

# Economic Regeneration, Housing and the Arts Policy and Accountability Committee

## Agenda

Wednesday 26 April 2017

7.00 pm

Courtyard Room - Hammersmith Town Hall

### MEMBERSHIP

Administration:	Opposition
Councillor Daryl Brown Councillor Adam Connell Councillor Alan De'Ath (Chair)	Councillor Lucy Ivimy Councillor Harry Phibbs

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Date Issued: 18 April 2017

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## Agenda

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7. DATE OF THE NEXT MEETING AND WORK PROGRAMME	42 - 47
The next meeting will be held on 13 June in the Small Hall at Hammersmith Town Hall. The meeting will start at 7:00pm.	
Members and residents are invited to submit suggestions for the work programme, either at the meeting or by email to <a href="mailto:ainsley.gilbert@lbhf.gov.uk">ainsley.gilbert@lbhf.gov.uk</a>	

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*\* If a Councillor has a disclosable pecuniary interest in a particular item, whether or not it is entered in the Authority’s register of interests, or any other significant interest which they consider should be declared in the public interest, they should declare the existence and, unless it is a sensitive interest as defined in the Member Code of Conduct, the nature of the interest at the commencement of the consideration of that item or as soon as it becomes apparent.*

*At meetings where members of the public are allowed to be in attendance and speak, any Councillor with a disclosable pecuniary interest or other significant interest may also make representations, give evidence or answer questions about the matter. The Councillor must then withdraw immediately from the meeting before the matter is discussed and any vote taken.*

*Where Members of the public are not allowed to be in attendance and speak, then the Councillor with a disclosable pecuniary interest should withdraw from the meeting whilst the matter is under consideration. Councillors who have declared other significant interests should also withdraw from the meeting if they consider their continued participation in the*

*matter would not be reasonable in the circumstances and may give rise to a perception of a conflict of interest.*

*Councillors are not obliged to withdraw from the meeting where a dispensation to that effect has been obtained from the Audit, Pensions and Standards Committee.*

London Borough of Hammersmith & Fulham



## **Economic Regeneration, Housing and the Arts Policy and Accountability Committee Minutes**

**Tuesday 7 March 2017**

### **PRESENT**

**Committee members:** Councillors Daryl Brown, Adam Connell, Alan De'Ath (Chair) and Harry Phibbs

**Other Councillors:** Lisa Homan and Stephen Cowan

### **38. APOLOGIES FOR ABSENCE**

Apologies for absence had been received from Councillor Lucy Ivimy.

### **39. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **40. MINUTES**

The minutes of the meeting held on 17 January were agreed to be accurate.

### **41. GREENING OUR ESTATES**

Councillor De'Ath explained that the council wanted to be the greenest council in the country and that there had been many initiatives across different service areas to help achieve this. There had been a number of projects to make estates greener and he invited Sharon Schaaf to present the work to the committee.

Sharon Schaaf explained that the council had implemented green roofs, tree and wildflower planting, rainwater gardens, swales and food growing projects

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Minutes are subject to confirmation at the next meeting as a correct record of the proceedings and any amendments arising will be recorded in the minutes of that subsequent meeting.

at many of the estates in the borough. The first projects had begun in 2012/13 with Flora Gardens being the first project. From 2013/14 larger schemes began at the Queen Caroline and Maystar Estates and at Cyril Thatcher and Richard Knight Sheltered Accommodation Blocks. The schemes included a 25% increase in permeable surfaces, 20,000m<sup>3</sup> of water retention capacity, 600 trees, green roofs, food growing areas and water harvesting systems. These schemes were partially funded through the EU Life+ project. The projects had also involved residents in the changes being made to their estates and this had been a key part of their success; there had since been many applications for further environmental improvements as a result of the enthusiasm generated. Some of the schemes had been recognised with a number of awards from the Landscape Institute, including the EU Life+ schemes winning the Fellows' Award for Climate Change Adaptation.

A resident of Millshot Close said that the scheme there was very impressive; he had noticed passers by stopping to take photographs of the new landscaping. Another resident said that the scheme had also had social benefits, bringing the community together; he said that the council needed to fund this type of scheme well as their results were greatly valued by residents.

A resident of Queen Caroline Estate said that the project there had brought the wider community together, not just those who were residents of the estate. The Sustainable Drainage (SuDS) elements of the scheme had also proven to be very effective.

A resident asked whether the schemes were designed to encourage wildlife and biodiversity. Sharon Schaaf explained that the council did consider what could be done to improve biodiversity; planting was planned to provide habitats and bird-boxes had been installed in some schemes. There was however a balance to be struck between making the projects useable for residents and good for wildlife; for example, some trees were great for wildlife but dropped sticky residue on cars and so wouldn't be used in a car park. The council had recently established a Biodiversity Commission which, it was hoped, would make recommendations on how biodiversity could be further encouraged.

A resident said that the project on the Maystar Estate had led to a group of residents getting together each week to do gardening. The group had recently benefitted from GoodGym members turning over some hard ground so that it could be used for more planting. She felt however that the council needed to give more information to residents about how to care for the new plants they put in during the scheme.

A resident noted that only 20% of the 1000 whips planted in 2011/12 were thought to have survived. She asked whether such a low rate was usual. Gavin Simmons explained that this was quite normal for whips, which were very young trees. It was also common practice to plant a number of fast growing whips to protect a slower growing tree and for the protective trees to then be removed once they had done their job.

A resident said that the swales at Verulam House had not been planted yet, and questioned whether the council was doing enough for smaller blocks. Sharon Schaaf agreed to look into the specific issue at Verulam House; she explained that smaller sites had been selected for the EU Life+ scheme to prove that it was viable to implement greening schemes in smaller blocks and that it was hoped that more similar schemes could be completed. Residents could also seek money from the Neighbourhood Improvement Fund to do this type of work. A resident explained that the Investment Group had recently approved Neighbourhood Improvement bids from Verulam House. Daniel Miller agreed to contact the resident to provide further details of these.

Councillor Connell asked whether the scheme would be able to carry on after Britain had left the EU, noting that much of the funding had been provided through the EU Life+ scheme. Sharon Schaaf explained that at the moment the council could still bid for funds, but that alternative options would need to be sought. George Warren explained that the council was trying to get Thames Water to fund SuDS schemes on housing estates. It was hoped that this would bring many of the benefits of the previously implemented schemes to the remaining estates.

Councillor Phibbs said that SuDS schemes seemed to be very good value as a relatively small amount of money could have a massive impact both on the environment and on communities. He suggested that spending the money which Thames Water had allocated for the Counter's Creek on SuDS schemes would be a much better use of it.

Councillor Phibbs said that the policy for the replacement of trees on housing estates was different to the policy for street trees; tree pits on housing estates might be left empty if the existing tree were to die, whilst had the tree been on a street maintained by highways it would have been replaced. He said that he felt the report ought to have made this clearer. A number of residents raised specific sites where trees had not been replaced, both on streets and on housing estates.

Sharon Schaaf said that the policy on housing estates was different as more needed to be considered when replacing a tree on a housing estate. Sometimes replacing dead trees might not be appropriate, for example if it was causing nuisance to residents or if a new tree was unlikely to survive in the position. Over the past few years the number of trees on housing estates had risen from 3,900 to 4,500, so the total number of trees was increasing quickly.

A resident suggested that a review of all trees on housing estates be carried out with a view to increasing the number of trees. Another resident suggested that estate inspections already looked at trees and that it was easier for residents to suggest new locations for trees. The Chair asked whether the council knew where trees on housing estates were. Gavin Simmons explained that there were accurate records for most of the council's estates but that there were some gaps. He said that he wanted residents to tell him where trees would be appreciated and not be a nuisance.

A resident asked whether there was a policy that required the council to notify residents and housing officers when trees were going to be removed. Sharon Schaaf said that this would normally happen, although where a tree was posing a serious health and safety risk it might be removed without notice. A resident suggested that notices be put up on any trees where changes were proposed. Gavin Simmons said that this was a good idea which was already used on street trees.

The Chair asked whether there were any further suggestions of what else the council should be doing to make estates greener. Councillor Homan said that the administration would be very receptive to new ideas to help put estates at the centre of Hammersmith and Fulham being the Greenest Borough. Residents suggested that more greening projects should be carried out and that smaller 'snagging' issues should be resolved more quickly.

Councillor Phibbs proposed that the committee should recommend that 'trees on housing estates should be replaced on the same general basis as street trees'. The Leader of the Council said that he agreed with Councillor Phibbs but felt that the recommendation might miss the opportunity to make estates even greener and suggested that the PAC's recommendation be that 'trees on housing estates should be replaced at least on the same general basis as street trees'. This amendment was accepted by the PAC and so it was:

## **RESOLVED**

**That the PAC recommend that trees on housing estates should be replaced at least on the same general basis as street trees.**

A resident asked that hanging baskets be installed on Hammersmith Bridge Road. Councillor Homan noted that this was not within the PAC's remit but agreed to raise it with the relevant officers.

A resident noted that there was a scheme to enlarge Jepson House, where a green roof had previously been planned. He asked whether the sheds at Jepson House would be replaced. Councillor Homan said that she had asked officers to look into this.

## **42. UPDATE ON THE STOCK TRANSFER**

Councillor Homan apologised that she would have to leave the meeting for a short period during the consideration of this item because of an urgent issue.

Kath Corbett explained that in December 2015 the Cabinet had agreed to pursue a stock transfer, subject to the availability of funding and the negotiation of a satisfactory financial settlement with the government. The government had now decided that it would not support stock transfers with debt write offs. All previous stock transfers, including three in March 2015, had been funded with debt write offs, under the previous Housing Stock Transfer manual which expired in March 2016; Kath Corbett explained that the report had contained a typographical error about the date of the previous transfers. The government had also failed to publish a new Stock Transfer

Manual which was required to progress the proposed transfer. The Council and Shadow Board had explored a range of alternative funding options and ways that the transfer could be progressed but these had not been successful. The Council would not therefore be pursuing the transfer any further.

The Leader of the Council explained that when he had been Leader of the Opposition housing estates in the borough had been sold by the Council, often at what he considered to be bargain basement prices. Leaseholders who lived on the West Kensington and Gibbs Green estates were unlikely to be able to continue to live in Hammersmith and Fulham, whilst older leaseholders may not be able to buy again as mortgage providers would not be keen to take them on. Tenants would also suffer, being moved from their homes to other sites. The Council was now trying to renegotiate the deal to make it fairer to residents.

To avoid this happening again the council had wanted to give residents control of their homes and the Residents Commission on Council Housing had suggested that a stock transfer to a community gateway housing association would be the best way to do this. Stock transfers were then being supported by the government and so the proposal was pursued. The government now seemed to oppose stock transfers and so it would be impossible to progress the scheme. The Council would be challenging the government on their change of view. The Council had also set up the resident-led Defend Council Homes Unit which would be working to find other ways to protect residents homes.

A resident asked whether politicians opposed to the plan had lobbied the government to change its views on stock transfers. The Leader said that he didn't know why the government had changed its policy.

A resident noted that Inside Housing had reported the decision to stop work on the stock transfer on 1 March and asked why the press had been told before residents. The Leader explained that the agenda for the PAC had been published, as required by law, 5 clear days before the meeting; as the report explained that work on the transfer had been stopped it was likely that that was how they had got their story.

A number of residents asked what the Defend Council Homes Unit would do and how it be accountable to residents. The Leader explained that the unit's task would be to think of new ways to defend homes; it would be structured in a similar way to a commission, with Shirley Cupit acting as its chair. The Defend Council Homes Unit would decide on its own recruitment process for further members, but it was expected to seek wide engagement. The unit would submit proposals to the Council as soon as it was able to.

A resident said that they felt that the Council had, under both the present and the previous administrations, failed to focus sufficiently on providing services to those living in council properties. He felt that the arguments between political parties had distracted from the improvements to the stock and new homes which were needed. At the Phoenix Housing Association in Lewisham



this distraction had not existed and services had seemed much better than in Hammersmith and Fulham when he had visited as part of the engagement in the work of the Residents Commission. The Leader of the Council said that politics made a difference and gave residents the chance to choose what future they wanted. He explained that the Council had spent much time and energy over the past few years improving services and making them more resident focussed, which he hoped had been noticed. The Council had asset management plans to ensure that the existing housing stock was properly maintained and also had plans to build 600 new homes by the end of 2019. The Leader explained that there were still problems with contracts which would take time to get right, and that the government imposed rent cut would make it harder to deliver everything which residents wanted. Residents also explained that feedback from estate inspections was now being used to improve the asset management plan, and that the Residents Commission had set out a Blueprint for improvements to services which the council had made significant progress towards.

A resident said that more needed to be done to engage residents and explain the improvements which had been made. It was felt that more direct communication with residents would be helpful, and that residents could be involved more in running services. The Leader said that he did not want to overburden residents by asking them to do work which the council ought to be doing. He also did not want to return to sending out large amounts of Council publicity as this was a waste of money which could be spent on services. The Council did have various e-Newsletters which residents could sign up to.

Councillor Phibbs said that he didn't want to rerun the debate about whether the stock transfer had been a good idea, although he said that the proposal would have required estate redevelopment to be financially sustainable. He said that he felt much public money had been wasted on the transfer initiative, noting that officer time had not been accounted for in the report. He felt that there should have been greater scrutiny of the programme, noting that when the Residents Commission had presented its report to the PAC the report had not been circulated before the meeting. He felt that the programme should have been stopped earlier and said that it seemed unlikely that residents would have voted for the proposal.

Councillor Connell said Councillors could have requested further items on the Stock Transfer Programme had they wanted to scrutinise spending on it further; he noted however that opposition attendance at PAC meetings had, in his view, been poor.

A resident asked what the Leader of the Council's view on estate regeneration was. The Leader explained that he generally supported estate regeneration, but that it needed to be supported and controlled by residents, rather than dictated to them.

#### **43. DATE OF THE NEXT MEETING AND WORK PROGRAMME**

Councillor Phibbs said that he had requested an item on the use of Interim Management Orders, which allowed the council to take over properties for a

period of time; he suggested that these properties could then be used as temporary accommodation. Councillor Homan suggested that a report on Temporary Accommodation Procurement could be brought to the PAC, including a response to Councillor Phibbs' suggestion.


Councillor Phibbs said that he had also asked for an item on the removal of satellite dishes. Councillor De'Ath explained that he felt that this issue would be better dealt with as a member's enquiry rather than requiring a PAC report, as it was a relatively small problem.

Meeting started: 7.00 pm  
Meeting ended: 9.20 pm

Chair .....

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# Agenda Item 4

<b>London Borough of Hammersmith &amp; Fulham</b>  <b>ECONOMIC REGENERATION, HOUSING AND THE POLICY AND ACCOUNTABILITY COMMITTEE</b>  <b>26 April 2017</b>	 hammersmith & fulham
<b>Digital Inclusion – Housing Services</b>	
<b>Report for the Cabinet Member for Housing, Councillor Lisa Homan and the Cabinet Member for Social Inclusion, Councillor Sue Fennimore</b>	
<b>Open Report</b>	
<b>Classification - For Policy and Accountability Committee Review and Comment</b>	
<b>Wards Affected: All</b>	
<b>Accountable Director: Nilavra Mukerji, Director of Housing Services</b>	
<b>Report Author:</b> Andy Stocker, Service Transformation Manager	<b>Contact Details:</b> Tel: 020 8753 2781 Email: Andy.stocker@lbhf.gov.uk

## 1. EXECUTIVE SUMMARY

This report provides an overview of work undertaken to date to promote and develop projects and initiatives to support digital inclusion amongst residents in the borough.

It focuses on the work being undertaken by the Housing directorate, working with 3<sup>rd</sup> sector organisations and Council housing residents, and provides an outline of our plans, and future options being considered.

## 2. RECOMMENDATIONS

That the PAC notes the work of the Housing service in tackling digital exclusion, and comments on our plans to continue promoting digital inclusion going forward.

## 3. INTRODUCTION

*What is Digital Inclusion?*

Digital inclusion can be described as '*helping people become capable of using and benefitting from the internet*' (National Government Digital Inclusion Strategy, 2014). The UK government's 2014 Digital Inclusion Strategy identifies four broad barriers to getting online: **Skills, Access, Motivation, and Trust.**

The work being undertaken by the Housing service, endeavours to tackle each of these barriers. It aligns with our Mission Statement of being the best council, and fully supports our outcome objectives of Economic Growth, Resident Involvement and tackling loneliness and isolation.

We know the increasing importance of electronic communication in enabling residents to 'transact' in the wider economy as well as friends and family. Our plans serve to support those less engaged, to develop their skills and understanding. The Council is committed to working with others to help reduce digital exclusion.

### *The statistics*

Almost 20% of the population lack basic online skills. This leaves people less able to enjoy opportunities to stay connected with friends and family, access information and take advantage of cheaper goods and services, as well as leaving them disadvantaged in gaining employment.

In Hammersmith & Fulham, an estimated 12% of residents (20,497 people) have never used the internet (CACI Acorn<sup>1</sup>). It's estimate that 6,425 council housing tenants have never used the internet. This works out at just under 30% of all the people in the borough who have never used the internet.

### *The opportunity within Housing*

As a service, we have a good base from which to help our residents enjoy the benefits of getting online. Through our resident involvement networks, we can tailor our support to residents' goals, and our communal spaces allow for sociable, community-based training.

## **4. ESTATE BASED DIGITAL INCLUSION PILOTS**

- 4.1. From our experience to date, we have found that residents favour a 1-2-1 approach, with training and support tailored to their needs. 30+ residents have received support from estate based digital inclusion activity ranging from basic computer and internet use to improved Excel skills for work and budget management. Housing continue to refer residents to other support available across the borough where there is no estate based provision that is convenient for an individual.
- 4.2. With the support of the cabinet Member for Social Inclusion, and a total of £8,868 of funding from the Fast Track Small Grants programme, the Housing Department has supported two Tenants and Residents Associations (TRAs) to set up a broadband connection, IT equipment and training and support in community spaces on their estates. Details of the schemes developed, and how the funding has been utilized are provided below.

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<sup>1</sup> Tool to enable consumer analysis, identify demographics and trends  
<http://acorn.caci.co.uk/what-is-acorn>

### *Queen Caroline Estate*

- 4.3. Queen Caroline Estate has used the funding received to purchase 6 laptops, 4 tablets, a printer, and a business broadband connection. These have been purchased by the TRA with support and advice from the Housing Performance & Improvement team. 17 residents have attended a Computer skills club at Queen Caroline Estate TRA Hall to date. This first ran for 6 weeks in October 2016 and recommenced in January 2017, with weekly sessions since.
- 4.4. The sessions began with support from a trainer identified by Mitie. It was hoped that the trainer would provide long term, regular and free support but residents found the training style too prescriptive. Council Officers within Housing then took the lead for delivering the sessions. Residents preferred a 1-2-1 approach and have given regular praise for Housing staff and their tailored support.

#### **Case study 1**

*Eunice first came to a session in January as an absolute beginner. Using a laptop was unfamiliar and daunting. Jim (Performance & Improvement Team) worked with her on a laptop and then a tablet which Eunice found much easier. Eunice has now set up an email address and uses it to contact and keep in touch with friends. Eunice has attended for 6 weeks so far and says the reason that she keeps coming is for the 1-2-1 support, something that she has not had with other training. She is now researching which tablet to buy for herself.*

- 4.5. Since January 2017, the digital skills sessions have been led by a graduate in the Performance & Improvement team with support from three volunteers who the team recruited through the volunteer centre. Support has also come from a Housing Assistant and members of the Resident Involvement team as required. A short presentation on an IT topic is followed by 1-2-1 support – each session lasts 2 hours.
- 4.6. Outcomes for residents have ranged from improved excel skills for job applications and budget management to learning the absolute basics of using IT equipment and the internet. All attendees have set up email addresses and have had support tailored to their needs and preferences.

#### **Case study 2**

*Ros first came to a session in October to improve her Excel skills. She brought her own laptop and worked with Phil (Housing Assistant) to better understand the basic functions of excel. When auditing the TRA accounts, a member of the Resident Involvement Team commented on how much Ros's excel ability had improved. Ros has improved her excel skills as well as learning about other Microsoft functions such as track changes to help her work with the council, saving her time. Ros exclaimed 'This is fantastic!' in a recent session, a clear indication of her delight with the support she received!*

### *Waterhouse Close*

- 4.7. Waterhouse Close (Sheltered) TRA have used the grant funding to purchase two laptops and a business broadband connection with support and advice from the Housing Performance & Improvement team.
- 4.8. A fortnightly computer skills club launched in February with training and support provided by Bishop Creighton House and facilitated by the Inclusion Officer (Resident Involvement). six of the forty-two residents at Waterhouse Close have attended these sessions so far.
- 4.9. The TRA have also purchased equipment to allow the broadband connection to be extended into residents' homes, subject to some cabling and installation. Mitie have agreed to complete this work for free. Housing will be considering this proposal once in writing and further consultation is then required with housing management and all residents at Waterhouse Close ahead of deciding whether this development would be of benefit to the residents of Waterhouse Close.

### *Taster sessions and interested estates*

- 4.10. Housing ran digital inclusion taster sessions at Michael Stewart House and Wentworth House as part of Youth Takeover Day. These were well received by residents and the young people volunteering. Many residents were given support to use their own equipment. Bishop Creighton House have provided further training and support on these estates but are unable to commit to regular sessions at this stage.
- 4.11. Urban Partnership Group have purchased equipment and a broadband connection for Edward Woods Community Centre. Training and support has not yet been arranged for the Community Centre, therefore it hasn't been promoted on the estates
- 4.12. Housing staff have also attended events such as the Community Connect events in the South. If there is not a digital inclusion project on their estate, referrals are made to other support available in the borough, much of which is council funded, as detailed below.
- 4.13. Several other estate residents have expressed an interest in having digital inclusion training on their estates. At this stage we are logging their interest and referring them to other support available as we currently don't have the necessary capacity either internally or through a commissioned third sector organisation to provide the support required.

## **5. COUNCIL FUNDED DIGITAL INCLUSION ACTIVITY**

- 5.1. A number of third sector organisations receive funding from the council to promote digital inclusion in the borough as part of broader initiatives. The digital inclusion outputs from each are set out in the table below. These organisations are doing excellent work to further digital inclusion across the borough and Housing staff will continue to refer residents to these services where appropriate, and include them as part of any future strategy.

Name of Organisation	Service Description	Digital Inclusion output (over last 12 months)
Age UK	<b>The Connect Project.</b> The service includes the running a lunch club café, IT training for older people, an information and advice service, weekly programme of physical and mental activities, talks and workshops, befriending and variety of small jobs services including shopping and light gardening.	Digital Inclusion learning sessions at the 'Cyber Cafe' accessed by 94 older people during 2016. The "Cyber Café" allows Age UK to offer tuition in computing. They plan to launch a five-week course which will involve Smartphones and Tablets and concentrate on helpful practical issues such as Shopping, Banking, Filling in Forms, Social media, and Communication (i.e. Skype) in May 2017.
Barons Court Project	<b>The Barons Court Project</b> runs a daycentre for people in the borough that are vulnerable to mental ill health and homelessness. Activities include Information & Guidance and advocacy, group & 1:1 support, access to shower & laundry facilities, social events, meals, IT Sessions and a Life Skills programme.	Improved IT skills – 32 adults had weekly sessions with staff to help use the computer and become more confident in using them. 14 individuals were supported to set up online banking on their computers/phone apps. 12 were trained in navigating certain websites include for LBHF accounts - how to pay council tax, view council tax statement etc.
Bishop Creighton House	<b>Homeline service</b> - a telephone befriending service, casework support, home-visiting service, monthly lunches, Christmas parties and other social events.	43 older people accessed digital skills training in 2016. 80 % said they were more aware of and able to use IT to maintain their independence.
H&F CAB	<b>More than just a library service</b> - Operates a community Library from Avonmore Library. Delivers TechTalk digital skills programme.	257 individuals were supported to access and complete 'Learn My Way' modules at the Library. 14 local people recruited as volunteer digital champions to assist users with computer access including 'Learn My Way' modules.
Urban Partnership Group	<b>Masbro Community Centre</b>	276 Individuals have access to 'The computer club' which continues to support the development and confidence of the groups IT skills in addition to promoting social inclusion and peer-to-peer learning.

5.2. The total council funding received by each organisation is listed below. It's important to note that digital inclusion is just one activity of the overall service provided by each

organisation and therefore the listed funding does not represent the amount of funding for digital inclusion specifically.

- Age UK - £160k per annum
- Barons Court Project - £45k per annum
- Bishop Creighton House - £65k per annum
- H&F CAB - £65k per annum
- Urban Partnership Group - £50k per annum

## **6. CHALLENGES AND LEARNING**

- 6.1. Challenges remain in capacity to extend delivery to other estates, engaging more volunteers, promoting & encouraging attendance and making the best use of the equipment available.

### *Capacity*

- 6.2. There is no dedicated resource for training and support currently funded within Housing. To achieve higher levels of engagement and deliver projects and outcomes at a greater pace, additional capacity is necessary. It is likely that such capacity would be sourced through a Third Sector Organisation, to leverage their skills, networks, and expertise.

### *Promotion*

- 6.3. Resident engagement and take up - The team has been refining the training and support delivered following resident feedback, and our experience to date, with a clearer idea of how to engage with residents and run training and support sessions. Effective communication is identified as an area for improvement, and we need to look at how we can work with third sector partners further, to improve communication and awareness.

### *Equipment*

- 6.4. Making best use of IT equipment – Equipment at Queen Caroline Estate and Waterhouse Close is locked away in between the support sessions for security reasons. Providing a trainer with equipment that he/she can take to different estates as and when the training sessions are and encouraging residents to bring their own equipment is a way to increase the efficiency here. Alternatively, arrangement could be made on individual estates to have the equipment out for use more than once a week – Sheltered accommodation lends itself to this approach with the communal space often within the main building itself.

### *Volunteers*

- 6.5. We currently have four volunteers from outside the organisation, sourced by Housing through H&F Volunteer Centre. We need a bigger pool of volunteers to roll out support to more estates. We have some ideas for how to do this but we see the best route as commissioning a third sector organisation to provide a trainer. Third sector



organisations would have better access to volunteers and as well as the benefit of having an individual to co-ordinate the volunteers going forward.

## 7. FUTURE PLANS

- 7.1. Housing will continue to lead on the weekly digital skills sessions at Queen Caroline Estate and support bishop Creighton House in providing training and support at Waterhouse Close.
- 7.2. Housing will continue to recruit volunteers (from the council and from other organisations), promote the training and extend the invite to training and support to residents on surrounding estates, subject to each TRA's agreement and the availability of volunteers to support.
- 7.3. The Council will also continue to refer residents to third sector partners that delivering training and support. Housing will engage in internal communications to promote referrals to such organisations.
- 7.4. To further extend the Council's support for digital inclusion, Housing will seek to identify and commission a third sector organisation to deliver training and volunteer co-ordination for a total of 8-10 estates.
- 7.5. There is an opportunity to explore crowdfunding with Spacehive and to engage with businesses in the borough to leverage further funds to what the council may make available.
- 7.6. There are opportunities to link with schools that should be explored further. One school is keen to match students completing their Duke of Edinburgh with local estate based training sessions.
- 7.7. Housing should develop and deliver communications to residents in council housing promoting digital inclusion. These communications should be targeted where possible and should be developed in partnership with third sector organisations.

**Table: Digital inclusion planned activity**

<b>Date</b>	<b>Planned activity within Housing</b>
April - June	Continue to lead on Queen Caroline Estate training and promotion of the estate based sessions
	Support Bishop Creighton House to deliver training at Waterhouse Close WHC and help promote the sessions
	Advertise the volunteering opportunities with HF Volunteer Centre, internally to Council staff and Businesses in the borough
	Source Council funds to tender for a third sector organisation to provide a trainer & volunteer co-ordinator
	Engage with business in the borough and pursue crowdfunding with Spacehive to leverage further funds on top of what the council may make available
	Confirm estates to work with based on resident demand, accessibility and reaching as many residents as possible
July -	Commission a third sector organisation for 12 months

September	Comms campaign to promote the benefits of being online, estate based training and support available from other organisations
October - December	Match Latymer School volunteers with estate based digital inclusion projects as part of students' Duke of Edinburgh.
January - March	Report on outcomes achieved

We welcome any ideas and suggestions from Committee on how we can maximise the benefits, and target our campaigns more effectively.

# Agenda Item 5

<p><b>London Borough of Hammersmith &amp; Fulham</b></p> <p><b>ECONOMIC REGENERATION HOUSING AND THE ARTS POLICY &amp; ACCOUNTABILITY COMMITTEE</b></p> <p>26 April 2017</p>	 <p>h&amp;f hammersmith &amp; fulham</p>
<b>TACKLING WORKLESSNESS</b>	
<b>Report of the Cabinet Member for Housing, Councillor Lisa Homan</b>	
<b>Open Report</b>	
<b>Classification</b> - For Information <b>Key Decision:</b> No	
<b>Other services consulted:</b> None	
<b>Wards Affected:</b> All	
<b>Accountable Director:</b> Jo Rowlands, Lead Director of Regeneration, Planning and Housing Services	
<b>Report Author:</b> Glendine Shepherd, Head of Housing Solutions & Joseph Pascual, H&F Link and Support Manager.	<b>Contact Details:</b> Tel: 020 8753 5813 E-mail: <a href="mailto:glendine.shepherd@lbhf.gov.uk">glendine.shepherd@lbhf.gov.uk</a> Tel 020 8753 4546 E-mail: <a href="mailto:joseph.pascual@lbhf.gov.uk">joseph.pascual@lbhf.gov.uk</a>

## 1. EXECUTIVE SUMMARY

- 1.1. This report assesses the impact of the Government's welfare reforms and the measures undertaken by the Council to help people back into work, including the OnePlace project with JobCentre Plus.

## 2. RECOMMENDATIONS

- 2.1. The Committee is requested to review and comment on the contents of the report.

## 3. PROPOSAL AND ISSUES

### **Welfare Reform Measures Primarily Impacting Worklessness**

- 3.1. In line with the Council's priorities, the Housing Solutions Service analyse, monitor, and mitigate against the impact of Welfare Reform to address

poverty and worklessness and minimise financial risk to, while optimising income for, the Council.

3.2. This report will focus on two Welfare Reform measures that directly affect unemployed households and have significant impact on personal finances, child poverty and housing if mitigating action is not applied. These are:

- **Overall Benefit Cap** - which limits or ‘caps’ the total amount of benefits, including Housing Benefit, received by unemployed households but gives exemptions to those who qualify for Working Tax Credit, and to those less able to work due to disability and in receipt of certain disability related benefit. The reduction in benefit due to OBC is applied solely to Housing Benefit but not to ‘subsistence’ related benefits such as Income Support, etc.
- **Universal Credit** – which replaces Housing Benefit plus 5 other benefits, applies the OBC to the total entitlement but also gives OBC exemption to those who are working and are earning more than £430 a month after tax and National Insurance, or are gainfully self-employed for at least 12 months and earning the Minimum Income Floor (MIF)<sup>1</sup>.

### Overall Benefit Cap

3.3. As part of the October 2010 Spending Review, the then Coalition Government announced plans to introduce an Overall Benefit Cap (OBC) on household benefits at £500 per week for a family and £350 per week for a single person with no children. To gain exemption, affected households/individuals would need to qualify for Working Tax Credit, (an in-work benefit), or be entitled to certain types of disability related benefits. Upon enactment, the Welfare Reform Act 2012 set out measures to implement the OBC.

3.4. The OBC rollout was managed over a 10-week period split into two tranches<sup>2</sup>. Hammersmith & Fulham residents were affected during the week of 12 August 2013.

3.5. To date, at least 1,335 Hammersmith and Fulham residents have experienced a reduction in their Housing Benefit because of the cap. As expected, most of the affected households were larger families and those living in high rent areas. Of those affected by the OBC since August 2013, 867 (65%) were no longer capped at March 2017. Please see summary table below:

Tenancy Type	Caps Removed					Still Capped
	To Mar 2014	To Mar 2015	To Mar 2016	To Mar 2017	Total	Apr-17
Temp Accommodation - H&F Managed	76	47	87	48	258	73
Temp Accommodation - H/Assoc Managed	58	87	25	22	192	19
Private Rented Sector	80	59	88	43	270	234
Permanent - H&F	11	20	16	19	66	38
Permanent - Hsg Assoc	18	22	18	23	81	104
<b>Grand Total</b>	<b>243</b>	<b>235</b>	<b>234</b>	<b>155</b>	<b>867</b>	<b>468</b>

1 The MIF is an assumed level of earnings. This is based on what DWP would expect an employed person to receive in similar circumstances. It's calculated using the National Minimum Wage for the claimant's age group, multiplied by the number of hours they are expected to look for and be available for work.

2 Tranche 1 included all local authorities with 275 households or fewer - capping commenced on 15 July 2013. Tranche 2 included all local authorities with 276 or more households to be capped – capping commenced in the week of 12 August 2013.

Of these, 480 (55%) had gained exemption through securing employment and therefore entitled to Working Tax Credit, 132 (15%) had claimed disability benefits that exempted them from the cap, while 133 (15%) moved or resettled to more affordable accommodation or areas.

- 3.6. The Welfare Reform and Work Act 2016 (enacted on 16th March 2016) marked a policy movement away from income-based measures of poverty and removed statutory obligations on Local Authorities to reduce child poverty. Instead, it emphasised tackling worklessness, improving educational attainment and supporting ‘troubled’ families as the most effective ways to address what the Government considers to be the ‘root causes’ of poverty.
- 3.7. The 2016 Act also lowered the OBC annual limits to £20,000 for couples and lone parents with children (£23,000 in Greater London) and £13,400 for single person households (£15,410 in Greater London) from 7 November 2016. This legislation introduced other exempting benefits, namely: Carer’s Allowance and Guardian’s Allowance.

### Universal Credit

- 3.8. At the centre of the Welfare Reform Act 2012 was the introduction of a new benefit – Universal Credit (UC). Key aspects of UC: merging in and out of work benefits into a single monthly household payment and replacing 6 of the main means-tested benefits and tax credits (now described as ‘legacy’ benefits<sup>3</sup>). Existing legacy benefit claimants ‘migrate’ to UC in two ways: following a relevant change of circumstances in-claim (‘natural migration’) or when DWP mandatorily terminates current legacy benefit awards and replaces that with a claim for UC. Natural migration has already been happening. Under current plans, the DWP intends to start an official ‘managed migration’ process in 2019 and complete by March 2022.
- 3.9. The Department for Work and Pensions (DWP) initially piloted the UC ‘Live Service’ in areas covered by Hammersmith Job Centre Plus (JCP) in October 2013, affecting limited categories of claimants – single applicants. This was later expanded to include couples without children. In June 2016 the DWP introduced the UC ‘Full Service’ to W6 and W14 post code areas; this made UC available to all new claims from all households of working age and those who have had a relevant change of circumstances. The Full Service roll out ensued for those who live in W12 and SW6 by December 2016. From July 2017, further roll out will follow for residents within the North Kensington JCP catchment area (W10 6 and W11 4).
- 3.10. Since the full roll out, a total of 1,139 residents are known to us as having either made a new claim for or ‘naturally’ migrated to UC. Breakdown below:

<b>Tenancy Type</b>	<b>No. of UC Claimants</b>
Temporary Accommodation (H&F Managed)	235

<sup>3</sup> Universal Credit replaces housing benefit, income related JSA and ESA, Income Support, Child Tax Credits, and Working Tax Credits.

Council Tenancy	402
Housing Association Tenancy	317
Private Rented Sector Tenancy	185
TOTAL	1,139

- 3.11. The Council was also one of only 20+ social landlords in the country to have been recognised with a Trusted Partner Pilot (TPP) status when DWP invited bids for the special status in November 2015 to deliver UC Universal Support. The pilot ran from February 2016 to February 2017 and whilst it has officially ended, the Council retained the Trusted Partner status and all beneficial arrangements during the pilot period have been embedded both with the Council and the DWP Service Centre/JCP enabling on-going support to residents and effecting mitigation work.
- 3.12. We also have a SPOC (Single Point of Contact) arrangement with the local JCPs where outstanding claims are being worked on and any issues could be escalated with the DWP UC Service Centre and other local JCPs. This effective arrangement is regarded as the operational model going forward.
- 3.13. Following a recent announcement<sup>4</sup>, families with 3 or more dependent children are exempt from claiming UC, which means that they will have to claim the 'legacy' benefits (including Housing Benefits) instead of UC from April 2017.

### **Measures Undertaken by the Council to Help People Back into Work**

- 3.14. Continuing welfare reform changes create increased instability, stresses and pressures for residents regarding their finances and tenancies. As such, it is crucial to support and assist residents in order to deliver key priorities and help our residents to be as resilient as possible. Without intervention and mitigation, tackling worklessness, preventing homelessness, tackling financial exclusion and child poverty, etc. will be far more challenging to deliver.
- 3.15. The Council have set up the following measures to help mitigate the impacts of welfare reform and remove barriers to improve access to training and employment opportunities for excluded and disadvantaged households:

#### H&F Link and Support

- 3.16. The Housing Options Service originally secured funding to set up a team, HB Assist, to deliver the programme of work to address the impact of Welfare Reform 2012 by working with affected households. Following successful delivery of work. Housing Solutions (formerly Housing Options) secured permanent funding to establish and expand the work of HB Assist and relaunch the service as H&F Link and Support, extending the range of services to households and delivering an integrated whole household approach.

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<sup>4</sup> [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/592560/g2-2017.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/592560/g2-2017.pdf)

- 3.17. While H&F Link and Support is now a mainstream provision, a project board also oversees and sets the strategic direction of the service, authorises the programme of work, monitors progress against targets, and protects vulnerable people. The Head of Housing Solutions chairs the Board and the board has representations from Housing Management, Finance, Policy and Strategy, Adult Social Care, Children's Services, H&F Direct, Economic Development and DWP/JCP.
- 3.18. The Board has set the protocol for targeted use of Discretionary Housing Payments (DHPs) to support residents into work or keep them in work and prevent homelessness. The Board has also developed a programme of intervention for H&F Link and Support to deliver in partnership to ensure that assistance and support is provided to affected households, as follows:
- Delivery of support services to residents through the H&F Advice Hub – a co-located service at 145 King Street in partnership with Hammersmith JCP, WorkZone, OnePlace and Adult Learning and Skills Service. The service provides high quality information, advice, and guidance to support residents into work-related training, job brokerage, money management, debt advice, etc. to make up the loss of income and avoid the effects of the Overall Benefit Cap;
  - Deliver Universal Support to enable Universal Credit claimants to manage the new benefit through Personal Budgeting Support and Assisted Digital Support. The Cabinet Members recently authorised Housing Solutions to receive grant funding from the DWP to deliver the Universal Support for 2017/18;
  - Negotiate with landlords to reduce existing rents to within the new subsidy or affordable levels to sustain tenancies and/or prevent homelessness;
  - Organise multi agency panels for vulnerable children and adults to manage risks arising from the loss of income.

### WorkZone

- 3.19. WorkZone, located in Westfield London on the Southern Terrace, is a one stop destination for jobs, apprenticeships, and training needs. Since 2008, WorkZone have been working in partnership with Hammersmith & Fulham Council and Westfield London, providing a free bespoke recruitment service, supporting local people into work and employers recruit locally and retain new talent.
- 3.20. WorkZone offers residents -
- Access to a range of jobs and apprenticeships in retail, customer service, administration, construction, hospitality, and much more
  - One-to-one, information, advice, and guidance towards finding work
  - Access to the right employment and skills training to prepare applicants for employment
  - A dedicated recruitment advisor, offering a bespoke service

3.21. WorkZone have supported in the last financial year:

- 807 people into work of which 228 were H&F residents
- 74 new apprenticeship opportunities in-house and with partners
- Supported 51 residents affected by the OBC at 145 King Street
- Supported 256 residents into accredited training for work – e.g. CSCS cards, Food Hygiene certificate.
- Attended or hosted 7 Jobs Fairs

### OnePlace

3.22. OnePlace was set up in October 2010 between the Council and Job Centre Plus (JCP) West London to explore the value of co-locating within the JCP environment. Staff were brought together from local authority services to provide one-to-one support to the long term unemployed, the vulnerable and people with complex needs, such as: those affected by welfare reform; Benefit Cap, Universal Credit and identified as underprivileged or having a disability.

3.23. Rationale for OnePlace includes:

- reducing duplication of processes
- making better use of data sharing to enhance customers experience and outcomes (officers have access to LA and JCP data, which enables checking information for both, correctness and to avoid fraud)
- provide a seamless process for the customer journey, eradicating the need for customers to duplicate information and move from 'pillar to post'
- align external initiatives with internal organisation priorities connected to core business areas, for example: apprenticeship schemes and volunteer opportunities.

3.24. The service provides a one-to-one holistic response by tailoring interventions in line with the local climate and socio-economic context, whilst considering the needs of the individual's circumstances.

3.25. The offer includes support with Housing Benefit (HB) / Council Tax Support (CTS), other benefit entitlement, adult education and career advice, welfare and debt advice, and employment advice with key support from WorkZone.

3.26. Residents are primarily referred by JCP, housing, FACES (Troubled Families) and other multi-sector partners working towards helping people tackle barriers to employment.

3.27. OnePlace have supported more than 2,000 residents, of which 650 received financial management support and 134 secured work.

## **4. BACKGROUND PAPERS USED IN PREPARING THIS REPORT**

None.



**5. LIST OF APPENDICES:**

Appendix 1 - H&F Advice Hub (H&F Link and Support) Timetable of Services

Appendix 2 - WorkZone Work Strands

Appendix 3 - OnePlace Overview

# Hammersmith & Fulham Advice Hub (H&F Link)

## Services Timetable

Service Type	Monday	Tuesday	Wednesday	Thursday	Friday
<b>H&amp;F Link</b> <b>Benefit Cap:</b> <ul style="list-style-type: none"> <li>&gt; Budgeting and financial support</li> <li>&gt; How to gain exemption</li> <li>&gt; Tenancy sustainment support</li> <li>&gt; Resettlement support</li> </ul> <b>Universal Credit:</b> <ul style="list-style-type: none"> <li>&gt; Online claiming</li> <li>&gt; Budgeting and financial support</li> <li>&gt; Rent verification issues</li> <li>&gt; Alternative Payment Arrangement</li> <li>&gt; Housing Cost shortfall support</li> </ul> <b>Private Rented Sector:</b> <ul style="list-style-type: none"> <li>&gt; Homelessness prevention</li> <li>&gt; Tenant support</li> <li>&gt; Landlord support</li> </ul>	9am to 5pm	9am to 5pm	9am to 5pm	9am to 5pm	9am to 5pm
<b>Job Centre Plus Work Coach</b> <ul style="list-style-type: none"> <li>&gt; CV writing and job applications</li> <li>&gt; Training</li> <li>&gt; Better off calculations</li> <li>&gt; Benefit advice</li> </ul>		9am to 4pm	9am to 4pm	9am to 4pm	9am to 4pm
<b>Adult Learning and Skills Service</b> <ul style="list-style-type: none"> <li>&gt; Courses available</li> <li>&gt; Term dates</li> <li>&gt; Enrolment</li> <li>&gt; Fees / financial support</li> </ul>		9am to 1pm			
<b>Work Zone</b> <ul style="list-style-type: none"> <li>&gt; Job brokerage</li> <li>&gt; CV writing and interview preparation</li> <li>&gt; Apprenticeships</li> <li>&gt; Training</li> <li>&gt; Work experience</li> </ul>			9am to 1pm		
<b>One Place</b> <ul style="list-style-type: none"> <li>&gt; Debt advice</li> <li>&gt; Welfare benefit advice</li> <li>&gt; Budgeting support</li> </ul>				9am to 1pm	

**Visit:** Ground Floor, 145-155 King Street W6 9XY

**Call:** 020 8753 1587 **Email:** [h&f.link@lbhf.gov.uk](mailto:h&f.link@lbhf.gov.uk)



## WE HAVE

- ✓ Held 3 jobs fairs at Hammersmith Town Hall attracting 1441 visitors
- ✓ Attended 11 careers events including Kidzania & the London Jobs Show at Westfield
- ✓ Supported 308 people into work, including 81 residents & Worked with 56 Employers
- ✓ Placed 14 volunteers within H&F to start their career journey
- ✓ Recruited 9 Apprentices on our internal programme & are currently recruiting to 4 more positons
- ✓ Recruited 61 Apprentices with our partner organisations & local Businesses
- ✓ Helped 32 residents gain their CSCS card to enable them to work within the construction industry
- ✓ Supported 36 residents gain qualifications in retail and hospitality to improve their employment prospects

## WE WILL

- ✓ Work with Westfield to ensure residents are best placed for the new 8000 new jobs the extension will bring, including John Lewis
- ✓ Be part of the co-location at 145 King Street to offer WorkZone services to residents effected by the benefit changes
- ✓ Support Youth Take Over Day engaging with students on how Westfield London has impacted on the local area
- ✓ Create a new WorkZone website to be more interactive and informative to residents
- ✓ Expand our 'Routeway Into Work' offer to other sectors such as security
- ✓ Expand outreach to offer WorkZone services at Old Oak

# OnePlace Overview

134 LBHF job outcomes

650 supported with financial management

Over 2000 residents supported

## Work in Progress

## Going Forward

- ❖ Support customers through BenCap & Universal Credit to enable LA to support customers, prevent rent arrears, eviction, gain employment and direct payments to the LA
- ❖ Engage with long term JSA/IS/PIP/ESA recipients to gain employment
- ❖ Financial management & Personal Budgeting Support

Continue to provide support as Universal Credit extends to full service across JCP's (Hammersmith, Fulham & Shepherds Bush). The transitional changes will see people who will need skilled advice on housing, debt, benefits, and employment.

Build partnership relations with DWP, JCP, 3rd sector agencies

- ❖ National career Services, Maximus, People Plus
- ❖ Belina Consulting Ltd
- ❖ EDLS
- ❖ Action for London

Continue to engage with stakeholders to maintain preferred provider status. The work programme ends March'17, this will be a crucial time for partnership work

- ❖ Support TFEA (Troubled Families Employment Advisor) expectations and staff. LBHF agenda to support troubled families into employment

Continued point of referral for troubled families seeking employment. PBR – one of which is progression into employment and sustained employment. OnePlace will continue to provide an integrated family approach to deliver innovatively and uniquely a service to help families sustain progression

# OnePlace Overview

- Identify strengths and weaknesses in your jobsearch Skills and strategy
- Support your jobsearch
- Explain options open to you in such as apprenticeships and volunteering
- Discuss current opportunities
- Agree a personalised action plan with you
- Refer you for specialist support to a range of experts

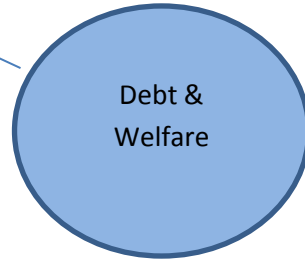
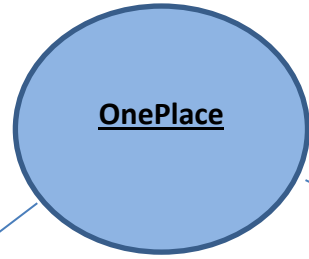
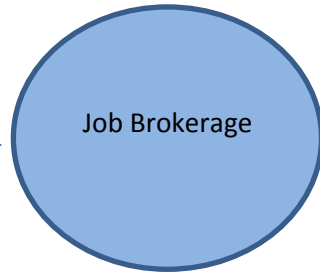
for support with:

- Database featuring enhanced job matching
- Application forms
- CVs
- Interviews
- Motivation

**OPTIONS TO CONSIDER**

- Apprenticeships
- Employability training
- Volunteer work

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- Information on bank accounts
- Advice on budgeting
- Ways to make your money go further
- Exploring various ways to maximise your income
- How credit works

**DEBT ADVICE**

One to one session with a qualified adviser that:


- Explains priority and non-priority debts
- Shows ways to help you get out of debt
- Finds the best options for you
- Explains the debt recovery process

**IN-WORK BENEFITS ADVICE**

One to one session with a qualified adviser that looks at:

- Universal Credit / Benefit Cap
- Better off calculations
- Housing allowance/benefits
- Tax credits
- DHP

We can arrange a one to one session with a qualified advisor to help you make the right choice about careers and training and further education

<b>London Borough of Hammersmith &amp; Fulham</b>  <b>ECONOMIC REGENERATION, HOUSING AND THE ARTS POLICY &amp; ACCOUNTABILITY COMMITTEE</b>  <b>26 April 2017</b>		 hammersmith & fulham
<b>Review of Adult Learning's recent Ofsted Inspection and Recommendations</b>		
<b>Report of the Cabinet Member for Economic Regeneration, Councillor Andrew Jones and the Acting Cabinet Member for Education, Councillor Sue Fennimore</b>		
<b>Open Report</b>		
<b>Classification - For Information</b> <b>Key Decision: No</b>		
<b>Wards Affected: All</b>		
<b>Accountable Director:</b> Jo Rowlands Lead Director for Regeneration, Planning & Housing Services		
<b>Report Author:</b> Eamon Scanlon Head of Adult Learning & Skills		<b>Contact Details:</b> Tel: 0208753 6321 Email: <a href="mailto:eamon.scanlon@lbhf.gov.uk">eamon.scanlon@lbhf.gov.uk</a>

## 1. EXECUTIVE SUMMARY

In November 2016 the Hammersmith & Fulham Adult Learning & Skills Service was inspected by Ofsted. The service was rated as good overall. This report sets out the results of the inspection and explains how the council has used the results to improve the service further.

## 2. RECOMMENDATIONS

That the PAC review the Ofsted recommendations following the recent inspection of Hammersmith & Fulham Adult Learning & Skills Service (HFALS) in November 2016.

## 3. PROPOSAL AND ISSUES

- 3.1. Hammersmith & Fulham Adult Learning & Skills Service (HFALS) provides learning and training opportunities for LBHF borough residents and others to help them achieve nationally recognised qualifications, support their progression into employment and develop their social, economic and person skills. In 2016-17 HFALS received an annual grant of £2.7M from the skills Funding Agency (SFA) to deliver both accredited courses and community learning programmes.

- 3.2. In January 2012, the service became part of the Economic Development, Learning & Skills team. In academic year 2016/17 HFALS recruited almost 7000 learners (78% are LBHF residents) delivered over 450 courses from Entry Level to Level 5, covering 14 subject areas. The curriculum and course provision continues to have broadly three strands:

- 1) *Skills for Work and Employment*
- 2) *Personal and Community Development for Health & Well-Being*
- 3) *Entry into Learning and Skills.*

- 3.3. An Ofsted short inspection in November 2016 found that our HFALS service had maintained a Good grade overall with many outstanding features. This was despite the previous inspection having taken place over six years previously in July 2010.

**Some of the highlights of good practice identified by Ofsted included the following:**

- 3.4. Senior leaders and managers have successfully maintained good-quality provision for learners. Managers have maintained the strengths identified at the previous inspection in 2010 and successfully addressed the key areas for improvement.
- 3.5. Senior leaders, managers and staff are highly committed to delivering the best possible experience for learners and to supporting learners to achieve good outcomes.
- 3.6. Senior leaders and managers have high ambitions for learners and are successfully developing new programmes that meet the needs of learners well.
- 3.7. The curriculum reflects well the corporate objectives of the council and is increasingly meeting the local employment and personal development needs of learners.
- 3.8. Learners enjoy their learning. Learners take great pride in their work; they develop their self-esteem and improve their confidence as they acquire new skills and knowledge. Those with additional needs, such as learning disabilities and/or difficulties, and those on arts and crafts and well-being courses, achieve very well.
- 3.9. Learners receive very effective support from teachers to help them overcome their barriers to learning. Many make good progress, develop new skills and knowledge and broaden their interests. Learners gain many social benefits as a result of the courses they take, including making new friends, developing social networks and maintaining and improving their physical and mental health.
- 3.10. Safeguarding is very effective. The management team has ensured that safeguarding arrangements are fit for purpose, and it takes effective action to



safeguard learners. Managers are effectively implementing plans to prevent extremism and radicalisation. Training for staff is effectively building their ability to promote British values and take appropriate action should they be concerned about the radicalisation of learners.

- 3.11. Managers effectively monitor the quality of teaching, learning and assessment through thorough and accurate observations in classes. They have ensured that high standards in teaching are maintained and they have a good understanding of the quality of provision.
- 3.12. Managers accurately identify the development needs of teachers and use this information well to inform training and professional development opportunities. Managers accurately identify the development needs of teachers and use this information well to inform training and professional development opportunities.
- 3.13. Clear information and pre-course guidance are easily accessible to learners. Staff provide good advice and guidance that support learners' progress well. Staff use their initial assessment of learners well to direct them to courses that meet their ambitions and abilities.
- 3.14. Managers' well-established relationships with a range of partners, including the National Careers Service, local employment agencies and Job Centre Plus (JCP), ensure that learners have good access to independent careers advice and guidance.
- 3.15. The progression of learners to employment is good, particularly so for those completing childcare courses.

#### **4. RECOMMENDATIONS FROM THE OFSTED INSPECTION REPORT**

Ofsted had 4 Recommendations following the inspection of HFALS in November 2016:

##### **1. Prioritise the recruitment of a suitably qualified mathematics teacher so that the number of mathematics courses is increased.**

Two sessional (hourly paid) Maths tutors have been recruited for terms 2 and 3 this academic year 2016-17. An established Maths tutor will be recruited in term 3 ready start for September 2016-17. Recruitment for this established post has started. Ofsted recognised this in their Inspection report:

“Managers have worked hard to ensure that they have a sufficient number of teaching staff to deliver a full mathematics curriculum. 2 new sessional Maths tutors have been recruited for the spring and summer terms and an established Maths tutor will be recruited for the beginning of the academic year 2017-18 in September 2017.”



**2. Routinely scrutinise plans to improve outcomes for learners taking basic qualifications in English, Mathematics and ESOL to ensure that actions are fully effective.**

The QDIPs are regularly scrutinised at 1-2-1 sessions with tutors managers and the QDIP steering group meetings. Also action plans are scrutinised and followed up during learning walks by managers and full observations of teaching learning (OTL).

Initial assessments and diagnostic assessments are more robust to ensure learners are on the right courses and extra support classes put in place to ensure they achieve.

Progress and achievement of all learners at class level is regularly scrutinised by managers on MIS system and OTLS/learner walks and remedial action implemented where necessary. (See QDIPs)

Once again Ofsted recognised the progress that was being made in these areas.

*“Senior leaders and managers have rightly identified the underperformance of a significant minority of learners on courses for English and mathematics and ESOL. Managers have a sound understanding of the reasons for underperformance and are undertaking well-conceived actions to increase the achievement rates of learners on these courses. These are included in the Quality Improvement & Development plan (QIDP for 2016-17).”*

*“Managers are implementing a range of measures to raise the achievement rates of learners in English, mathematics and ESOL. Staff are better assessing learners’ abilities, and the advice they provide ensures that learners are on courses that best match their abilities. Staff provide extra support for those at risk of not successfully achieving their qualification, through additional small group-work activities. Managers have set challenging targets for individual teachers to improve their performance. Managers and teachers are successfully implementing strategies that are improving the attendance of learners.”*

**3. Review data regularly to ensure that new learners whom the service is targeting are participating in learning.**

A weekly progress against targets report is produced and traffic lighted to ensure we deliver against our targets and support learners to successfully achieve.

There are monthly data monitoring meetings taking place with managers and tutors to monitor progress against targets and identifying learners at risk of not achieving.

Specific reports are produced on our Tribal MIS system which highlights those courses which are falling below the minimum level performance and

those learners at risk of not achieving. This is monitored by HFALS SMT meetings on a fortnightly basis.

#### **4. Ensure that the Recording And Recognition of Learners' Progress and Achievement (RARPA) are undertaken consistently well by all teachers.**

RARPA training is delivered as part of our weekly CPD workshops. This CPD is delivered specifically to those tutors identified at OTLs and course file audits as needing support to improve RARPA targets and followed up with Action Plans. All tutors' course files are audited for RARPA each term. Ofsted recognised the following in their report in relation to these recommendations:

*"Within the service, there is some very good practice in recording the progress of learners on which to build, for example where learners use diaries, journals, photographs and notes to evaluate and record their progress."*

#### **5. OPTIONS AND ANALYSIS OF OPTIONS**

- 5.1. HFALS is currently implementing the full recommendations of the November 2016 Ofsted report to ensure further improvement to teaching and learning. All the recommendations are currently being addressed through our Quality Development and Improvement Plan (QDIP) and the impact of this will be reported back in our Self-Assessment Report 2016-17 submitted to SFA in November 2017.

#### **6. CONSULTATION**

- 6.1. HFALS has worked closely with our West London ACL peer Review Group, Horex the national Network for all Adult Community Learning providers, National Institute for Adults in Continuous Education (NIACE) and the Learning & Work Institute to support continuous improvements to teaching and learning.

#### **7. EQUALITY IMPLICATIONS**

- 7.1. HFALS delivers over 450 courses to nearly 7,000 learners annually and boasts an excellent offer to all members of the community; whether residents, employers in the borough, or a borough business or enterprise. There are targeted programmes including initiatives aimed at deprived areas of the borough (e.g. dedicated White City housing estate provision), Age well, aimed at learners over 50 years and a programme for Learners with Learning Difficulties & Disabilities.
- 7.2. In addition HFALS operates within a strong equalities ethos in which learners, staff, tutors and visitors are encouraged to support the HFALS values and standards.

- 7.3. Following the merger of the HFALS service with the Economic Development section a greater emphasis has been based on linking skills training and employment outcomes. Specific employability support and vocational skills programmes targeted at low income/skills residents and job seekers are now delivered and promoted by HFALS.

## **8. FINANCIAL IMPLICATIONS**

- 8.1. Following a Good Ofsted in November 2016; along with the full delivery of our SFA 2016-17 targets and the fact that we are currently on target to deliver our full SFA allocation for 2017-18, SFA confirmed on 30<sup>th</sup> March 2017 that HFALS will receive the same SFA grant for AEB of £2.7M with no reduction in 2018-19.

## **9. IMPLICATIONS FOR BUSINESS**

- 9.1. HFALS is part of the Economic Development Learning & Skills (EDLS) team and will continue to support Local Businesses with Business Start-Up courses and Business Enterprise Clubs hosted at our Macbeth Centre. HFAL also contributes to local employment opportunities through the courses it offers and its close work with Work Zone team.

## **10. APPENDICES**

Appendix 1 – Ofsted Report

## **11. BACKGROUND PAPERS USED IN PREPARING THIS REPORT**

<b>No.</b>	<b>Description of Background Papers</b>	<b>Name/Ext of holder of file/copy</b>	<b>Department/ Location</b>
1.	HFAL QDIP Plans 2016-17	Eamon Scanlon 6321	EDLS Macbeth Centre

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T 0300 123 4234  
[www.gov.uk/ofsted](http://www.gov.uk/ofsted)



19 December 2016

Mr E Scanlon  
Head of Service  
Macbeth Centre  
Macbeth Street  
Hammersmith  
London  
W6 9JJ

Dear Mr Scanlon

### **Short inspection of Hammersmith and Fulham Adult Learning and Skills Service (ALSS)**

Following the short inspection on 17 and 18 November 2016, I write on behalf of Her Majesty's Chief Inspector of Education, Children's Services and Skills to report the inspection findings. The inspection was the first short inspection carried out since the provider was judged to be good in June 2010.

#### **This provider continues to be good.**

Since the previous inspection six years ago, senior leaders and managers have successfully maintained good-quality provision for learners. Managers have maintained the strengths identified at the previous inspection and successfully addressed the key areas for improvement.

Senior leaders, managers and staff are highly committed to delivering the best possible experience for learners and to supporting learners to achieve good outcomes. In the intervening years between inspections, managers have welcomed external scrutiny of the provision and worked effectively with neighbouring local authority services and external consultants to provide challenge to them on the quality of the provision.

Senior leaders and managers have high ambitions for learners and are successfully developing new programmes that meet the needs of learners well. Supported by senior leaders, managers develop effective links with other council services and external partners to broaden the curriculum on offer to learners.

The curriculum reflects well the corporate objectives of the council and is increasingly meeting the local employment needs of learners. For example, with the council's business investment team, managers have developed a popular and well-

attended monthly 'enterprise club'. Experienced local entrepreneurs give learners practical insights into what it is like to run your own business. Learners have opportunities to test out their products at a local market.

Senior leaders have good oversight of the performance of the service. As a result of regular briefings by managers and through their review of the self-assessment report, they are aware of the strengths of the service and where managers need to make further improvements. Senior leaders offer good support to managers in making improvements, such as championing improved online enrolment procedures and supporting the engagement of the service with local regeneration initiatives.

Learners enjoy their learning. Those with additional needs, such as learning disabilities and/or difficulties, and those on arts and crafts and well-being courses, achieve well. The vast majority of learners successfully complete their courses.

Learners take great pride in their work; they develop their self-esteem and improve their confidence as they acquire new skills and knowledge. For example, in upholstery lessons, learners renovate large items of furniture and develop their deep buttoning techniques, align folds and creases and match fabric appropriately. In jewellery classes, learners make delicate items to a high standard, including necklaces, earrings and bracelets, and offer these for sale.

Learners receive very effective support from teachers to help them overcome their barriers to learning. Many make good progress, develop new skills and knowledge well and broaden their interests. Learners gain many social benefits as a result of the courses they take, including making new friends, developing social networks and maintaining and improving their physical and mental health.

Managers are taking action to address those areas where performance needs to improve. The attendance of learners requires improvement, as does the achievement of learners taking basic English, mathematics and English for speakers of other languages (ESOL) qualifications. Strategies employed by managers to make improvements in these areas are beginning to make a difference. Managers do not yet use a wide enough range of data to help them reflect on the performance of the service in reaching new learners, and the recording of learners' progress and achievement on non-accredited courses is not consistently good. In these areas, managers' plans for improvement are less well developed.

### **Safeguarding is effective.**

The management team has ensured that safeguarding arrangements are fit for purpose, and it takes effective action to safeguard learners. Staff know what to do should they have concerns about the safety and welfare of learners. Staff identify learners promptly who need additional support; they intervene swiftly, record safeguarding concerns clearly and inform managers appropriately. Managers and staff liaise effectively with other agencies such as adult social care to ensure that more vulnerable learners get the support and help that they need.

Managers are effectively implementing plans to prevent extremism and radicalisation. Training for staff is effectively building their ability to promote British values and take appropriate action should they be concerned about the radicalisation of learners. Managers have effective links with the local 'Prevent' coordinator and liaise well when they have concerns about learners. In sessions, learners from different backgrounds work well together and show respect for each other and for teachers. Learners feel safe at the providers' main site and in local community venues where learning takes place.

### **Inspection findings**

- Managers effectively monitor the quality of teaching, learning and assessment through thorough and accurate observations in classes. They have ensured that high standards in teaching are maintained and they have a good understanding of the quality of provision.
- Managers and staff undertake a good range of observations, including with peers, joint observations and learning walks. These provide ample evidence of the strengths of the provision and areas that require further improvement and help develop the skills of both observers and teachers well. For example, observers now place good attention on capturing evidence of learning and the progress of learners to inform their judgements.
- A specialist, small team of observers is well trained and experienced. A very rigorous moderation process ensures consistency in the quality of observation findings. Peer reviews with external partners ensure that the quality of observations is regularly reviewed.
- Managers accurately identify the development needs of teachers and use this information well to inform training and professional development opportunities.
- Senior leaders and managers have rightly identified the underperformance of a significant minority of learners on courses for English and mathematics and ESOL. Managers have a sound understanding of the reasons for underperformance and are undertaking well-conceived actions to increase the achievement rates of learners on these courses.
- Managers are implementing a range of measures to raise the achievement rates of learners in English, mathematics and ESOL. Staff are better assessing learners' abilities, and the advice they provide ensures that learners are on courses that best match their abilities. Staff provide extra support for those at risk of not successfully achieving their qualification, through additional small group-work activities. Managers have set challenging targets for individual teachers to improve their performance. Managers and teachers are successfully implementing strategies that are improving the attendance of learners but it is too early in the application of these strategies to judge whether they are fully effective.
- Managers have worked hard to ensure that they have a sufficient number of teaching staff to deliver a full mathematics curriculum. However, a staff vacancy is limiting the availability of classes to learners and sickness cover for other teachers when they are ill. Managers are aware of the risk this represents to learners achieving qualifications in this area.

- Learners on non-accredited programmes achieve their learning aims and personal goals well. Teachers plan learning well through developing clear schemes of work and lesson plans. They use information effectively to develop strategies that support individual learners well.
- All teachers record learners' progress and achievement on non-accredited courses. However, the recording is inconsistent and too variable across the range of provision. In a few cases, targets set by teachers are too broad and it is not easy for them to measure the progress that learners make. Targets do not fully identify the specific skills learners need to master in order to move on to the next stage of their learning. Teachers' recording does not always capture the progress that learners make in their personal and social development. Within the service, there is good practice in recording the progress of learners on which to build, for example where learners use diaries, journals, photographs and notes to evaluate and record their progress.
- Staff provide good advice and guidance that support learners' progress well. Clear information and pre-course guidance are easily accessible to learners. Staff use their initial assessment of learners well to direct them to courses that meet their ambitions and abilities.
- Where appropriate, almost all learners have clear, aspirational and carefully considered career plans. Managers and teachers support learners exceptionally well to realise their ambitions. Teachers and guest speakers provide highly effective guidance, support and challenge to help learners progress.
- Teachers direct learners effectively to other courses that help them plan for their next steps. For example, learners join employability courses that help them prepare curriculum vitae and make job applications. Others move on to further study options within the service or with other local further education providers
- Managers' well-established relationships with a range of partners, including the National Careers Service, local employment agencies and Jobcentre Plus (JCP), ensure that learners have good access to independent careers advice and guidance. Most learners who spoke to inspectors said that they felt they are being prepared well for their next steps in learning or employment. The progression of learners to employment is good, particularly so for those completing childcare courses.
- Managers have developed new courses and programmes with partners that are successfully attracting new learners, particularly those who aim to gain employment. With JCP, managers have developed courses to respond to the needs of residents in light of reforms to the welfare system. Well-considered new courses help residents manage their finances better and use the internet effectively in managing their day-to-day lives.
- While qualitative evidence shows that the provision does engage new learners, managers do not routinely analyse data and trends in the engagement of learners to help review and plan provision.

## **Next steps for the provider**

Leaders and those responsible for governance should ensure that they:

- prioritise the recruitment of a suitably qualified mathematics teacher so that the number of mathematics courses is increased
- routinely scrutinise plans to improve outcomes for learners taking basic qualifications in English, mathematics and ESOL to ensure that actions are fully effective
- review data regularly to ensure that new learners whom the service is targeting are participating in learning
- ensure that the recording and recognition of learners' progress and achievement are undertaken consistently well by all teachers.

I am copying this letter to the Skills Funding Agency and the Education Funding Agency. This letter will be published on the Ofsted website.

Yours sincerely


Jon Bowman  
**Her Majesty's Inspector**

## **Information about the inspection**

During the inspection, one of Her Majesty's Inspectors and two Ofsted Inspectors were assisted by the head of service for ALSS as nominee. We met with you, senior leaders, managers, teachers and learners. We carried out lesson observations, and took account of the most recent self-assessment report and development plans and the previous inspection report. We used group and individual interviews and telephone calls to gather the views of learners and staff. We scrutinised data and information on the performance of the service, and reviewed schemes of work, lesson plans, key policy documents and records of safeguarding concerns.



# Agenda Item 6b

<b>London Borough of Hammersmith &amp; Fulham</b> <b>ECONOMIC REGENERATION, HOUSING AND THE ARTS POLICY &amp; ACCOUNTABILITY COMMITTEE</b>  26 April 2017	 hammersmith & fulham
<b>West London Area Review of Adult Community Learning</b>	
<b>Report of the Cabinet Member for Economic Regeneration, Councillor Andrew Jones and the Acting Cabinet Member for Education, Councillor Sue Fennimore</b>	
<b>Open Report</b>	
<b>Classification - For Information</b> <b>Key Decision: No</b>	
<b>Wards Affected: All</b>	
<b>Accountable Director:</b> Jo Rowlands Lead Director for Regeneration, Planning & Housing Services	
<b>Report Author:</b> Eamon Scanlon Head of Adult Learning & Skills	<b>Contact Details:</b> Tel: 020 8753 6321 Email: <a href="mailto:eamon.scanlon@lbhf.gov.uk">eamon.scanlon@lbhf.gov.uk</a>

## 1. EXECUTIVE SUMMARY

- 1.1. Hammersmith and Fulham Adult Learning Service Community Learning courses support the health and wellbeing of local residents, and supports social return on investment for local communities. The service is delivered at our Macbeth Centre and 2 satellite centres at ACLC in White City (next to Ark Swift Primary Academy) and at Normand Croft Community centre, next to Normand Croft school on Lillie Road. It also works in over 10 Schools and Community centres across the borough of Hammersmith & Fulham.
- 1.2. The West London Adult Community Learning (ACL) Area Review aims to establish the future strategic direction of ACL and together with the Further Education (FE) college-focussed post-16 education and training area reviews to develop recommendations for the future commissioning and delivery of post 16 education in London. The review was completed in March 2017.

## 2. RECOMMENDATIONS

- 2.1. That the PAC review the content of the report and make comment on the proposed principles for the service.

### 3. PROPOSAL AND ISSUES

- 3.1. The London Mayor is committed to pursuing a skills devolution deal, subject to a set of conditions. GLA officers are continuing to discuss the process and implications of skills devolution with central government officials. The intention was to sign a devolution deal by parliamentary summer recess in order to be on track for full devolution in 2019/20.
- 3.2. At its meeting on 21st September 2016, West London Economic Prosperity Board (WLEPB) commissioned a Task and Finish Group to consider the findings of the review of Adult Community Learning in London and develop recommendations.
- 3.3. The ACL task and finish group made up of all 7 local authority boroughs and supported by the West London Alliance (WLA) identified existing synergies between services and used these as a basis to develop and outline strategy for ACL services in West London. This includes a shared vision, mission statement, desired outcomes and principles under which ACL services should operate. The group has also developed a roadmap to enable the development and consideration of options for closer collaboration going forward. (More information is available in the paper to the West London Economic Prosperity Board on 21<sup>st</sup> March 2017 (agenda item 8 - <https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=765&MIId=9155&Ver=4> )
- 3.4. West London ACL Task and Finish group recognised, and commended to the Economic Prosperity Board, the importance of West London ACL providers collaborating during the transition of funding from the Skills Funding Agency to the Mayor to ensure financial protection and sustainability post devolution. As a foundation for closer working, the Task and Finish Group developed a proposed outline strategy for Adult Community Learning for West London, which includes a shared vision, mission statement and set of strategic objectives, based on the synergies between borough services recognised by the task and finish group.
- 3.5. The West London ACL task and finish developed a set of eight principles for future delivery of Adult Community Learning Services in London. These reflect a core aim of all borough services which is to deliver excellent, fair, and responsive, Adult Community Learning built on the promotion of opportunity, resilience and social cohesion. These are that West London ACL services should be:
  1. **STRATEGIC:** The WL ACL strategy should form part of a broad skills strategy to achieve shared outcomes, overseen by the West London Skills and Employment Board, liaising with the pan-London governance structure.
  2. **FOCUSED:** ACL services should broadly focus on supporting the most disadvantaged residents over the age of 25 without basic skills, in low paid employment or furthest away from work, as well as enabling learners with

health and well-being issues and/or learning difficulty or disabilities to take steps towards healthier, more independent lifestyles.

3. **RESPONSIVE:** Service delivery should support West London’s ‘Vision for Growth’ and be responsive to current labour market and employer needs.
  4. **MEETING BASIC SKILLS NEEDS:** The curriculum offer in West London should concentrate on Basic\_English including ESOL, maths and digital skills programmes, health and wellbeing, family learning, social inclusion, LDD, community engagement, retraining and cohesion programmes. Learners’ views should continue to be sought, considered and used to influence and design the offer.
  5. **ENABLING PROGRESSION:** ACLs across West London should work towards developing clear progression pathways, including into FE and HE. All adult learners should be offered careers support. Learners should also be encouraged to be active citizens and be healthier, more self-sufficient and resilient.
  6. **LOCAL:** Future ACL delivery in West London should enable variable delivery models. Learners should remain at the heart of the provision and there should be mechanisms to engage learners in the development of any proposed changes and to assess the impact of any proposed changes on all learners.
  7. **JOINED-UP ON POLICY:** West London Boroughs should strive to develop joined up policies – making use of pan-London policies where they have been developed.
  8. **FAIRLY FUNDED:** Funding for Adult Community Learning in West London should be fairly allocated while avoiding destabilising any one provider. Resources should be used to deliver ACL effectively in the broader context of funded skills delivery in West London.
- 2.6 Adopting this outline strategy and principles would enable West London boroughs to move towards a coherent, consistent offer to West London residents – recognising differing demand in different localities. It would provide a strategic framework for ACL in West London for future negotiation with the Mayor post-devolution and be a first step towards a broad skills strategy for West London.
- 2.7. The West London Alliance ACL Area Review also considered the possibility of each local authority providing segregated ACL services and not pursuing steps toward closer collaboration. However, given the changing context of reducing funding and the potential to devolve the SFA Adult Education Budget grant to London it may put service resilience at greater risk.
- 2.8. The London Review of Adult Community Learning recommended the development of a sub-regional community education hub either through a single LA, College or Institute for Adult Learning. The West London Alliance

ACL Area Review considered that while there could be potential for a cross-borough ACL service operating in West London, further work is required to establish whether the benefits would outweigh the costs of such a move and whether this would improve outcomes for learners in West London.

### **3. CONSULTATION**

- 3.1. All 7 West London Local authorities were involved in the ACL Area Review, supported by the West London Alliance. The Chief Executive of Hounslow LA Chaired the ACL Task and Finish group and further support was provided by Hoxley (the national Network for all ACL providers). All final decisions were made by representatives of the West London Prosperity Board. The Task and Finish group have agreed to continue to work together in preparation for the proposed devolution of the Adult Skills Budget in 2019-20.
- 3.2. The principles of future delivery of ACL learning in London include a commitment to engage all ACL learners in the development of any proposed changes.

### **4. EQUALITY IMPLICATIONS**

- 4.1. HFALS Community Learning courses support the health and wellbeing of local residents, and supports social return on investment for local communities. The service has a robust and effective approach to Safeguarding and PREVENT as recognised in their recent Ofsted report in November 2016.
- 4.2. The principles of future delivery of ACL learning in London include a commitment to assess the impact of any proposed changes to service delivery on all learners. The roadmap also includes a recommendation to develop a single Equalities and Diversity strategy for ACL in West London.

### **5. LEGAL IMPLICATIONS**

- 5.1. The WLEPB Joint Committee's role and purpose on behalf of the Participating Boroughs relates to ensuring appropriate, effective and formal governance is in place for the purposes of delivering the West London Vision for Growth and advancing Participating Boroughs' aspirations for greater economic prosperity in West London, including promoting "the Economic Prosperity Agenda", in partnership with employers, representatives from regional and central government, and education and skills providers.
- 5.2. The Joint Committee is not a self-standing legal entity but is part of its constituent authorities.
- 5.3. The Function and Procedure Rules of the West London Economic Prosperity Board include representing the participating local authorities in discussions and negotiations with regional bodies, national bodies and central government on matters relating to economic prosperity for the benefit of the local government areas of the participating authorities.

## **6. FINANCIAL IMPLICATIONS**

- 6.1. The Area Review is designed to optimise spend on ACL, particularly in the context of anticipated changes in funding arrangements, including potential reduction in funds for local government from 2019/20.
- 6.2. Hammersmith & Fulham Adult Learning & Skills currently receives a direct grant from the Skills Funding Authority of approximately £2.7M per year. This constitutes the second highest allocation in West London out of all the 7 boroughs delivering ACL. Any changes to devolution could potentially see a reduction in LBHF allocation under the “equal and fair” distribution across all 7 West London boroughs.
- 6.3. Hammersmith & Fulham Adult Learning & Skills (HFALS) will require continuous investment in its buildings and ICT teaching resources to ensure that it can maintain its high standards and compete with other FE and ACL providers.

## **7. IMPLICATIONS FOR BUSINESS**

- 7.1. The proposals support the West London Vision for Growth and Growth Plan on employment and skills, as well as the WLEPB ambition for skills devolution and borough priorities for their ACL services.

## **8. BACKGROUND PAPERS USED IN PREPARING THIS REPORT**

<b>No.</b>	<b>Description of Background Papers</b>	<b>Name/Ext of holder of file/copy</b>	<b>Department/ Location</b>
1	None.		

## Economic Regeneration, Housing & the Arts PAC Work Programme 2016/17

<b>7<sup>th</sup> June 2016</b>		
<b>Small Hall, HTH, 7:00pm.</b>		
<b>ITEM</b>	<b>LEAD OFFICER</b>	<b>REPORT BRIEF</b>
The Arts Strategy	Donna Pentelow	To review the Council's proposed Arts Strategy.

<b>5<sup>th</sup> July 2016</b>		
<b>Courtyard Room, HTH. 7:00pm.</b>		
<b>ITEM</b>	<b>LEAD OFFICER</b>	<b>REPORT BRIEF</b>
Libraries	Mike Clarke/Sue Harris/Helen Worwood	To consider the priorities of the service.
Update on the Resident Involvement Structure	Nilavra Mukerji / Daniel Miller	To receive an update on the Council's work to establish a structure consisting of a number of panels and groups designed to provide Council Tenants and Leaseholders with greater decision making powers and increased involvement

<b>6<sup>th</sup> September 2016</b>		
<b>Clem Attlee Residents Hall, 6:00pm.</b>		
<b>ITEM</b>	<b>LEAD OFFICER</b>	<b>REPORT BRIEF</b>
The Older Persons Housing Strategy and Sheltered Accommodation	Nilavra Mukerji	To consider the new Older Persons Housing Strategy review the Council's provision of sheltered accommodation and support for older residents.
The development of new KPIs for Mitie	Nilavra Mukerji	To review the development of new Key Performance Indicators for the housing contractor Mitie. The new KPIs will more accurately monitor residents' key priorities

## Economic Regeneration, Housing & the Arts PAC Work Programme 2016/17

<b>1<sup>st</sup> November 2016</b>		
<b>St John's Church, Vanston Place. 7:00pm.</b>		
<b>ITEM</b>	<b>LEAD OFFICER</b>	<b>REPORT BRIEF</b>
Update on High Street Revitalisation	Antonia Hollingsworth / Jo Rowlands	To scrutinise what the administration has done over regeneration of North End Road and Bloemfontein Road and to discuss future plans and proposals for the two areas. For the North End Road Action Group (NERAG) to report on their work over the last year and a half. To consider what action has been taken to tackle the problem of empty shops.
Social Lettings Agency	Jo Rowlands / Labab Lubab	To consider the benefits of a Social Lettings Agency working in the borough.
Libraries	Mike Clarke/Sue Harris	To consider an update on the work being done by officers following on from the meeting on 5 July 2016.

<b>13<sup>th</sup> December 2016</b>		
<b>Small Hall, HTH. 7:00pm.</b>		
<b>ITEM</b>	<b>LEAD OFFICER</b>	<b>REPORT BRIEF</b>
The Financial Plan for Council Homes	Kath Corbett	To review the HRA budget before approval by Cabinet in early January 2017
Scaffolding	Nilavra Mukerji / Kath Corbett / Paul Monforte	To explain the Council's policy on the use of scaffolding in relation to social housing maintenance.

## Economic Regeneration, Housing & the Arts PAC Work Programme 2016/17

17 <sup>th</sup> January 2017 Courtyard Room, HTH. 7:00pm.		
ITEM	LEAD OFFICER	REPORT BRIEF
The draft Budget 2017/18	Mark Jones/Danny Rochford/Paul Gulley	To review the 2017/18 budget for the departments covered by this committee.

7 <sup>th</sup> March 2017 Courtyard Room, HTH. 7:00pm.		
ITEM	LEAD OFFICER	REPORT BRIEF
Greening our Estates	Nilavra Mukerji	To consider how the council is promoting biodiversity and greener environments on its housing estates, for example by supporting kitchen gardens and green walls/roofs. The report is to cover the council's policy for replacing and maintaining trees.
Update on the Stock Transfer	Kath Corbett	To provide the committee and residents with an update on the progress made against the recommendations of the Residents Commission on Council Housing.



## Economic Regeneration, Housing & the Arts PAC Work Programme 2016/17

<b>26<sup>th</sup> April 2017</b>		
<b>Courtyard Room, HTH. 7:00pm.</b>		
<b>ITEM</b>	<b>LEAD OFFICER</b>	<b>REPORT BRIEF</b>
Adult learning	Jo Rowlands / Eamon Scoulon	To review the adult learning curriculum delivered by the Council, to consider the results of the recent Ofsted inspection and to understand the impact of government reviews of learning outside of schools.
Digital Inclusion Projects on Council Estates	Nilavra Mukerji	To provide the committee an overview of the project.
Tackling worklessness	Jo Rowlands/ Glendine Shepherd	To assess the impact of the Government's welfare reforms and the measures undertaken by the Council to help people back into work, including the OnePlace project with JobCentre+

<b>13<sup>th</sup> June 2017</b>		
<b>Small Hall, HTH. 7:00pm.</b>		
<b>ITEM</b>	<b>LEAD OFFICER</b>	<b>REPORT BRIEF</b>
Low Cost Home Ownership	Labab Lubab	To consider what schemes are available, how they are performing and what the Council has been doing to try to get more people into homes they own.
Performance Data for the Housing Department	Nilavra Mukerji / Kath Corbett	To scrutinise the performance of Housing Services against key targets.

## Economic Regeneration, Housing & the Arts PAC Work Programme 2016/17

<b>Potential Future Items</b>		
<b>ITEM</b>	<b>LEAD OFFICER</b>	<b>REPORT BRIEF</b>
The Council's home energy strategy and measures to tackle fuel poverty	Nick Austin/Justine Dornan	To review the work of the Council to make homes as fuel efficient as possible and how vulnerable residents will be protected during the winter.
Economic Growth Strategy 2016-26	Jo Rowlands	To discuss the new Economic Growth Strategy
Housing for disabled people	Jo Rowlands	To consider the proposed actions for meeting the housing needs of disabled people
Housing for refugees and asylum seekers	Jo Rowlands	To provide an overview of what the Council does to provide housing for refugees and asylum seekers, and the rules and funding streams relating to these.
Tenants and Residents Halls	Nilavra Mukerji	To discuss how the council are trying to get tenants and residents halls used more.
Arts	James Fitzgerald	To consider an update on progress made against the Arts Strategy.
Garages	Nilavra Mukerji	To consider efforts made to improve lettings rates and to investigate whether the Council is using its garages on Housing Revenue Account land effectively.
Communal Heating Charges	Kath Corbett	To consider whether improvements could be made to the way in which residents with communal heating are billed.