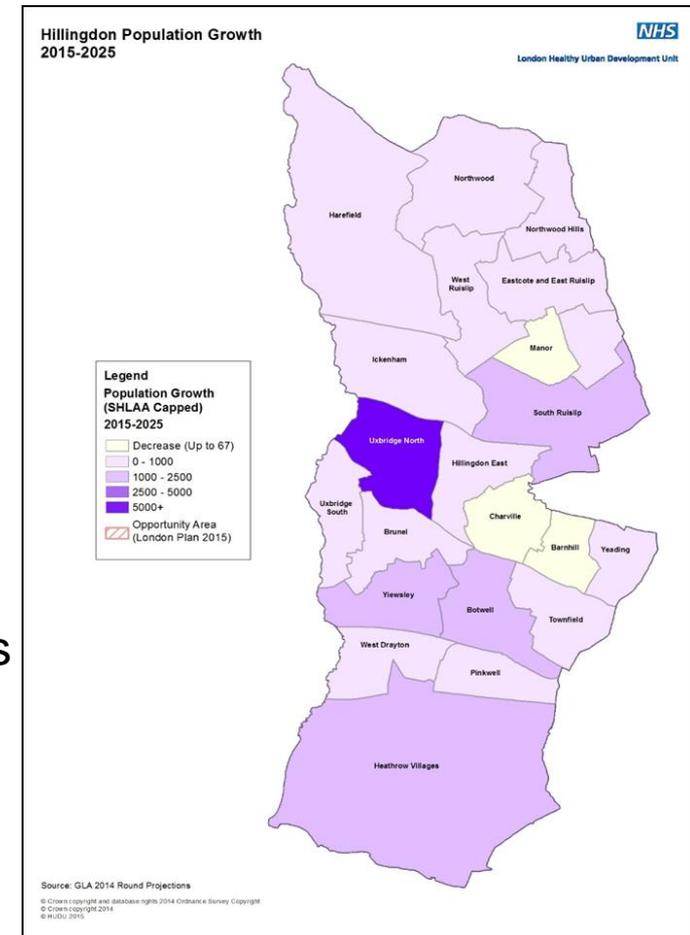
Hillingdon is a diverse borough with a growing population

In 2017 there were 309,300 people living in Hillingdon

We expect between 23,000 and 39,000 new residents by 2029, most of these will be in the southern part of the borough.

There are considerable variations in life expectancy in the borough, for women this varies from 88.4 years (Eastcote and East Ruislip ward) to 79.9 years (Botwell ward). For men 85.4 years to 77.4 years.

Long term conditions are a major factor in use of services, nearly 19,000 people in Hillingdon (6%) have diabetes, 39% of people from Hillingdon admitted to hospital have diabetes



To meet changing needs we need to do things differently

We have three key themes to help us transform care and make the best use of our local resources:

- Keeping people well
- Supporting people in times of crisis
- Accessing right care in the right place /
Appropriate time in hospital

We are also working on the main enablers that help with the changes:

- Planning our estates
- Ensuring we have the right workforce
- Making the best use of technology

Keeping people well



Three GP Extended Hours Hubs open seven days a week, providing appointments in evenings and weekends.

MyHealth Hillingdon
a Self- Management programme, empowering patients to take better care of themselves by offering educational workshops and interventions

Sample slide 1 of 3 from Diabetes at Risk Workshop

MyHealth NHS Hillingdon Clinical Commissioning Group

Team Quiz: Diabetes
Test your knowledge!

What is diabetes? Signs of diabetes

Risks for diabetes Effects of diabetes

Know the five lifestyle goal posts
Take aim & take action!

- Reduce fat, sugar & portion size
- 30 minutes x 5 times per week
- Find life balance with support
- Become a non-smoker for life
- Maximum 14 units per week

A green soccer field with white lines and five soccer balls scattered on it. The field is set against a white background with a yellow and orange wavy border at the bottom.

Online access to Hillingdon GPs to book and cancel appointments on line, request repeat prescriptions, look at your medical records and latest results and eventually link personal health data e.g. fitbit data

Keeping people well



CCG has commissioned **H4All** to provide a free Health & Wellbeing service for the Hillingdon residents aged 65+ who need support to better manage long term health conditions, frailty, and social isolation.

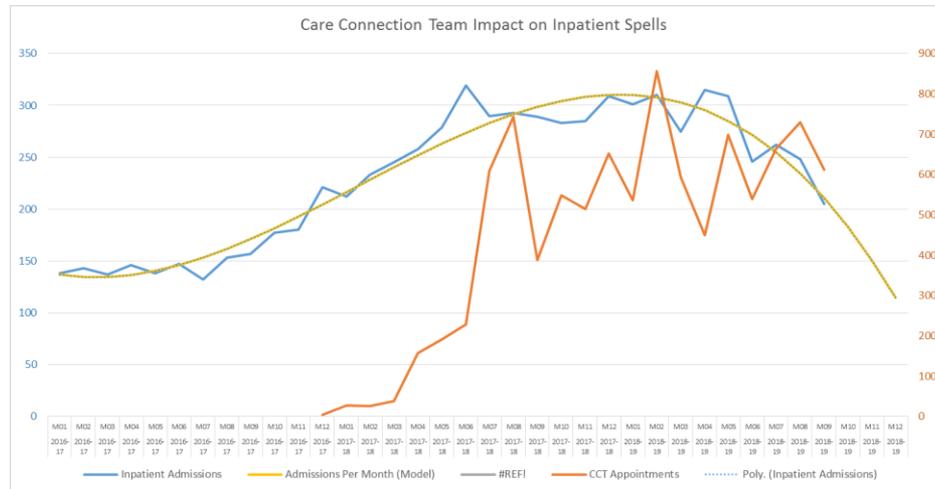
Together, we are expanding this service: The team will support more residents access community services, personal budgets and social care depending on their needs. This is called **Social Prescribing**

The H4All Well-being team use the PAM Survey (Patient Activation Measure) to identify the patients own activation level and how engaged they are with their own care

Supporting people in times of crisis



Care Connection Teams (CCTs) work with general practice to identify people over 65 at high risk of admission to hospital and support them to stay well in the community. The CCTs have had a significant impact reducing hospital admissions for their patients



We are building on this model to develop **neighbourhood teams consisting of different health professions** that will provide services tailored to their local population.

Appropriate time in hospital



We are improving the **discharge process** from Hillingdon Hospital for **older people** by working with Hillingdon Council and across hospital and community teams to make sure that people are back in their own homes as soon as possible

Paediatric Integrated Clinics are in place across the borough for children and families to see GPs and hospital consultants together in the community.

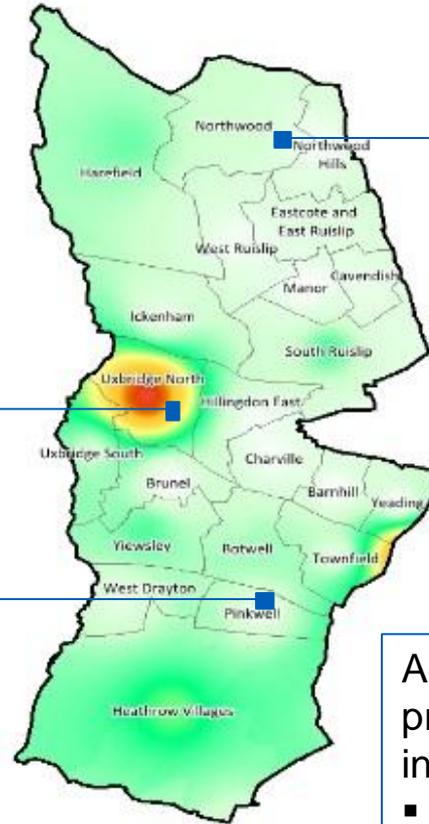
Co-ordinate my Care continues to be well used in Hillingdon, providing a shared record for patients at end of life that supports terminally ill people to die in their preferred place of death rather than be taken to hospital

Planning our estates:



The CCG is commissioning a new Primary Care hub to meet the anticipated increase in demand in **Uxbridge**. We are working with our partners at CNWL to develop a plan to enter the pre-application stage in April. The completion date for the site is December 2021

We have allocated space in the development at the Old Vinyl Factory site to house primary care services and are exploring options on the Nestles site



We are also developing plans for a Primary Care hub in the north of the borough on the site of the Northwood and Pinner Cottage Hospital. The current opening date for the hub is also December 2021

Additional clinical space will be provided through developments in practices including:

- Heathrow Medical Centre
- Otterfield Health Centre
- Yiewsley Health Centre
- St Martin's Surgery

Ensuring we have the right workforce with our 'Transition Academy' for general practice:

Designed to:

- Retain trainee GPs in Hillingdon GP practice based roles
- Transition qualified nurses, including graduates, into General Practice Nursing
- Develop apprenticeships and expand the GP team skill mix
- Support individual requirements for upskilling, supervising and career development
- Bring together system need for innovative career options and ways of working
- Support succession planning for an aging workforce
- Encourage consistent, quality, transferable ways of working

2018-19 outcomes:

- + 3 GP trainers
- + 4 Nurse mentors
- + 6 GP trainees moving into general practice
- + 4 Returner GPs
- + 6 Transitioned nurses
- + 3 Physician associate placements
- + 12 Pharmacists

Making the best use of technology and information is essential for an effective and efficient health service

Shared care plans and records allow clinicians to see the most up to date reliable information about your health, enables clinicians to reach a diagnosis and management plan much quicker and prevents unnecessary admissions to hospital

We are working with NHS Digital to develop and launch a '**Health Help Now**' app for Hillingdon that will help people access the right services and support

Access to medical records and care plans will make it easier for patients and carers to manage their own health and know when and where to go for help

Questions?

Older People's Assembly - 26 March 2019



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James Rodger

Head of Planning, Transportation &
Regeneration



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Introduction

Hillingdon Council is a 'Local Planning Authority'. As such it is responsible for plan making and planning application decision making (including planning enforcement) for the Borough of Hillingdon.

The first part of my presentation will run through all the mechanics of planning. The second part of my presentation will cover how the Council's planning service addresses the issues of housing and infrastructure delivery, including that of new health services.



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National Planning Policy Framework

- Makes clear that Local plans are central to the operation of the planning system.
- Emphasises the legal requirement that applications for planning permission must be decided in accordance with these plans unless there are other important factors (material considerations) which indicate otherwise.
- It introduced a ‘presumption in favour of sustainable development’ to ensure that local planning authorities identify and plan for the development which their areas need, and to make clear that applications that will deliver sustainable development **should normally be allowed**. Particular emphasis is placed on supporting housing growth.



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PLANNING

Applications Types, Material Considerations,
Conditions & Process



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Type of Development/Application

- Development falls into three main types:
 - Permitted Development (Certificates of lawfulness)
 - Planning Application
 - Prior Approvals (mostly office to residential conversions)



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Permitted Development/Certificates of lawfulness

Main Features:

- Development that benefits from permission by virtue of the Town and Country Planning (General Permitted Development) (England) Order 2015 (amended April 2018) and does not require planning permission.



Planning Applications

Main Features:

- Development requiring planning permission.
- Must be considered against the development plan and adopted guidance.
- Statutory consultation requirements.
- Development proposals that accord with the development plan should be approved without delay.
- Should always consider whether the benefits of the development outweigh any potential harm.
- May be determined under delegated authority (90% of applications) or referred to a Council planning committee.

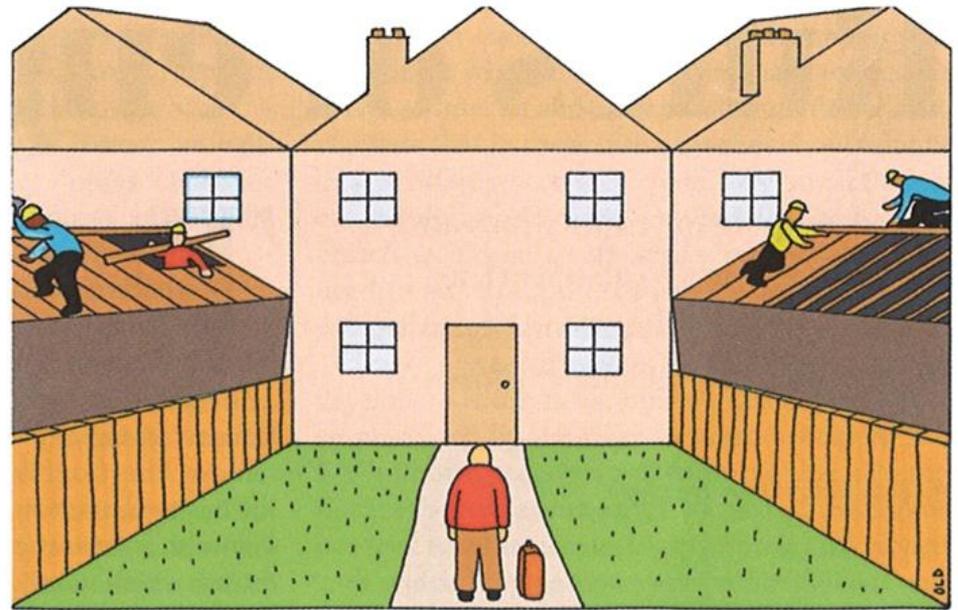


Planning applications - Neighbour consultations

Hillingdon Council both erects site notices (which are removed when redundant by our refuse team) and sends letters giving 21 days for comments on an application.

We do consider all comments made on applications but can only take material planning considerations into account when making a decision.

Because we have to make decision in accordance with the development plan sometimes we approve developments that neighbours object to.



JOHN REGRETTED EXTENDING
HIS HOLIDAY TO 21 DAYS



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Material Planning Considerations

Most issues (e.g. loss of light, overlooking, design, parking stress, flooding) residents raise when commenting can be considered material planning considerations and can be taken into account when determining an application. However, some issues are not material planning considerations, including:

- × Private issues between neighbours (boundary disputes, private access arrangement etc.)
- × Problems arising from the construction period (e.g. noise, dust, vehicles, hours of working. This is covered by separate legislation)
- × Impact on property values



Planning Committee



“OK, that’s five votes in favor of saving the historic old hotel, and one vote for stomping it to bits and eating everyone inside!”

Councillors on the Planning Committee make decisions on more contentious cases, but are guided by officers in the planning team.



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Appeals

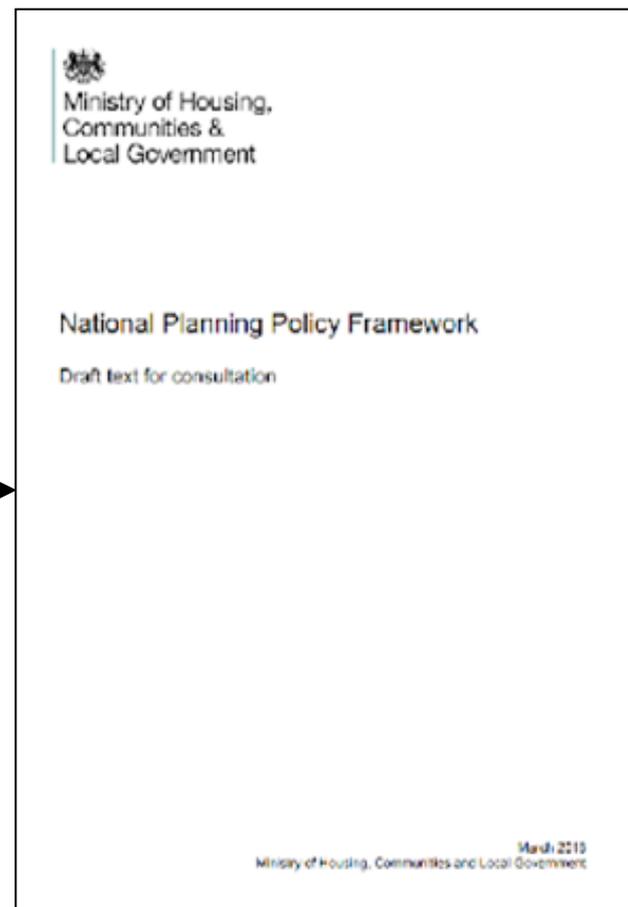
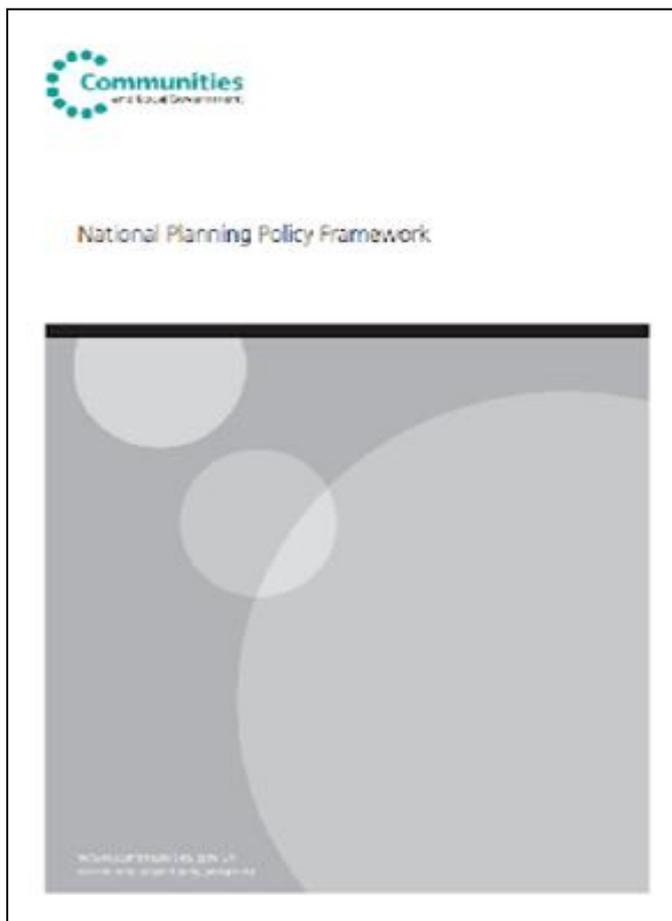
There is no third party right of appeal in the planning process - or put another way an objector cannot appeal against an approval (so once an approval is granted that's that).

However, all applicants within the planning system have a right to appeal against the local planning authority's judgement. They can appeal in the following circumstances:

- The Local Planning Authority take longer than the statutory timeframe to process an applications.
- The Local Planning Authority refuses their application.



National Planning Policy Framework (NPPF)



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The London Plan

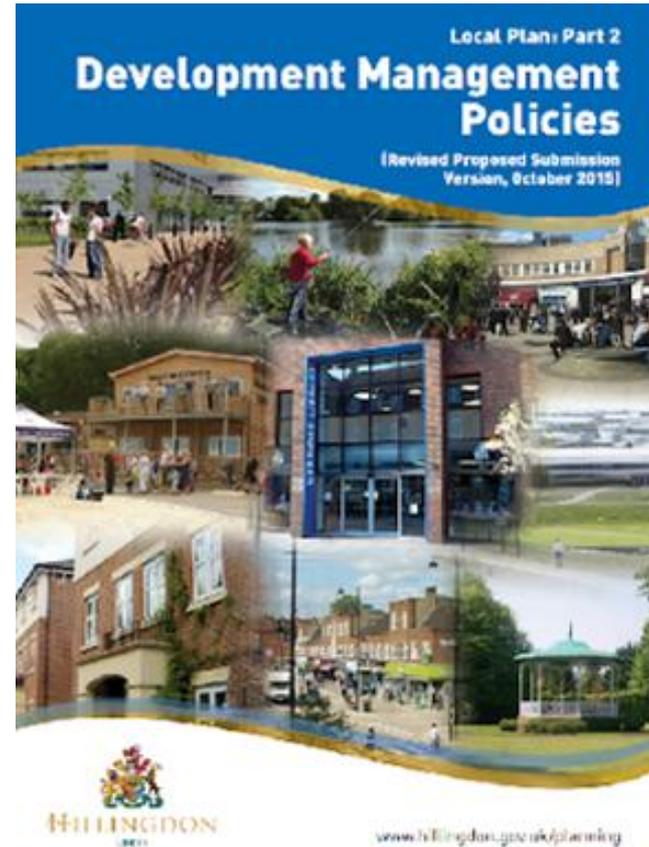
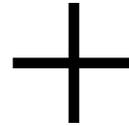
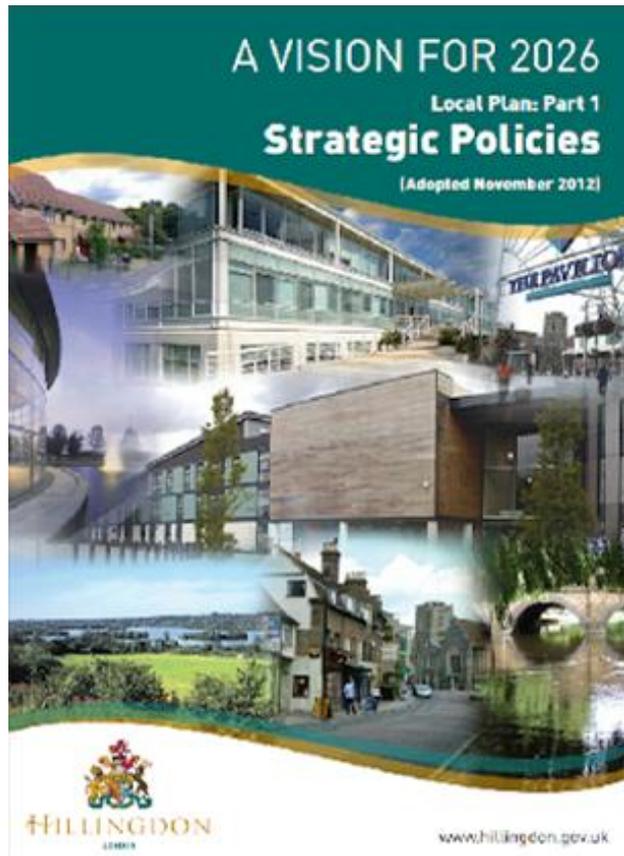
Boroughs' local development documents have to be 'in general conformity' with the London Plan, which is also legally part of the development plan that has to be taken into account when Planning decisions are taken in any part of London unless there are planning reasons why it should not.

Referable Schemes: 150 Units or 30m+ height



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London Borough of Hillingdon Local Plan



Community Infrastructure Levy (CIL)

and

Section 106 Agreements (S106)



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Funding Mitigation & Infrastructure

New development will usually require some level of mitigation to make it acceptable in planning terms. The cumulative impact of new development will also put pressure on infrastructure and lead to the need for either redeveloped or new infrastructure. In the planning system, funds for improved or new infrastructure are obtained via:

- S106 Agreements (S106)
- Community Infrastructure Levy (CIL)



The Difference Between S106 & CIL

S106 Agreement

The purpose of a S106 agreement is provide site specific mitigation to make individual developments acceptable in planning terms and to provide affordable housing.

Community Infrastructure Levy (CIL)

The purpose of CIL is to provide funding for infrastructure to support development of an area. CIL is a set £ sqm charge which applies to almost all new development over 100sq.m.



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Regulation 123 List

Agreed uses for Hillingdon's CIL:

- Education facilities
- Transport improvements
- Health care facilities
- Community care facilities
- Library services
- Leisure facilities
- Open space provision
- Community facilities

Hillingdon CIL is £95 per sq.m of residential development



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Mayoral CIL (MCIL)

The Mayor's current Community Infrastructure Levy (MCIL) aims to raise up to £600 million to help finance Crossrail.

MCIL rates are set different across London Boroughs. In Hillingdon, the charge is set at £35 per sqm.

To date the MCIL has collected £490 million towards crossrail. It is set to be replaced with a new charge in 2019 to help finance Crossrail 2.



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S106/CIL Example: Waterloo Wharf, Uxbridge

Obligations Secured (51 unit scheme):

- 5 affordable housing units
- Off site highway works
- Noise Attenuation Scheme to adjoining boatyard
- £30,000 Contribution to canalside improvements
- £29,621 Contribution to carbon reduction measures

LBH CIL £445k

Mayoral CIL £164K



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Health (on site delivery via S106)

On very large sites it may be possible to negotiate delivery of a facility on site. An example of this currently is the VINYL factory site in Hayes off Blyth Road.

The CCG, working in partnership with the Council, has been successful in securing circa 900m² of accommodation for a new health facility as part of the Old Vinyl Factory development. The Section 106 agreement has now been signed and the provision of a health facility, subject to commercial terms being agreed, has been secured.



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Health Contributions (CIL)

Process to spend CIL money: When the Council receives formal bids to release funds, each proposed scheme is assessed and reported to the Leader and Cabinet Member for Finance, Property and Business Services in order for the monies to be released. There are a number of health priorities being supported by CIL money.

The Health and Well Being Board has representatives of both the CCG and Council and discusses strategic estate initiatives and the proposed spend of S106 health facilities contributions in the Borough. The work of the board is to support strategies such as the Joint Health & Wellbeing Strategy, Out of Hospital Strategy & NHS Strategic Service Delivery Plan.

The CCG has "earmarked" the s106 health contributions currently held by the Council towards the provision of health hubs. A request to allocate individual contributions towards further schemes will be submitted as each scheme is brought forward.



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Questions and Answers....



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