

**Minutes of Hillingdon's Older People's Assembly**  
**20 June 2022**  
**Council Chamber, Civic Centre, Uxbridge**

<p><b>1.</b></p>	<p><b>Welcome</b></p> <p>Marion Finney, Manager of the Customer Engagement Team (Chair) welcomed everyone and went through the housekeeping and agenda.</p> <p>Marion explained that the Older People's Assembly is an opportunity for residents to make suggestions of how we can better improve services for the future. She confirmed it was for general discussions and not for individual issues. Attendees are provided with sheets of paper if they want to suggest future agenda items or note down any questions or comments they might want to share during the question and answer session.</p> <p>The channel to report issues is through the Contact Centre on 01895 250111 or you can do it online 24/7 at <a href="http://www.hillingdon.gov.uk">www.hillingdon.gov.uk</a>.</p> <p>The Assembly was due to hear from Transport for London (TfL), however, the speaker was involved in an accident and unable to attend. Alternative speakers have been arranged around transport in Hillingdon and update on the council's CCTV provision across the borough. TfL will attend in future.</p>
<p><b>2.</b></p>	<p><b>Remarks from the Leader</b> <b>Cllr Ian Edwards</b></p> <p>The Leader was delighted to be with residents at the assembly once again. This was his second appearance at the Assembly, the last time being in December 2021. He reminded attendees that the purpose of the group was to give an opportunity for residents to tell us what more the council could be doing and not the other way around. He encouraged attendees to take the opportunity to tell us how we can shape services for the future.</p> <p>Cllr Edwards stated that it is not possible to speak in a public forum, as the Leader, without mentioning the council's finances and he acknowledged that many residents may be suffering financially, in the current situation, with prices increasing and income remaining static. Just as residents are faced with these circumstances, the Council is also. Energy bills for Council</p>

buildings and street lighting has gone up by an estimated £1.6m in gas and electric alone. At the very least, we need to find funding for this. The government has been helping, with handouts, including a return on Council Tax and there will be other returns expected around winter fuel etc. If payments are being returned via the Council, we can do this easily if residents are set up to pay by direct debit. It is acceptable for residents to pay the Council via cheque or other means, but it makes it much harder for the Council to return funds due to the number of checks required. If any residents are interested in setting up direct debits, they should speak to Council staff for guidance.

Inflation has an obvious effect on finances, however, the Council will not make it harder for residents, especially elderly residents, by increasing Council Tax and will do the hard work to find other ways to reduce expenditure. Discounts for older people will be protected, however, we will move the age entitlement in line with state pension age in the future.

This week, all Older People's summer events have been signed off, with 634 older people enjoying days out, trips to the seaside and fetes supported by The Leader's Older People's initiative. The Leader reminded attendees that the deadline for funding for Christmas events is 30 October 2022.

The Leader wished the Assembly well and advised that whilst we cannot promise to do everything asked, we will always listen to residents. He had to leave to prepare for another meeting but confirmed that Cllr Jane Palmer, Cabinet Member for Health & Social Care was in attendance for any queries. Alternatively, residents can email [leader@hillingsdon.gov.uk](mailto:leader@hillingsdon.gov.uk)

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**Presentation 1:**

**Ruth Shill, Advanced Practitioner Social Worker, Safeguarding Partnership Team**

**Key points:**

- Vision of the Safeguarding Adults Board (SAB) – for adults, irrespective of age, race, gender, culture, religion, disability or sexual

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orientation to be able to live with their rights protected, in safety, free from abuse and the fear of abuse.

- Board is made up of senior leaders and representatives from The Met Police, NHS, London Borough of Hillingdon and Healthwatch.
- The role of the SAB is to quality assurance and continually improve the support offered to adults who have care and support needs, are experiencing abuse, neglect or self-neglect, or are unable to protect themselves.
- If there are concerns about your own safety or someone else's and it is an emergency, call the police on 999. If it is not an emergency but you want to report a crime, call police on 101. If you/the person has care and support needs and you believe they are at risk of abuse or neglect, raise a safeguarding concern by calling Adult Social Care on 01895 556633.
- The next steps will be for Adult Social Care to work closely with the adults at risk, NHS, police, care providers and voluntary sector services to talk to the adult/representative, assess the risk to the adult and make a plan to keep that person safe.
- The SAB are asking for residents views on their services and want to hear from people who have experience of safeguarding or who would like to make an impact on safeguarding in Hillingdon.
- There are 3 ways to give feedback – via the Hillingdon Lived Experience Reference and Consultation Group, in one off feedback sessions of the London Safeguarding Voices Group.
- If residents are interested in getting involved, they can call the Safeguarding Partnership Team on 01895 277855 and ask for Ruth Shill or email them at [safeguardingpartnership@hillington.gov.uk](mailto:safeguardingpartnership@hillington.gov.uk)
- Leaflets will be made available to anyone interested.

A question was asked around H4All & the SPT and Ruth confirmed they worked in partnership.

### **Presentation 2:**

**Dr Alan Tilly, Transport Planning and Development Team Leader,  
Transport in Hillingdon.**

### **Key points:**

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- It was noted that Alan had been asked to step in at short notice, so he provided a presentation and focused on transport for Older People and welcomed any feedback.
- Alan reiterated the Leaders comments on giving residents an opportunity to give comments, including how the transport budget is used, as local residents have better knowledge of local issues.
- TfL manages all bus services, the timetables, the bus operators, routes, bus lanes, bus stops etc.
- Alan shared details of Ickenham station, which is now step free and there are plans to improvements to the car park accessibility in 2022/23.
- At West Drayton station, which is part of the new Elizabeth line, the council has secured funding of £1.6m to improve appearance and access. The 1<sup>st</sup> stage has already started with bridge cleaning works, the historical mural, new lighting, pigeon deterrents and road improvements. The next stage will include improvements to bus turning, disabled parking/access issues, lighting, trees, cycle parking and taxi rank.
- It was noted that TfL are also suffering financially in the current climate so funding available may be reduced.
- Alan shared details of other improvement to accessibility works within the borough.
- Alan shared the Healthy Streets Indicator and advised that the council can obtain funding from developers within the borough to improve roads and facilities, where building work is being undertaken. This can include cycling and walking provisions, which in turn encourage health benefits and reduce carbon emissions. Residents are encouraged to give their ideas on areas which would benefit from this.
- Speed reduction measures are being taken on Harvil Road, Harefield. Using £2k of HS2 funding, 12 roads have been identified for improvements including road safety, road signs, speed activated signs and reductions to speed limits. Changes will be made to realign Harvil Road to make it safer.
- The Grand Union canal is another example of where improvements have been made, with funding from the developers who built flats in the area. The tow path has been updated to improve cycling and walking conditions. Although some improvements are still in progress,

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Alan encouraged residents to use the Grand Union canal.

- Alan also mentioned led bike rides available in the borough.

Questions and answers:

Q1: Are speed limits applicable to cyclists?

A1: Yes, cyclists are required to adhere to the Highway Code in the same way as vehicle drivers.

Q2: How can the Council ensure that cyclists are caught/dealt with in the same way as car drivers who break the law?

A2: Issues can be reported to the Council and the police.

Q3: When travelling towards Hillingdon hospital on the bus, there are not enough stops available on one side of the road, meaning that residents have to get off the bus at Micawber Avenue to walk and try to cross over at the junction with Colham Green, which makes it harder for disabled/people with mobility issues to access the hospital.

A3: TfL are responsible for bus stops and this should be reported to them.

Q4: Why are temporary disabled parking permits/spaces not easily available?

A4: A traffic regulation order is needed to grant disabled parking. Where new car parks are built, a percentage of disabled parking bays will be allocated. Temporary disabled parking permits will be raised with the relevant team.

Q5: Step free access has been provided at Ickenham station, are there any plans to implement this at other local stations?

A5: The Council are lobbying TfL for step free access at Eastcote and Ruislip stations and it is acknowledged that Ruislip Manor also needs this.

Q6: What about Brown Badge parking pays in new car parks?

A6: There is a change in regulations around car parks and the London plan supersedes the Hillingdon plan. Hillingdon have no control over this, but it is acknowledged that consideration needs to be given to Brown Badge bays.

Q7: The Oxford tube is a great resource in Hillingdon, however, the stop by Barnards Lodge has no shelter, the lighting is poor and it is not disability friendly. When a resident approached TfL, they were told it was Hillingdon Council's responsibility.

A7: Hillingdon Council are aware of this and suggest that residents contact their local Cllrs to raise this issue and ask other residents to do the same. The Master Brewer site has been given planning permission and the Council could ask the developers for funding to improve this location.

Q8: Despite improvements to West Drayton station, there are still concerns over the rear of the station (Warwick Avenue), where the lighting is poor. This has been raised before and residents do not feel safe.

A8: The Council will take this away for consideration.

### **Presentation 3:**

**Charlie Cairns, CCTV Programme Manager, LBH**

#### **Key points:**

- It was acknowledged that Charlie was a late addition to the agenda, however, he had a presentation available.
- Charlie has worked at Hillingdon Council since 2019 and previously worked for the Met Police for 30 years.
- When Charlie joined the Council, he was presented with a number of challenges, including outdated practices such as the use of VHS video tapes.
- £3.1m has been invested in the CCTV room and cameras within Hillingdon since 2017.
- The CCTV room has good radio comms with the police, shops and businesses in Hillingdon.
- Acknowledged that CCTV is an emotive subject and many people are

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for/against it's use.

- Budget is tight but hoping for more investment.
- Main purpose of CCTV is to prevent and reduce crime and support public safety.
- Footage can be provided to the police for use in court.
- CCTV room is staffed 24/7 by accredited staff.
- Footage cannot be shared with just anyone and is subject to GDPR.
- CCTV can be intrusive but there is signage displayed and there are no covert cameras within the borough.
- Requests can be made for footage but authority to release is required and normally only released to the police or insurance companies.
- Hillingdon is 42.6 square miles and is the 2<sup>nd</sup> largest borough in London so is a huge area for CCTV to cover.
- CCTV is operated in accordance with relevant legislation and Statutory Codes of Guidance.
- Hillingdon have had a huge success from using CCTV to prevent/identify crime, for example with the theft of catalytic converters.
- There are 2,304 cameras within Hillingdon, made up of public space cameras, housing cameras, corporate cameras, environmental cameras (mobile) and 1,589 stream into the CCTV control room.
- 25 mobile cameras are not enough to deal with the number of requests received per month for usage (60 so far this year).
- All cameras have a Data Protection Impact Assessment (DPIA) in line with UK GDPR.
- Photos demonstrating the quality of the CCTV footage were shown.
- The cameras are so powerful they can see Windsor Castle and The Shard.
- There are a number of Automatic Number Plate Reader (APNR) cameras on the main arterial routes, town centres and borders with other counties/boroughs.
- We have an intelligence sharing agreement with the police and other boroughs.
- The Hillingdon website has mapping of all cameras within the borough, which are colour coded.
- Stats were provided on live incidents for 2021/22 which are increasing.
- There are a lot of CCTV camera requests related to drug dealing and whilst cameras can act as a deterrent, they can only provide evidence

<p><b>3</b> cont'd</p>	<p>of exchange of substances unknown, not actual proof of dealing of illegal substances.</p> <ul style="list-style-type: none"> <li>• Cameras have proven to be an effective deterrent to anti-social behaviour in the borough.</li> <li>• CCTV has also led to successful prosecution of fly tippers within the borough.</li> <li>• Cameras continue to record, even if people try to move them!</li> <li>• A number of frequently asked questions relating to CCTV was shown.</li> </ul> <p>Questions and answers:</p> <p>Q1: How can cameras be installed on a council owned community centre?</p> <p>A1: Charlie agreed to take the details of this request and follow up with a DPIA.</p> <p>Q2: How long is CCTV footage kept for?</p> <p>A2: Usually for 31 days, however, other regulations can extend retention and maximum is normally 6-7 years.</p>
<p><b>4.</b></p>	<p><b>Close of meeting and date of next Assembly</b></p> <p>Marion thanked all the speakers and attendees for coming to the meeting.</p> <p>The date of the next Assembly for September will be confirmed in due course.</p> <p>Invite letters will be sent out with copies of the minutes and will also be available on the Council website.</p> <p>Any questions, suggestions or concerns are welcome.</p> <p>TfL will be invited to attend a future session.</p>