

The Economy, Housing and the Arts Policy and Accountability Committee Agenda

Monday 2 July 2018 at 7.00 pm
Small Hall - Hammersmith Town Hall

MEMBERSHIP

Administration	Opposition
Councillor Rory Vaughan (Chair) Councillor Zarar Qayyum Councillor Rowan Ree Councillor Ann Rosenberg	Councillor Adronie Alford

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Date Issued: 22 June 2018

The Economy, Housing and the Arts Policy and Accountability Committee Agenda

2 July 2018

<u>Item</u>		<u>Pages</u>
1.	APPOINTMENT OF A VICE CHAIR The Committee is asked to elect a Vice Chair from its membership for the 2018/19 Municipal Year.	
2.	APOLOGIES FOR ABSENCE	
3.	DECLARATIONS OF INTEREST More information on declarations of interest can be found on the next page.	
4.	MINUTES To agree the minutes of the previous meeting, held on 16 January 2018.	4 - 10
5.	AN INTRODUCTION TO SCRUTINY IN HAMMERSMITH & FULHAM This briefing note gives an overview of what scrutiny is, how it works, how to ensure it is effective, and the remit of the committee. This item is presented for information only.	11 - 13
6.	THE COUNCIL'S HOME ENERGY STRATEGY AND MEASURES TO TACKLE FUEL POVERTY This report sets out work being undertaken in Hammersmith & Fulham to improve energy efficiency and tackle fuel poverty for vulnerable residents.	14 - 33
7.	RESIDENT INVOLVEMENT UPDATE This report provides an update on how we are working with council housing residents from street properties, small blocks, estates, and sheltered housing to improve the services that they receive.	34 - 49
8.	WORK PROGRAMMING 2018/19 The Committee is asked to consider its work programme for 2018/18.	50

More information on declarations of interest

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.

Agenda Item 4

London Borough of Hammersmith & Fulham

Economic Regeneration, Housing and the Arts Policy and Accountability Committee



Minutes

Tuesday 16 January 2018

PRESENT

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

Other Councillors: Councillors Lisa Homan (Cabinet Member for Housing) and Wesley Harcourt (Cabinet Member for Environment, Transport & Residents' Services)

Officers: Kim Dero (Chief Executive), Hitesh Jolapara (Strategic Finance Director), Kathleen Corbett (Director for Finance & Resources, Housing), Glendine Shepherd (Head of Housing Solutions), Peter Smith (Head of Policy and Strategy), David McNulty (Programme Manager, Housing), Nick Austin (Lead Director for Environmental Services), Gerry Crowley (Property and Place Manager), Valdrin Rexha (Parking Garages & Ancillary Services Manager), and David Abbott (Scrutiny Manager)

1. APOLOGIES FOR ABSENCE

Apologies for lateness were received from Councillors Donald Johnson and Harry Phibbs.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES OF THE PREVIOUS MEETING

The Chair noted that the Committee's previous clerk, Ainsley Gilbert, had left the Council in January – and on behalf of the Committee he wished him the best in all his future endeavours.

RESOLVED

The minutes of the meeting held on 8 November 2017 were agreed as a correct record.

4. FINANCIAL PLAN FOR COUNCIL HOMES 2017-18

Councillor Lisa Homan (Cabinet Member for Housing) and Kathleen Corbett (Director of Finance and Resources in Housing) introduced the report that covered the proposed Housing Revenue Account (HRA) budget and the Financial Plan for Council Homes. She noted that in July 2017, the Council announced the introduction of the Fire Safety Plus Programme to make sure the Council's homes and other properties met higher standards. This cost in the region of £20m. In addition, the HRA would be making a revenue contribution of £14m to fund capital investment costs, mainly funded from the HRA general reserves.

Councillor Harry Phibbs asked if there were any potential for saving money by sharing services between estate management companies. Councillor Lisa Homan responded that some estates had discussed sharing caretaking services and while nothing had been formalised the Council didn't rule it out as an option. Councillor Phibbs said it was disappointing that there hadn't been any real progress. Kathleen Corbett said recently there had been a lot of mergers and change in the sector – she felt it was best to wait until the market was more settled.

A resident noted they were part of an estate services monitoring group that was looking at the services provided and any overlaps – so there were groups looking into this issue. Councillor Homan reiterated that there had been initial discussions and she felt it was important to do this with residents to ensure the quality of provision remained high.

Councillor Adam Connell noted that the Government's rent cap was ending and asked if officers had modelled the impact of this change in the budget. Kathleen Corbett said that had already been factored into the 40-year business plan.

Councillor Harry Phibbs asked what the Council's policy on shops was regarding reducing HRA debt. Should we sell them? Kathleen Corbett replied - six or seven years ago the Council sold some of the HRA's 'prime' shop portfolio so the stock that was left were secondary investments of lower values. At this time, the Council was not actively selling shops. Councillor Lisa Homan added that the Council's shop portfolio generates over £1m per year and if they were sold we would have to find that revenue elsewhere.

Councillor Harry Phibbs highlighted scaffolding as a major cost that residents were frustrated about (the length of time it was up etc.). He noted that the Committee had made a number of recommendations on improving this and asked for a progress update on implementing them. Councillor Lisa Homan said there had not been enough big planned maintainable schemes since the recommendations were made for savings to be calculated but the ideas were being put into practice. There would be a review in future.

Councillor Harry Phibbs noted that the Council had set-up a Council-owned company to renegotiate contracts to save money, including HRA contracts. He asked for an update on those savings. Kathleen Corbett said any contract renegotiation would take a while to come through in the figures. Savings in the current period were offset

by additional investments in Fire Safety Plus and other programmes but in future years there would be savings.

Councillor Phibbs asked if the Council was ruling out reductions in service with contract renegotiations. Councillor Homan said the Council wanted residents to work with officers to ensure quality – this had already started with resident monitoring groups looking at a wide range of contracts, the caretaking contract with Pinnacle PSG for example. These groups had found a number of areas of overlap and would be reporting their findings in March 2018.

RESOLVED

That the Committee reviewed and commented on the report.

5. 2018 MEDIUM TERM FINANCIAL STRATEGY

Hitesh Jolapara (Strategic Finance Director) introduced the report that set out the budget proposals for the services covered by the Committee. He showed slides that gave context for the scale of the challenge facing local government in recent years. H&F's general government grant had reduced from £160m in 2010/11 to £90m by 2018/19. He noted that the 2018/19 budget assumed a continued freeze in council tax and no increase in fees and charges in Children's Services, Adult Social Care, and Housing Services.

The Chair, referring to 3.3 of the report, asked if it was correct that the Government was recommending Councils raise council tax by 6 percent. Hitesh Jolapara said Central Government grant assumptions were based on H&F raising council tax and the precept by a combined 6% per year to 2019/20, though ultimately it was the choice of individual local authorities.

Councillor Harry Phibbs asked if the Section 106 funding in the budget papers was guaranteed or if it was dependent on negotiations with developers. Hitesh Jolapara, referring to paragraph 3.16, noted that the Council currently had £72m of Section 106 contributions banked. Kathleen Corbett added that officers carried out monthly monitoring of these funds as part of the Council's accounting processes.

Councillor Donald Johnson asked if the recent collapse of Carillion PLC had changed the Council's appetite for risk regarding the ongoing use of Section 106 funding. Hitesh Jolapara said it was closely monitored on a regular basis.

Councillor Harry Phibbs noted that he was pleased to see efforts to make better use of the Public Health budget. He asked if there was scope to use Public health funding to help alleviate homelessness and alleviate general fund pressures for housing and specialist treatment. Hitesh Jolapara said Councillor Ben Coleman, the Cabinet Member for Health and Adult Social Care, was looking at substitution to see where the money made the most impact. He felt there was huge potential there.

Councillor Harry Phibbs highlighted 7.21 of the report on the Homeless Reduction Act – he noted that Crisis (the homeless charity) had argued the act would reduce costs over the longer term and asked if those savings were reflected in the budget.

David McNulty (Programme Manager working on implementation of the Act) said a pilot in Southwark had shown an increase in pressures across the homeless housing solutions system. The pilot had led to more people presenting and moving through the system. Councillor Lisa Homan noted that the Council was working hard to identify properties to help as many people as possible. The Council had started a property guardian company to help people to get people back on their feet. Creating affordable housing remained a huge challenge across London.

Councillor Adam Connell noted the loss of Council homes due to the Government's high value void sales policy in 7.8 of the report. He asked if officers were any clearer on the impact of this. Kathleen Corbett said it still wasn't clear but the Council would not have to pay the sale proceeds to central Government next year.

Councillor Adam Connell asked about the growth required after not being able to successfully source temporary accommodation. Kathleen Corbett said the Council had been consistently outbid by other local authorities. Council's with families in bed and breakfasts had been paying over the odds for provision.

Councillor Adam Connell asked about the scheme to keep libraries open longer. Councillor Wesley Harcourt stated that the Administration was committed to not closing any libraries and were looking at maintaining or increasing their opening hours. The new opening hours scheme was called 'smart open', inspired by a visit to Kentish Town where library cards gave access to libraries outside of the normal opening hours.

Councillor Harry Phibbs suggested officers could explore certain libraries hosting cash machines – both a social benefit to residents and a source of revenue. Officers said they would consider the proposal along with Amazon locker locations, Post Office services etc.

Councillor Adam Connell noted the additional £20,000 coming from new adult learning provision and asked what the new courses were. Kim Dero said officers would provide an answer after the meeting but the team was always trialling new courses. 'Start your own business' courses were particularly successful.

RESOLVED

That the Committee reviewed and commented on the report.

6. A DRAFT CONSULTATIVE REPORT ON H&F COUNCIL'S EMERGENCY RESPONSE TO MAJOR INCIDENTS IN JUNE AND SEPTEMBER 2017

Peter Smith (Head of Policy and Strategy) introduced the draft report and noted that in 2017 there were two major incidents in and around Hammersmith & Fulham that required the authority to implement its emergency planning procedures – the fire at Grenfell Tower in June and an explosion on a tube train in Parsons Green in September. The report reviewed the Council's response to those incidents at both strategic and operational levels and considered the views of local businesses and

community organisations that participated in a ‘hackathon’ event convened by the Council to examine the views of partners.

The report identified action taken to improve the Council’s readiness and response to major incidents and made recommendations for additional action for further improvements. The Committee was invited to discuss the report’s findings and consider the draft recommendations.

The Chair thanked officers for producing the report and asked what the timescales for implementation of the recommendations would be. Peter Smith replied that some actions had already been taken and the others were going to Cabinet in March for approval.

A resident asked that the active role of TRAs be recognised regarding Grenfell and Parsons Green. Councillor Lisa Homan felt this was a valid point and noted that this had been recognised formally at Full Council following the Grenfell Tower fire. Kim Dero noted that the TRAs contributions, helping manage the donations process and reaching out to Grenfell families in hotels in the borough was greatly appreciated and recognised in the report. The Council had also organised a hackathon event in recognition of the important role that community organisations play. The Chair added that the Council’s civic awards were coming up and a number of TRAs had been nominated.

Councillor Adam Connell, referring to 9.2 of the report, asked how the additional £110,000 was being used to increase the resilience of emergency planning team. Nick Austin (Lead Director for Environmental Services) replied that the money was being spent on additional staff and training for the team.

Councillor Donald Johnson thanked officers for a very thorough report. He highlighted the need for parking enforcement to discourage vans and other vehicles parking illegally and blocking the emergency services. He felt there should be more proactive management with the Council contacting businesses and communicating the risks.

Councillor Johnson also asked if any crisis communications specialists had been in touch with the Council. Kim Dero said the Council had commissioned specialists to work with key officers and councillors to help the organisation build resilience.

Councillor Adam Connell, noted the recent news story about an emergency missile alert in Hawaii, and asked if it was possible for the local authority to use automated text alerts in the borough. Kim Dero said that at the Hackathon, residents said social media (and apps like WhatsApp) were the best route to get information out to the community. The website would also be used to build resilience and community planning.

Councillor Harry Phibbs asked about the Grenfell survivors still in hotels in the borough (5.4 of the report). Gerry Crowley (Property and Place Manager) assured the committee that the Council’s outreach team were supporting the 27 families currently placed in the borough by the Royal Borough of Kensington and Chelsea

(RBKC). He noted that most of those families were under offer for permanent accommodation from RBKC.

The Chair, Councillor Alan De'Ath, noted that when Parsons Green was evacuated and the roads were blocked off, he was allowed through the barrier unchallenged at around 11am in the morning. Kim Dero said she would feed that back to the Borough Commander.

Councillor Adam Connell welcomed the additional emergency planning training for staff mentioned in the report and asked if there would be large scale exercises to test the organisation's readiness. Nick Austin said the Council should be carrying out tests regularly. There would be service exercises taking place shortly and there was a London-wide exercise planned for March. H&F were also planning exercises involving the community, building on the ideas that came out of the Hackathon.

RESOLVED

That the Committee reviewed and commented on the report.

7. GARAGES – UPDATE ON LETTINGS PERFORMANCE AND REFURBISHMENT

Valdrin Rexha (Parking Garages & Ancillary Services Manager) presented the report that provided an update on the impact of recent changes to the Council's lettings policy for garages and underground parking. The key changes were:

- To amend the garage licence to allow garages to be used for storage. The previous agreement allowed the storage of a car or a motorbike only.
- To increase charges for private borough residents from £23.08 to £35 per week and to allow lettings to non-borough customers at £50 per week.
- To agree a procurement strategy to refurbish 1,130 garages by 2021/22 with new contract awards to be approved by the Cabinet Member for Housing.
- To rent surplus parking spaces in secure underground car parks such as Walham Green Court to customers who don't live in the block.

Valdrin Rexha also noted that the service had updated the Council's website to allow you to book a garage online rather than having to send in a paper form.

The Chair commented that some residents had asked for additional utilities in the garages e.g. a water tap or electrical plug. Valdrin Rexha said the few electrical outlets had to be removed due to the burden of safety inspections and the difficulty of correctly determining charges but officers would explore the use of water-butts to provide water supply.

The Chair asked if there were rules on what people can and can't store in garages. Valdrin Rexha said there was a clear policy on what can't be stored and officers carried out spot checks. They took fire safety very seriously.

Councillor Donald Johnson asked if the garages were properly secured and well lit. Valdrin Rexha replied that most garages away from blocks had their own lights and there was CCTV in a lot of garage areas.

Councillor Wesley Harcourt asked where Woodlane was on the schedule of refurbishments as it was suffering from lime coming down from the concrete above. Valdrin Rexha said Woodlane was on next year's programme.

Councillor Wesley Harcourt recalled an issue at planning committee around the size of the units not being able to fit larger 4x4 vehicles. Valdrin Rexha said the garages typically measured 5.20m by 2.15m and some modern vehicles were simply too large to fit in them – however, all garages were suitable for storage.

Councillor Harry Phibbs asked, with the increase in numbers of electric cars, if there were any plans to put charging points in the garages. Valdrin Rexha said there weren't plans to put them in garages but the Council was looking at putting charging points on estates in future. Councillor Wesley Harcourt noted that trials had already started with charging points installed in lamp posts in Westcroft Square.

Councillor Harry Phibbs commented that it would be a better use of space to knock down some of the garages sites and use them to build much needed new housing. Valdrin Rexha said the Council was carrying out feasibility studies for a number of standalone garages sites, but nothing was confirmed.

Councillor Harry Phibbs asked what the rent arrears position was for the garages. Valdrin Rexha said the arrears stood at £40,000. If people failed to pay the Council would either set up payment plan or take the garage back.

RESOLVED

That the Committee reviewed and commented on the report.

8. DATE OF THE NEXT MEETING AND WORK PROGRAMME

The next meeting was scheduled for 19 March 2018. The work programme was noted.

Meeting started: 7.00 pm
Meeting ended: 8.55 pm

Chair

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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.

An introduction to scrutiny in Hammersmith & Fulham

This briefing note covers:

- The role of the PACs
- Some examples of different types of scrutiny
- How to make scrutiny effective
- This PAC's terms of reference
- Some further reading to expand your knowledge about scrutiny

The role of the PACs

Policy and Accountability Committees (PACs) were introduced by the Council's new administration after the election in May 2014. They implemented the following commitment made by the administration in its manifesto:

"We will open up Council decision-making and policy-making by setting up new Policy and Accountability Committees, cutting all but the statutory scrutiny committees. Each new Policy and Accountability Committee will have sufficient support to hold the administration to account and take a full part in developing policy. We will give residents and users' groups co-opted roles on the relevant Policy and Accountability Committees".

As agreed by Full Council in July 2014, PACs have the following key responsibilities:

- To hold the Cabinet to account
- To be a critical friend to the Executive and to challenge the assumptions behind the policies and actions of the Council and other local service providers
- To amplify the voices and concerns of residents and to give them a mechanism to comment on, participate in, and determine Council policy
- To improve the Council's services by listening to residents and user groups
- To scrutinise decisions made by partner organisations in the interest of the residents of the borough
- To be independent of party politics and ensure an informed evidence-based approach to policy development

Policy and Accountability Committees take the role of 'Overview and Scrutiny' as it's referred to in most Local Authorities. The key difference is that the PACs are explicit about the inclusion of residents and users' groups.

Examples of different types of scrutiny

Below are some practical examples of different types of scrutiny that the PACs can do and how they can work.

1. Pre-decision scrutiny

By commenting on and contributing to a decision before it has been made, scrutiny committees are able to offer Cabinet the benefit of their ability to focus on an issue in

greater depth over a longer period of time. This is also an important way to involve residents early in the decision-making process.

2. The committee has concerns about a service

In cases where members have concerns about the performance of a service they can ask officers to provide information, ask questions of officers and relevant Cabinet Members, and invite witnesses to talk about their experiences. Based on their findings, the committee can make recommendations for improvements and ask for further monitoring reports to ensure the necessary changes are implemented.

3. Policy discussions with residents

When considering policy changes, scrutiny is a good place to invite residents / community groups / partners to come and discuss their ideas with members, officers, and Cabinet Members. It's important for Chairs to make sure residents feel part of the discussion, rather than just observers, so they feel comfortable to get involved and share their views and ideas.

4. Task and finish groups

If the committee identifies an area that needs more sustained, detailed work than is practical for a normal meeting it can set up a task and finish group. These groups comprise around three members that work outside the PAC – gathering evidence, talking to services users and expert witnesses, and ultimately writing up their recommendations for consideration by their parent committee.

How to make scrutiny effective

1. Good relationships with the Council's leadership (and partners)

PACs can't make decisions directly so their 'soft power' is incredibly important if they want to achieve their goals. It's important for PACs to be politically impartial and be seen as a 'critical friend'. PACs should identify where decisions could be improved and how to prevent mistakes being made or repeated – but the focus should be on forward thinking and making positive changes, rather than apportioning blame and focusing on the negatives. This will help to foster positive and constructive relationships between scrutiny, councillors and officers.

2. Detailed work-programming

Without a clear idea of what a committee wants from an item, it can be easy to fall into the trap of discussing areas of interest but not producing any real outcomes at the end of it.

When considering areas for the work programme it's important to consider:

- Is this issue of direct relevance to residents?
- Is this an area where the committee can add real value?
- What are the outcomes we want to achieve by considering this item?
- Will this lead to measurable positive change?

3. The dedication of scrutiny members

Ultimately the effectiveness of scrutiny comes down to having a strong Chair and passionate, incisive members on the committee. Members should have knowledge

of the areas they are asked to scrutinise – and carry out independent research ahead of meetings – so they are equipped to fully interrogate the issues before them.

The Economy, Housing & The Arts terms of reference

Principal Functions

All the powers of an Overview and Scrutiny Committee as set out in section 21 of the Local Government Act 2000 and Local Government and Public Involvement in Health Act 2007.

- To develop policy within the scope of the Committee and make recommendations to the Cabinet
- Monitor the administration and spending in services within its scope
- To review the impact of decisions and policies implemented by the Council
- Lead responsibility for scrutinising the relevant Cabinet Members(s).

Scope

To monitor the policy, administration and spending of all aspects of:

- The local economy
- Housing (including privately owned, council, housing association, sheltered and supported housing)
- Support for local businesses and high streets, including the ability of local businesses and the voluntary and community sector to procure from the Council and the Council's suppliers
- Local employment opportunities
- Regeneration and renewal of deprived areas
- Provision of homes for local residents
- Adult education
- Arts and cultural services
- Libraries
- any other matter allocated by the Finance, Commercial Revenue and Contracts PAC


Further reading

[A councillor's workbook on scrutiny \(LGA\)](#)

The Centre for Public Scrutiny (CfPS) have a huge range of publications available to read [on their website](#) – covering all areas of local government and partner scrutiny

[The seven scrutiny superpowers](#) (one of many blog posts on scrutiny by Dr Dave Mckenna, who is also worth following on Twitter [@DrDaveMckenna](#))

Agenda Item 6

<p>London Borough of Hammersmith & Fulham</p> <p>THE ECONOMY, HOUSING AND THE ARTS POLICY & ACCOUNTABILITY COMMITTEE</p> <p>2 July 2018</p>	
<p>THE COUNCIL'S HOME ENERGY STRATEGY AND MEASURES TO TACKLE FUEL POVERTY</p>	
<p>Report of the Cabinet Member for Housing – Councillor Lisa Homan</p>	
<p>Open Report</p>	
<p>Classification: For review and comment Key Decision: No</p>	
<p>Consultation: <i>Housing</i></p>	
<p>Wards Affected: All</p>	
<p>Accountable Director: Nicholas Austin, Director for Residents' Services</p>	
<p>Report Author: Justine Dornan, Private Sector Housing and Energy Officer</p>	<p>Contact Details: Tel: 020 7341 5247 Justine.dornan@rbkc.gov.uk</p>

1. EXECUTIVE SUMMARY

- 1.1. This report sets out work being undertaken in Hammersmith & Fulham to improve energy efficiency and tackle fuel poverty for vulnerable residents. Most of this work has been undertaken through the Healthier Homes project funded by Public Health and the Council's approach as a whole is outlined in the Home Energy and Conservation Act (HECA) report in Appendix 1.

2. RECOMMENDATIONS

- 2.1. That the committee review and comment on proposed and ongoing work to reduce fuel poverty.

3. INTRODUCTION AND BACKGROUND

- 3.1. Fuel poverty and energy efficiency are inevitably linked, the less efficient a property is the costlier it is to heat. Fuel poverty in England is measured using the low income high costs indicator, which considers a household to be fuel poor if they have required fuel costs that are above average (the national median level) and were they to spend that amount, they would be left with a

residual income below the official poverty line. Fuel poverty in Hammersmith & Fulham remains 0.1per cent above the London average at approximately 8747 households as do excess winter deaths which were reported at 28.3 per cent last year as opposed to the London average of 26.3 per cent. Fuel poverty statistics are provided in Table 1 below.

Table 1 - BEIS Fuel Poverty Statistics

	2015*	2014
Hammersmith & Fulham	10.7%	13.6%
London	10.6%	10.1%
England	11.0%	10.6%
For Comparison		
Kensington and Chelsea	8.7%	14.3%
Westminster	9.4%	12.9%

*Fuel poverty figures are reported on a two-year delay so the figures released in June 2017 were for June 2015

The large drop in fuel poverty given in Table 1 between 2014 and 2015 is likely to be a result of a change in the way it is calculated. The figures from 2014 were experimental and feedback was provided to BEIS on inconsistencies in the figures at ward and super output area levels. The figures have dropped across the central London boroughs.

Causes of fuel poverty

- 3.2. The main causes of fuel poverty are inadequate thermal insulation, inefficient or inadequate heating systems, low household incomes and high fuel prices. Normally it is a combination of two or more of these factors that tip a household over the threshold into fuel poverty. Any effective scheme to tackle these issues must be able to identify and deal with all these factors within the context of local restraints.

Impacts of fuel poverty

- 3.3. Living with fuel poverty can have life changing consequences. It impacts on health and wellbeing and can affect the life chances of the young. Living in cold homes has been shown to result in an increased risk of heart attacks and strokes via rising blood pressure as well as causing or worsening respiratory illnesses such as Chronic Obstructive Pulmonary Disease (COPD) and asthma. There is also strong evidence that cold homes can worsen arthritic and rheumatic conditions and increase the risk of falls.
- 3.4. The impacts of living in a cold home are not just physical but can also affect mental health and wellbeing. Adolescents in cold homes are at higher risk of

multiple mental disorders with poorer outcomes. Living in a cold home and fuel debt are also predictors of common mental disorders.

- 3.5. Children of school age living in cold homes are at risk of lower educational achievement through illness related absence and lower likelihood of an appropriate area to do schoolwork. Fuel poverty can also increase isolation particularly of the elderly who may avoid visitors as they are embarrassed about their home being cold and often also damp. This means that not only is there a risk to health but also a massive burden on limited NHS resources. It has been shown that investment in fuel poverty reduction can result in significant savings to the NHS, it is estimated that for each pound invested the NHS saves 42p.
- 3.6. The NHS has acknowledged the impact of fuel poverty in the publication of "Excess winter deaths, morbidity and the health risks associated with cold homes". This report was prepared by the National Institute for Health and Care excellence (NICE) in 2015 and sets out guidance and quality standards based on extensive research. It suggested twelve recommendations and these inform many of the approaches that we take as a council to tackle fuel poverty.

Healthier Homes

- 3.7. The Healthier Homes project was set up in 2015 following a successful bid for Public Health Funding. Its aim is to tackle fuel poverty, improve residents' health and wellbeing and reduce hospital admissions.
- 3.8. The project provides a single point of contact and referral service for residents. It is based in environmental health and works with housing, social care and a range of third party organisations such as Citizens' Advice and Bishop Creighton House. We provide training to council, health and third sector front line workers on how to identify fuel poverty in the people they visit and how to refer people onwards. We also facilitate bespoke National Energy Action training on fuel poverty in social housing for housing officers. The project is also publicised in a variety of ways to residents to encourage self-referral.
- 3.9. The project provides support to residents in a number of ways although these can vary according to tenure. Subject to funding we can install, upgrade and repair heating systems in vulnerable households. The project also offers home energy visits and small measures such as draft proofing either through Bishop Creighton or Groundwork.
- 3.10. External funding enabled the appointment of a fuel debt and income maximisation advisor to help those who have fallen into fuel debt and cannot afford to heat their homes and to make sure that vulnerable tenants are receiving all the benefits income they are entitled to. This officer worked out of Hammersmith & Fulham Citizens' Advice and engaged with over 330 residents saving them a total of £71,743.

Energy Efficiency

- 3.11. Energy efficient boilers and buildings are key to reducing fuel poverty. The HECA report (see Appendix 1) details much of the work being undertaken in the borough.
- 3.12. Hammersmith & Fulham shares a number of challenges with other central London boroughs when it comes to upgrading the energy efficiency of its stock because of the age of the buildings, planning restrictions and the cost of retrofit work. Easy upgrades such as loft and cavity wall insulation are often not suitable for older properties with no cavities or standard loft spaces. London as a whole has repeatedly failed to get its share of funding from government insulation schemes and this is reflected in Hammersmith & Fulham. Additional barriers include the additional costs of working in London and costly or unavailable parking.
- 3.13. Where it is not possible to undertake cavity wall insulation the next option is solid wall insulation. This can be done either externally or internally and involves the property being wrapped in an additional layer of insulating material. External wall insulation is an easier option but not always possible either because of planning restrictions or practicalities such as having agreement from all the leaseholders before undertaking works in flats or shared properties. The other option is internal wall insulation which is much more disruptive and will normally only be considered where refurbishment works are being undertaken. Solid wall insulation is effective when installed properly, but needs proper technical appraisal as existing damp or poor ventilation can result in damp and mould problems.

Energy Company Obligation

- 3.14. This is the current government supported scheme for energy efficiency known as ECO Help to Heat. It is an 18 month scheme running from April 2017 to September 2018. It shows a shift in emphasis from the previous ECO schemes to mainly target vulnerable homes through Affordable Warmth funding which is 70 per cent of the total of £672 million. The number of boiler installations allowed has been limited and the bulk of the money is set aside for insulation. As identified in the Energy Efficiency section above, insulation is difficult to implement in London.
- 3.15. A new aspect of this funding is flexible eligibility (ECO flex) which allows local authorities to identify and nominate households within their borough for funding up to a 10% cap of the total Affordable Warmth fund, or £67.2 million. In order to nominate the local authority has to publish a statement of intent, the Hammersmith & Fulham statement has been published and a copy of it is attached as Appendix 2. Since October 2017 the Council has been working with EON on a programme of free cavity wall and loft insulation in over 600 council homes. These works were fully funded by EON under ECO2. The Council intends to work with EON and other energy providers to maximise the potential benefits from ECO3 when it launches in October 2018.

Smart Meters

- 3.16. Smart meters allow you to track your gas and electricity usage in real time through an in home display and also communicates your usage directly to your fuel supplier to allow accurate billing. The Government has committed energy suppliers to offer all customers a smart meter by the end of 2020, they are not compulsory and residents can choose whether or not they wish to accept them.
- 3.17. The initial rollout has been slow especially in London and held back by older technology, but it is gathering pace. Funding is available for the promotion of smart meters and a project run by Fulham Good Neighbours and Bishop Creighton House has already been completed.

Warm Homes Fund

- 3.18. National Grid and Affordable Warmth Solutions have announced a £150 million fund to help make households warmer, healthier and cheaper to heat. As part of a consortium with Kensington and Chelsea, Camden, Hounslow and Octavia Housing we submitted a bid earlier in the year which was successful. We will be working with Groundwork London to provide energy efficiency visits and wider fuel poverty initiatives to local residents. It is anticipated that this “Homes4Health” scheme will launch before September.
- 3.19. We have funding for 600 visits over the next three years and 18 events or training sessions per year over the same period. The visits will provide energy efficiency advice and small measures and will also assist with income maximisation checks, tariff switching and advice, applications for the warm homes discount and priority services register. Where residents need further assistance they will be referred on to the relevant scheme.
- 3.20. The aim of the visits are to reduce fuel poverty through: combatting the rising costs of energy, improving the energy efficiency of fuel poor homes, raising income, encouraging behaviour change in the use of energy and accessing larger measures such as heating and insulation in owner occupied properties.

3.21. The Mayor’s Warmer Homes Scheme

The GLA is currently running the Warmer Home scheme that will fund heating and insulation improvements. It combines GLA funding with ECO2 and is available to owner occupiers on benefits or those who fall within the wider definition of vulnerable as outlined in our statement of intent. We have already assisted some residents to apply for this and will continue to encourage its uptake.

3.23 Gas Safe Funding

We have applied for and received Gas Safe funding for the servicing and repair of gas appliances such as boilers, hot water heaters and cookers.

Uptake so far has been slow but we hope to incorporate it into the Groundwork visits to generate referrals.

4. WHAT'S NEXT

- 4.1. We will continue to work with residents, Public Health, Adult Social Care, Children' s Services and Housing to tackle fuel poverty.
- 4.2. We will continue to seek funding to enable the continuation of the Healthier Homes service to all residents.

5. BACKGROUND PAPERS USED IN PREPARING THIS REPORT

None other than Appendices

LIST OF APPENDICES

- | | |
|-------------------|-------------------------------|
| Appendix 1 | Draft HECA Report |
| Appendix 2 | Published Statement of Intent |

Hammersmith & Fulham Council

Home Energy Conservation Act Report 2017

1. Introduction

The Department of Energy and Climate Change (DECC) published new statutory guidance in July 2012 on the Home Energy Conservation Act 1995 (HECA). It requires local authorities to report to Government on practical energy conservation measures that are considered cost-effective, and likely to significantly improve the energy efficiency of residential accommodation in their area. Progress reports are to be submitted at two yearly intervals up to March 2027.

This report provides a snapshot of the current housing and demographics in the Borough, outlines the current trends in domestic energy use, and details current and planned activity to improve household energy efficiency.

2. Profile of Hammersmith and Fulham

The Borough has an area of 6.3 square miles with a population of 182,493 with 83,390 households. It is the 6th most densely populated Borough in the UK. The population is projected to rise by 2% by 2018.

It has a relatively young population with 37% young adults aged 25-39, higher than the average for London and the UK. 10% of the population are over 65 which is close to the average for London. The majority of residents are of working age, between 20 and 50. Unemployment is 4.3% which is very near the London and national averages.

It is a Borough of contrasts, where property prices and private rents are amongst the highest in London but yet there are significant pockets of deprivation and the borough is ranked as the 42nd most deprived local authority area in the country.

27% of our residents are considered to be in poverty compared with 17% in England and 18% in London. To reflect this, there are 41 designated areas of low income in the Borough that will qualify for Carbon Savings Community Obligation (CSCO) funding for insulation works from utility companies.

Housing

The housing stock is generally old with 74% of houses built before 1919, so the construction is predominantly solid wall with only 16% having cavity walls.

27% of dwellings are houses, predominantly terraced and 73% flats (42% of which are purpose built).

The table below shows the different housing tenures as a percentage of all dwellings, taken from 2011 Census data

	Hammersmith and Fulham	London	England
Social rented - from Council	15.7%	17.1%	13.2%
Social rented - from Housing Association / Registered Social Landlord	15.4%	9.2%	6.1%
Owner occupied	35.6%	56.6%	68.8%
Private rented	33.2%	17.2%	12.0%

Social housing context

Our Housing and Regeneration department was formed in April 2011 when the arms-length housing management organisation returned to the council. Around 13,000 homes are rented to tenants and 4,500 are leased. The vast majority of dwellings are flats, predominantly in medium or high rise blocks and a significant proportion have flat roofs, limiting the scope for roof insulation. 72% of windows are double glazed.

There are over 40 different Registered Social Landlords (RSLs) with properties are active in the borough, representing around 12,000 dwellings. The majority of RSL properties are owned by a few providers such as Notting Hill Housing Trust and Shepherds Bush Housing Association.

Private housing context

The privately owned properties are predominantly solid wall construction making them difficult to effectively insulate. Many areas of the Borough are in a Conservation Area which makes external wall insulation especially difficult to achieve, along with the high costs of the work and lengthy payback period

The percentage of the private rented sector is the 6th highest in London and 8th highest in the UK. Many of these homes are the least energy efficient.

Current performance and trends in energy use

The table below shows the baseline figures related to energy use in the borough and fuel poverty based on Department of Energy and Climate Change (DECC) carbon emissions and fuel poverty data for 2012.

	Hammersmith and Fulham	London	England
Households considered to be in fuel poverty	13.6%	10.6%	10.6%
Domestic emissions per capita (tonnes)	2.1	2.1	2.4
Average SAP rating in the private sector	53	No data	53.7
Average SAP rating in the council owned sector	74	No data	53.7

Fuel poverty

The current rate of fuel poverty of 13.6% is one of the highest in London and above the national average. This rise may be a result of new ways of producing fuel poverty statistics which takes into account the nature of the housing stock, the size of the private rented sector and affordability.

Excess Winter Deaths

This measures the difference between the number of deaths in the population during the winter months December to March and the average number of deaths during the other months of the year. The latest figures from the Office of National Statistics estimated that there are 28.8% excess winter deaths in this Borough compared with London average of 26.3% and is therefore an important issue in Hammersmith and Fulham.

Energy consumption and carbon emissions

Energy consumption in housing accounts for 29% of the Borough's total carbon emissions. The emissions from homes is in line with the average for London and has been fairly steady since 2005.

3. Current and Planned Activity

ACTION	EXAMPLE	TIMING
<p>i) Local energy efficiency ambitions and priorities</p>		
<p>The council have signed up to the Nottingham Declaration on Climate Change, in which a commitment is given to actively tackle climate change and work with others to reduce emissions. To help achieve these aims, the council have partnered with the Carbon Trust and produced a Carbon Management Plan which commits the council to a target of reducing CO2 from its activities by 40% by 2016. The plan is managed by the Climate Change Project Management Board.</p> <p>The Private Sector Energy Efficiency Strategy for the Borough aims to:</p> <ul style="list-style-type: none"> • Improve the energy efficiency of private sector dwellings by facilitating measures to optimise the energy performance of the energy performance of domestic dwellings using the Standard Assessment Procedure (SAP). This rates the energy performance of a dwelling by measuring the energy usage per unit floor area, which allows a comparison to be made between different dwellings. • Reduce levels of fuel poverty of households in private sector. • Reduce the incidence of excess winter deaths in the private sector <p>Building Regulations</p> <p>The current Part L (Energy Efficiency) in the Building Regulations 2013 requires that all new homes achieve a 6% reduction of carbon emissions compared to the 2010 Part L standard. We ensure that all new residential developments meet these standards where the building regulations application is made through the Council's Building Control service. It is expected that in the future further measures will be introduced by the government towards the 2016 aim of achieving zero carbon homes.</p> <p>Planning</p> <p>The council's planning policies aim to implement the London Plan sustainable energy policies, including a requirement that all new developments should reduce their carbon dioxide emissions. In particular, major residential developments (i.e. those with 10 or more units) are required to implement the Mayor's energy hierarchy in order to meet the 2016 London Plan carbon dioxide emissions reduction target. Until October 2016, this was set at a 35% improvement on the 2013 Building Regulations requirements, but since October last year, all new major residential developments are now required to be zero carbon. Where this cannot be achieved on-site, developers are required to make payments in lieu which will then be used by the council to implement local carbon reduction projects.</p>		

ACTION	EXAMPLE	TIMING
<p>The borough also has a number of major regeneration areas such as the Earls Court and West Kensington Opportunity Area and the White City Opportunity Area where significant levels of sustainable energy measures will be implemented in the long-term as part of the redevelopment proposals to deliver reductions in energy use and carbon emissions. This includes the integration of energy efficient decentralised energy systems, including district heating networks and the use of low and zero carbon technologies, including renewable energy sources.</p> <p>Smaller developments are also encouraged to implement sustainability measures, including energy efficiency measures to reduce energy use and associated emissions.</p> <p>Housing Energy Initiatives</p> <p>The council is currently working with the GLA's RE:NEW support team to carry out a baseline assessment taking into account the modelled stock condition survey, EPCs and other historical data.</p>		
<p>ii) Measures that take advantage of financial assistance and other benefits offered from central government initiatives</p>		
<p>Energy Company Obligation ("ECO")</p>	<p><i>Energy Company Obligation (ECO)</i></p> <p>Eco Help to Heat</p> <p>The latest incarnation of ECO has more emphasis on targeting vulnerable homes although the bulk of the</p> <p>Funding is for insulation rather than heating. The Council has partnered with EON for ECO2 funded works in over 600 properties</p>	
	<p>Actions</p>	
	<p><i>Publish a Statement of Intent for ECO Flexible Eligibility.</i></p> <p><i>Partner with a suitable ECO provider to fund works</i></p>	<p>May 2017</p> <p>Ongoing</p>

ACTION	EXAMPLE	TIMING
	<i>under ECO2 and Flexible Eligibility</i>	
<p>Our Own Stock</p>	<p>Hammersmith Homes</p> <p>Data Collection The Council commissioned a CROHM report in partnership with RE:NEW in order to identify groups and individuals at high risk of fuel poverty. Including identifying hard to heat housing stock.</p> <p>Following delivery of this report the Council is continuing its work with RE:NEW to produce a baseline assessment of its energy performance taking into account stock condition surveys, EPC's and historical data</p> <p>Stock upgrades</p> <p>I Hammersmith and Fulham Council manages a total of just over 17,000 properties in the borough. The residential stock is overwhelmingly flatted accommodation and predominantly situated in medium rise or high rise blocks. Nearly half the stock is pre 1940.</p> <p>The Council is continuing its domestic boiler replacement programme with over 6200 homes receiving new A rated boilers since 2013.</p> <p>In the same period almost 1,400 homes have been fitted with new double-glazed windows</p> <p>The council is incorporating energy efficiency improvements in its maintenance and improvement programmes with new roofing and windows having improved insulation levels.</p>	<p>December 2017</p> <p>December 2020</p> <p>2020</p>

ACTION	EXAMPLE	TIMING
	<p>Properties suitable for loft and cavity wall insulation are being included in the ECO2 scheme. 600 have been completed to date.</p> <p>A programme of major refurbishment of the borough's communal heating plant is being developed.</p> <p>There are plans to replace all block and estate lighting with LED units.</p> <p>Resident Involvement</p> <p>The Council intends to create a resident energy education programme and deliver this initially to residents in the highest need.</p> <p>To continue the promotion of tariff switching. This is currently being made available through the Big London Energy Switch, Groundworks or the Healthier Homes project.</p> <p>Access to fuel debt relief and advice through Healthier Homes.</p> <p>Proposals for wider promotion of Smart Meters throughout Council properties. Work with Energy Providers to develop a programme of installing meters throughout the housing stock.</p> <p>Bid to Smart Energy GB for promotion of meters installed in communal facilities on estates.</p>	2018
<p>Private Rented Sector</p>	<p>Working with Landlords and Tenants in the Private Rented Sector</p> <p>We are aware that private tenants are disproportionately likely to be in fuel poverty, partly due to the nature of the rented housing stock. We particularly target the hazard Excess Cold when assessing rented properties under the Housing Health and Safety Rating System and take appropriate action, including enforcement as necessary, to remove any Category 1 hazards.</p>	

ACTION	EXAMPLE	TIMING
	<p>105 Excess Cold hazards were identified between 2013 and 2015 and subject to enforcement the majority of these are now resolved.</p> <p>Minimum Energy Efficiency Standards (MEES) in the Private Sector</p> <p>The local authority is waiting for amended legislation to be finalised. The need for a dedicated resource will be considered once the legislation has come into force and the authority is able to ascertain the resources needed for the enforcement process.</p> <p>For the time being the authority will be looking at the EPC data it holds and Private Sector Housing Enforcement data to anticipate the potential enforcement requirement. MEES links in to the work of the Private Sector Housing Team and identification of relevant properties will occur in response to complaints and during cyclical visits.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
	Actions	
	<p>Public Health funding had allowed us to take on an additional Environmental Health Officer with a view to taking more proactive enforcement action on excess cold hazards. It is hoped that a more proactive approach to enforcement linked to publicity and advice will make landlords more aware of their obligations and improve the energy efficiency of the housing stock.</p> <p>The Trading Standards team will be checking local estate agents and managing agents to ensure that they are complying with the commission and supply of Energy Performance Certificates for private sales and lettings</p>	<p>September 2017</p> <p>Ongoing</p>

ACTION	EXAMPLE	TIMING
<p>Fuel Poverty</p>	<p>We take advantage of any funding that may be available for energy efficiency initiatives and work in partnership with other organisations and other Boroughs particularly in the West London Sub Region to try and achieve these aims.</p> <p>Healthier Homes</p> <p>This is a Public Health Funded initiative aimed at reducing GP visits and hospital admissions and has been running since December 2014. It currently has 3 dedicated officers who work across Kensington and Chelsea and Hammersmith and Fulham.</p> <p>There is no current Fuel Poverty Strategy but we intend to support and build on the GLA's strategy once it is published.</p> <p>The project aims to tackle fuel poverty on a number of levels. It has a grant scheme to help owner occupiers install, replace and repair heating systems and insulation where it is possible.</p> <p>It has a dedicated environmental health officer to enforce HHSRS standards in the private rental sector.</p> <p>It provides home energy visits to undertake small measures such as draught proofing, radiator reflectors, energy meters but also to look at tariffs and access to the warm homes discount and priority measures. This is provided either through local partners or recently through the Warmth Project with Ground Work.</p> <p>A dedicated Fuel Debt Advisor hosted by Citizens Advice who helps residents struggling with fuel debt through applying to trust funds. He also undertakes income maximisation to ensure residents are receiving all the benefits they are entitled to.</p> <p>Residents are referred to us by advice organisations, social services, social prescribers and self-referrals. We run regular training sessions</p>	<p>March 2018</p>

ACTION	EXAMPLE	TIMING
	for council staff, health teams and third sector organisations to inform them about fuel poverty and the project Fuel Poverty Training	
	Actions	
	<p><i>To meet the targets of the Healthier Homes project in numbers of referrals, home visits and heating installations</i></p> <p><i>To create a sustainable referral network for fuel poverty referrals</i></p> <p><i>To create ongoing partnerships with health and social services to identify and assist vulnerable residents in the borough.</i></p>	<p>March 2018</p> <p>Ongoing</p> <p>Ongoing</p>
iii) Measures developed to implement street by street approaches		
	<p>Research and Mapping</p> <p>The council is undertaking extensive research through its CROHM report and EPC data collection to provide a baseline for its planned works.</p> <p>We undertook a thermal imaging survey in 2015 and this data is now available for mapping.</p> <p>We have ordered bulk EPC data for the borough and intend to update this on a regular basis now that legislation has changed.</p>	<p>Ongoing</p> <p>Ongoing</p>
iv) Time frame for delivery and national partners		
	Working with Kensington and Chelsea	Ongoing

ACTION	EXAMPLE	TIMING
	<p>Environmental Health is a shared service with Kensington and Chelsea and management of HECA now sits under a single officer. Good practice and learning will be adopted for future initiatives and, where practical, these will be developed and rolled out across both boroughs.</p> <p>Work with the health and third sectors Through the expansion of the Healthier Homes project, the Council has developed strong relationships with local partners including the NHS and a number of third sector organisations, notably Age UK and Citizens Advice. The Council will seek to continue working with these groups in the future to ensure a coordinated response to tackling fuel poverty in the borough. We have also developed stronger links with Public Health.</p>	Ongoing

Review date: 31 March 2018

Submission of progress report due: 31 March 2019

For further information on this report please contact:

Justine Dornan

Private Sector Housing and Energy Officer

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Energy Company Obligation: Help to Heat

Local Authority Flexible Eligibility Statement of Intent

Local authority: Hammersmith and Fulham Council

Date of publication: 11th September 2017

1) Introduction

Hammersmith and Fulham Council welcomes the introduction of Flexible Eligibility (FE) and intends to use it to help reduce fuel poverty in the local area.

It should be noted that the final decision on whether any individual household will benefit from energy saving improvements or heating rests with obligated energy suppliers or their contractors. Inclusion in a Declaration of Eligibility issued by the Council to a supplier will not guarantee installation of measures. The final decision will depend on i) identification of measures eligible under Help to Heat ii) the supplier's assessment of the cost-effectiveness of installing measures in relation to achieving its obligation, and iii) whether the supplier has achieved their targets or require further measures to meet their Energy Company Obligation targets.

In identifying households as eligible under flexible eligibility Hammersmith and Fulham Council is seeking to enable residents to benefit from funding and will seek the consent of households to including them in a Declaration. Hammersmith and Fulham Council expects any obligated energy supplier, or contractor working on their behalf to comply with the Data Protection Act, to fully follow Ofgem requirements for the Energy Company Obligation Help to Heat, and to act in accordance with industry best practice in relation to consumer care and quality standards of any works that may take place. These are covered in a separate memorandum of understanding between the Council and the obligated party.

2) How Hammersmith and Fulham Council intends to identify eligible households

Hammersmith and Fulham Council will identify households that may benefit from flexible eligibility in a number of ways:

a. Identifying fuel poverty

Hammersmith and Fulham Council will utilise the Energy Savings Trust Home Analytics Data Base to target fuel poor. The Data base will also be used to target those in poor health once Health Data has been added, a project that is ongoing.

Subject to availability of resources within the Council and the legal use of data the Council will target those most in need having regard to BEIS guidance on targeting, including:

- i. Those living in private sector and in receipt of the relevant means-tested benefits and/or on a low income
- ii. Those on low incomes living in energy inefficient Homes who are over the age of 55
- iii. We will cross-reference data on income with data that we hold or can access on Energy Performance Certificates, prepayment meters, expenditure on fuel, housing type/age/condition, heating type
- iv. Low income households living in energy inefficient housing will be identified in the private rented sector through enforcement activity under the Housing Act 2004
- v. Household receiving help through the LEAP project
- vi. Private tenants living in properties with D E F and G EPC rating

b. Identifying low income and vulnerability to cold

Hammersmith and Fulham Council will target households containing people with the following characteristics, which reflects the National Institute for Health and Care Excellence (NICE) 2015 guidance on excess winter deaths and illness caused by cold homes.

- i. Aged over 55 and particularly those over 70
- ii. Children under 5 and pregnant mothers
- iii. Respiratory disease (COPD, asthma)
- iv. Cardiovascular disease (e.g. ischaemic heart disease, cerebrovascular disease)
- v. Moderate to severe mental illness (e.g. schizophrenia, bipolar disorder)
- vi. Dementia
- vii. Neurobiological and related diseases (e.g. fibromyalgia, ME)
- viii. Cancer
- ix. Limited mobility
- x. Haemoglobinopathies (sickle cell disease, thalassaemia)
- xi. Severe learning disabilities
- xii. Autoimmune and immunodeficiency diseases (e.g. lupus, MS, diabetes, HIV)

c. Cavity wall insulation "in-fill" projects

Where potential works have been identified households will be supported to take advantage of "in-fill" projects where the minimum number of vulnerable households is met.

3) Governance

Responsible officer

The officer below will be responsible for signing Declarations on behalf of the local authority.

Job title: Mr Vince Conway

Telephone: 020 8753 1915

Email: vince.conway@lbhf.gov.uk

4) Evidence, monitoring and reporting

- a. Anonymised data on the characteristics of households reached through FE will be reviewed
- b. The data above will include details of households assessed, how many were deemed eligible and ineligible, and how many received heating and insulation improvements

5) Signature

Vince Conway

Hammersmith and Fulham Council

Agenda Item 7

<p>London Borough of Hammersmith & Fulham</p> <p>THE ECONOMY, HOUSING AND THE ARTS POLICY & ACCOUNTABILITY COMMITTEE</p> <p>2 JULY 2018</p>	
RESIDENT INVOLVEMENT UPDATE	
Report of the Assistant Director Operations, Growth & Place	
Open Report	
Classification: For Information Key Decision: No	
Consultation: N/A	
Wards Affected: None	
Accountable Director: David McNulty, Assistant Director Operations	
Report Author: Janey Carey	Contact Details: Tel: 020 753 652 E-mail: janey.carey@lbhf.gov.uk

1.0 EXECUTIVE SUMMARY

- 1.1. This report provides an update on how we are working with council housing residents from street properties, small blocks, estates, and sheltered housing to improve the services that they receive. It highlights the key involvement initiatives, including the main achievements to date and areas of future focus. This report is intended for information for the committee. We would welcome feedback and any further ideas for involving council housing residents.

2. INTRODUCTION

- 2.1. The Growth & Place Directorate works with council housing residents to improve the housing service that they receive. In line with the 2018 Administration Manifesto, The Change We'll Bring Together, we are "*pioneering new ways to have our council work with residents to revitalise civic life and deliver modern, customer services*". This approach is detailed in the 2016-2018 Resident Involvement Strategy, which can be found at:

https://www.lbhf.gov.uk/sites/default/files/section_attachments/resident-involvement-strategy-2016-18-print.pdf

- 2.2. The objectives of the strategy are:
- Placing greater control and influence at the hands of our residents, making us more accountable for the housing services they receive.
 - More involvement, better involvement
 - Promote social inclusion and support thriving and vibrant communities
- 2.3. Appendix 1 provides an update on the 33-point delivery plan that is part of this strategy.
- 2.4. A dedicated Resident Involvement Team involves and supports residents in three main ways:
1. Through **resident-led service improvement groups** that focus on improving a specific area of the Housing Service by reviewing the performance, processes, and customer service, and working together to agree suitable improvements. These groups are chaired by residents, who work in partnership with officers to make decisions.
 2. Through **informal involvement** such as task-and-finish groups on a certain subject, estate inspections, mystery shopping, focus groups, surveys, newsletters, community events, a Reading Group, and involving residents in officer recruitment. These types of involvement mean that residents can take part when they have time, or when a particular subject interests them. They give us insight into the areas that residents consider important, where we are doing well, and what we need to improve.
 3. By working with over 30 **Tenants & Residents Associations (TRAs)** to support and develop community projects and address local delivery needs.
- 2.5. We have strong representation from residents from street properties, small blocks, estates, and sheltered housing schemes on these groups.

3. USING RESIDENT INSIGHT & IDEAS TO IMPROVE SERVICES

- 3.1. We work with over 400 residents who are actively involved or engaged with us. Three resident-led service improvement groups meet regularly to take forward their specific areas of work. These are the:
- **Repairs Working Group** – our longest established group, in place since 2013, and working with us to monitor, review and improve responsive repairs, capital works and planned preventative maintenance (also known as major works).
 - **Estate Services Working Group** – our most recently established group, working with us to improve caretaking, specialist cleaning grounds maintenance, and waste and recycling.
 - **Investment Group** – regularly reviews and agrees community improvement bids made by residents and housing officers. The Investment Group is responsible for agreeing funding of over £450,000 per annum as part of two funding streams – the Housing Estate Improvement Project

(projects up to £50k) and the Neighbourhood Improvement Fund (projects up to £25k). The Investment group has worked with officers to deliver improvements as diverse as secure bike hangars, new children's playgrounds, and new green spaces. Many of these projects support the Council's ambition to "make our borough the greenest in the country".

3.2. In addition to this:

- We have recently established a **Fire Safety Plus Advisory Group (FRAG)** that is meeting fortnightly with housing management and fire safety experts to advise and make recommendations on the delivery of the Fire Safety Plus programme.
- We are developing **Communications & Inclusion workshops** where residents can work with us on a single topic of discussion and develop a series of recommendations for development.

3.3. Appendix 2 shows the resident involvement structure and provides more information on the objectives of each service improvement group and some of the recent progress they have made.

3.4. Targeted involvement in key areas

We recognise that everyone's time is precious and not every resident wants to make a long-term commitment to join a group or meet with us every month. We offer short-term, low time commitment ways to get and engage with the service.

3.5. *Mystery Shopping*

Residents take part in mystery shopping assignments which can often be done from the comfort of their home; making a phone call, or sending an email to a service area and rating the service they receive.

3.6. *Satisfaction Surveys*

We have been delivering a rolling programme of satisfaction surveys, asking residents to tell us more about the services they receive and the community improvements they would like to see.

3.7. *Estate Inspections*

These take place on a quarterly basis and are a chance for residents and councillor officers and appointed contractors to walk the estate and see what areas need to be addressed.

3.8. *Involving Residents in Officer Recruitment*

We recently invited residents to form an assessment panel for recruitment of the Chief Housing Officer, one of the new senior management roles in the Growth & Place Directorate. Six residents devised a series of questions for each candidate and provided feedback afterwards on their performance. This worked really well and is a model we hope to replicate for other resident-facing roles in Growth & Place.

4. SUPPORTING OUR COMMUNITIES

4.1. *Advocacy, Representation & Governance*

We work closely with TRAs to champion their local priorities and areas of focus, linking them up with service providers and third sector organisations to improve joined up working.

4.2. TRA representatives can attend the Housing Representatives Forum, which takes place seven times a year, to review housing performance, look at policy areas, hear updates and recommendations from service improvement groups, and allows representatives to network and share ideas.

4.3. We listened to the TRAs we work with and changed our auditor to the locally based Community Accountancy Self Help (CASH) in 2016. TRAs have found CASH's approach to the audits far more engaging and productive than the previous company used. There has also been a 90% saving in the delivery of the service.

4.4. We put in place a resident-led Governance Project Group to look at the template constitution, registration process, and annual grant provided to TRAs. This has ensured there is best practice for involving all residents, as well as setting out a clear process to follow to prepare for and the deliver the Annual General Meeting and register with the council. We have also increased the basic annual grant amount by 25% for registered TRAs in recognition that running costs have increased and to support their vital role in the community.

4.5. *Training*

We have provided some excellent team building training, delivered by an external company that helps committees to look at getting the most from each individual member, while coming together to address areas in a united way. In addition to this, we regularly provide equality and diversity training, which helps TRA committees to understand different perspectives and work with residents from many different backgrounds. We also arranged two General Data Protection Regulation (GDPR) training sessions for our TRAs, so they can fully understand their responsibilities when collecting, using, and storing their resident's data.

4.6. *Community Events*

We regularly work with TRAs to provide local events to showcase their work and link in with other organisations. Last summer, we delivered our popular Love Where You Live roadshow programme, hosting interactive and engaging events at 19 locations and meeting over 1000 residents. Events were held on estates, at sheltered housing schemes, and at small blocks, commonly known as gap sites.

For more details on these events please visit:

<https://www.lbhf.gov.uk/housing/resident-involvement/resident-involvement-roadshows-events-and-action-days>

4.7. *Digital Inclusion*

In line with the Administration's manifesto pledge to "*improve the use of digital technology to make it easier and quicker for residents to get what they need from the council*", we have been developing a digital skills hub on the Queen Caroline estate, which provides weekly support for local residents. We are working with the Citizens Advice Bureau and Bishop Creighton House to set up ten more digital hubs by April 2020.

4.8. Appendix 3 lists the TRAs that we currently work with and which ward they are in.

5. **COMMUNITY HALLS, ROOMS, AND HUB OFFICES**

5.1. *Community halls & rooms*

We continue to work with residents to create thriving community spaces on our estates, small blocks, and sheltered housing schemes. We work with TRAs to manage 32 halls and rooms on council housing estates. These spaces include purpose-built facilities, converted laundry rooms, and rooms in blocks. The majority of these halls and rooms are managed by TRAs under licence from the council. We are currently encouraging the TRAs to sign up to a hall licence that explains the council's and the TRA's responsibilities more clearly, and provides our hard-working community groups with more certainty for ongoing use of the building.

5.2. *Activities*

Hall and rooms are used for a variety of activities, including; TRA meetings, consultations with residents, community events, sports clubs, dance classes, arts classes, homework clubs, digital inclusion sessions, children's libraries, faith groups, nurseries, language schools, bingo, charities, therapy groups, counselling, stay and play groups, health checks, baby groups, and youth clubs. Many of these activities seek to reduce loneliness and isolation, promote health & wellbeing, and playing a positive role in the community.

5.3. We work with TRAs to help them to get the best use of their halls for the community, whilst recognising that different communities will want to use their halls for different purposes.

5.4. *Connecting Communities*

The council has signed agreements with providers of the next generation of ultrafast broadband to connect council housing estates. We have negotiated as part of this programme that community halls & rooms will be wifi enabled free of charge on an ongoing basis. This will create new opportunities for engagement, digital inclusion, and bringing our services to communities.

5.5. *Community Hub offices*

We manage eight hub offices on the Edward Woods estate which are let to local charities and community organisations, such as the Lido Foundation. These provide good quality office accommodation in the heart of the community at below market rents and bring in additional revenue to the Housing Revenue Account (HRA), for the benefit of all council housing

residents and helping us to “continue to be the best value council in the country”.

6. NEXT STEPS FOR INVOLVEMENT

- 6.1. We will be reviewing the existing strategy, engagement structure and current vision in line with the administration’s 2018 manifesto to “*work out with residents to find the best way forward rather than just doing things to them*”. This will result in a new strategy for 2018-22. This strategy will be based on:
- improving the Housing Service by continuing to work with residents.
 - Identifying untapped involvement opportunities at an estate and borough-wide level
 - Identifying new ways to work with residents from street properties, small blocks, and gap sites to specifically address their needs.
 - gaining increased insight from resident’s views and opinions.
 - improving digital involvement and engagement opportunities and how to reach those typically less-engaged.
- 6.2. As part of the review we will engage independent experts who will work with residents, members and officers to develop the new strategy.
- 6.3. This new strategy will include a delivery plan which identifies key tasks, measures, and success criteria.

6.4. Stakeholders

The following key stakeholders will be consulted on the proposals at regular intervals:

- All H&F Council Residents, both Council tenants and Leaseholders
- Tenants and Residents Associations
- Resident Forums
- Service Improvement Groups
- Ward Councillors
- Relevant Officers in Growth & Place Directorate
- Cabinet Member for Housing
- Executive Director, Chief Officers, and Assistant Directors for Growth & Place Directorate

6.5. Key tasks and Timescales

Month	Key Tasks
July & August	Review 2016-18 strategy.
September	Initial proposals for 2018-22 strategy and delivery plan produced.
October	Residents consulted at Housing Representatives Forum, Leasehold Forums, and Sheltered Housing Forum. Officers consulted First version of 2018-22 strategy produced

November	Presented at HRF for approval Second version of 2018-22 strategy produced Forward included from Cabinet Member Sign off from Officers Sign off from Cabinet Member & Exec Director
December	Document produced and circulated amongst key stakeholders Added to LBHF website, included in Housing ebulletin and G&P staff bulletin.

7. BACKGROUND PAPERS USED IN PREPARING THIS REPORT

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1	Resident Involvement Strategy 2016-2018	Daniel Miller, 6652	Growth & Place
2	Love Where You Live Summer Roadshow Report	Daniel Miller, 6652	Growth & Place

LIST OF APPENDICES:

APPENDIX 1 – RESIDENT INVOLVEMENT DELIVERY PLAN UPDATE 2016-2018

1) Placing greater control and influence at the hands of our residents, making us more accountable for the housing services they receive	
Priority 1 Refine and develop existing structures to devolve further control and decision making to residents in the short term, recognising that in the longer term (year 2), there may be a transfer to a new resident led housing association.	
What we say we'll do	Progress Update
Review the current resident involvement structure and identify how more control and decision-making can be devolved to residents	Review of involvement structures has taken place with residents. Further opportunities for residents to get involved have been develop, such as the Estate Services Working Group and Fire Safety Plus Advisory Group
Clarify the roles and decision-making functions of the forums (Housing Representatives Forum (HRF), Borough Forum etc)	Clarity provided at both forums in their terms of reference. Further differentiation has now been created between the Housing Representatives Forum and Borough Forum with the creation of the Residents' Voice, which will be an interactive platform for in-depth discussion on a single housing related topic
Ensure that residents influence the decision-making process with regard to current and future capital investment to maintain housing stock and communal/ community assets	Capital investment decision making process influenced by residents through the Communications Plan, which has introduced new initiatives such as the commitment to consult notices for tenants. A programme of TRA hall and room refurbishments is in place and has delivered improvement works at a number of locations.
Embed the importance of resident involvement across the housing department by delivering key messages to teams, heads of service, directors, and our partners	RI team members attend other team meetings attended and regular bulletins circulated to officers and residents to outline involvement success stories and projects

1) Placing greater control and influence at the hands of our residents, making us more accountable for the housing services they receive	
Priority 2 Ensure services are improved by providing accurate performance data so that residents can effectively review services, challenge poor performance and work with officers to undertake an effective quality assurance role.	
What we say we'll do	Progress Update
Develop a Housing Performance Scorecard which will enable residents	Scorecard provided and discussed with residents on a monthly basis.

to effectively challenge poor performance and work with officers to undertake an effective quality assurance role.	Performance information used to inform service reviews and improvement projects
Continue to establish ad hoc Service Review Groups (focus groups) with service users to address poor performance, update procedures and ensure services are designed around the needs of residents	Rolling programme of service reviews produced and service users engaged. Positive feedback received from service users from projects on the sign-up process, antisocial behaviour, and revised website pages
Develop a programme of mystery shopping which can be undertaken via telephone or online to inform service reviews	Mystery shopping programme established, residents recruited, and over 20 mystery shops taken place. Feedback is being used to inform service reviews
Establish a 'rant and rave' survey to monitor residents' satisfaction with the repairs service. Look to roll this out across all service areas	Rant & Rave survey in use. Results are fed back to residents and areas for improvement are identified
Undertake a review of the caretaking service with residents to improve customer satisfaction	Review completed and a series of recommendations have been put in place. A resident-led Estate Services Working Group has now been established, which meets monthly to review performance and co-design service delivery.
Encourage Residents to assist with the recruitment of new officers in the Resident Involvement Team and those at senior manager level across the housing department.	Residents have worked with us to develop a policy and process for involving residents in officer recruitment. Training in interview skills, confidentiality, and active listening has taken place and residents have worked with us on the recruitment of a recent senior management position in Growth & Place.

1) Placing greater control and influence at the hands of our residents, making us more accountable for the housing services they receive	
Priority 3 To offer learning and development opportunities, providing residents with the skills, knowledge and confidence that they need to influence strategic decisions.	
What we say we'll do	Progress Update
Establish a comprehensive learning and development programme which is attended collaboratively by residents and officers. Promote the learning and development programme through existing routes including employment and skills opportunities	Comprehensive training programme developed with residents. This has included training in Equality & Diversity (that over 100 residents have taken part in), Presentation Skills, Team Building, and General Data Protection Regulation.
Officers to provide 'what we do'	Heads of Service and Team Managers

information sharing sessions and online updates to inform residents of the specific service areas within the housing department	have presented regular updates at Housing Representatives Forum meetings. Recent topic areas include universal credit and welfare reform and the council's customer service review programme.
Develop a comprehensive induction process for newly involved residents. All new housing department officers' induction to the Resident Involvement approach	Induction process developed with residents and is now in place

2) More involvement, better involvement	
Priority 1 Draw upon the engagement opportunities provided by the stock transfer and the work of our strategic partners to achieve a step change in residents' data, enabling services to be designed around the demographic profile, needs and preference of residents.	
What we say we'll do	Progress Update
Undertake comprehensive data gathering as part of the stock transfer awareness exercise	Resident contact details collected and added to the Get Involved mailing list. A recent activity to confirm residents still wish to be part of this mailing list (in line with GDPR guidance) has been very successful.
We will work more closely with our contractors to share appropriate resident data and understand residents needs and priorities	Data sharing agreements in place with contractors. Data shared when appropriate (and with resident consent) and systems updated
Analyse demographic data in order to understand the views and representation of diverse social groups and work with third sector partners to provide greater opportunities for involvement	Estate profile data shared with Tenants & Residents Associations to help inform their local representation
Develop a resident involvement database to log contact details, communication preferences and involvement activities. Provide a link to the database from the council's website so that residents can sign up online	Database established and updated.

2) More involvement, better involvement	
Priority 2 Increase the number of ways that residents can become involved in a way that suits them.	
What we say we'll do	Progress Update
Promote the benefits of resident involvement and formally launch the Resident Involvement Strategy at the	Resident Involvement Strategy launched. Workshop session took place at the conference to explain and

Residents Conference in 2016	promote opportunities
Produce a Resident Involvement Handbook which sets out all of the involvement opportunities, time commitment and level of influence. Launch this at the Residents Conference	Handbook produced and promoted at all resident engagement events
Refresh the H&F website pages for Resident Involvement	Pages updated which are now more informative, engaging, and interactive
Develop informal channels of involvement to engage and share information, i.e. creation of e-bulletins, on-line estate noticeboards	There are now over 60 electronic lift noticeboards in the borough. The Get Involved e-bulletin is also regularly sent to those on the mailing list
Incentivise ad hoc service review working groups to increase involvement from service users	Incentivisation policy developed with residents, agreed, and in place. Involvement incentivised where applicable, such as mystery shopping

2) More involvement, better involvement	
Priority 3 Ensure that our existing structures align and integrate well with the governance structures of a new organisation.	
What we say we'll do	Progress Update
Align the existing resident involvement structure with the governance structures of a possible new resident led housing association	The stock transfer project did not progress, so this action was not taken forward.

3) Promote social inclusion and support thriving and vibrant communities	
Priority 1 Identify community funding opportunities by working with partners and third sector organisations.	
What we say we'll do	Progress Update
Work with residents to identify projects to support thriving and vibrant communities	The Investment Group has been supporting community improvement projects, based on bids from residents. The Inclusion Group also started the popular puzzle project
Develop the work of the Inclusion Group to link third sector organisations with local areas	Stronger links developed with third sector partners. Citizen Advice Bureau and Bishop Creighton House working with us to deliver 4 new digital hubs by April 2019, in addition to the successful digital hub on Queen Caroline Estate.
Support residents by identifying officer resources to support with the preparation of bids to governmental, charitable and EU funding to support resident and	Bids submitted for the Mayor's Greener Fund, as well as match funding opportunities supported by our partner, Groundwork.

council initiatives	
Expand the funding opportunities considered by the Investment Group. Align investment opportunities with possible projects	The Investment Group has been involved in the Play Innovation project on Field Road Estate. There are potentially more opportunities via the borough's ambition to be the Greenest Borough.

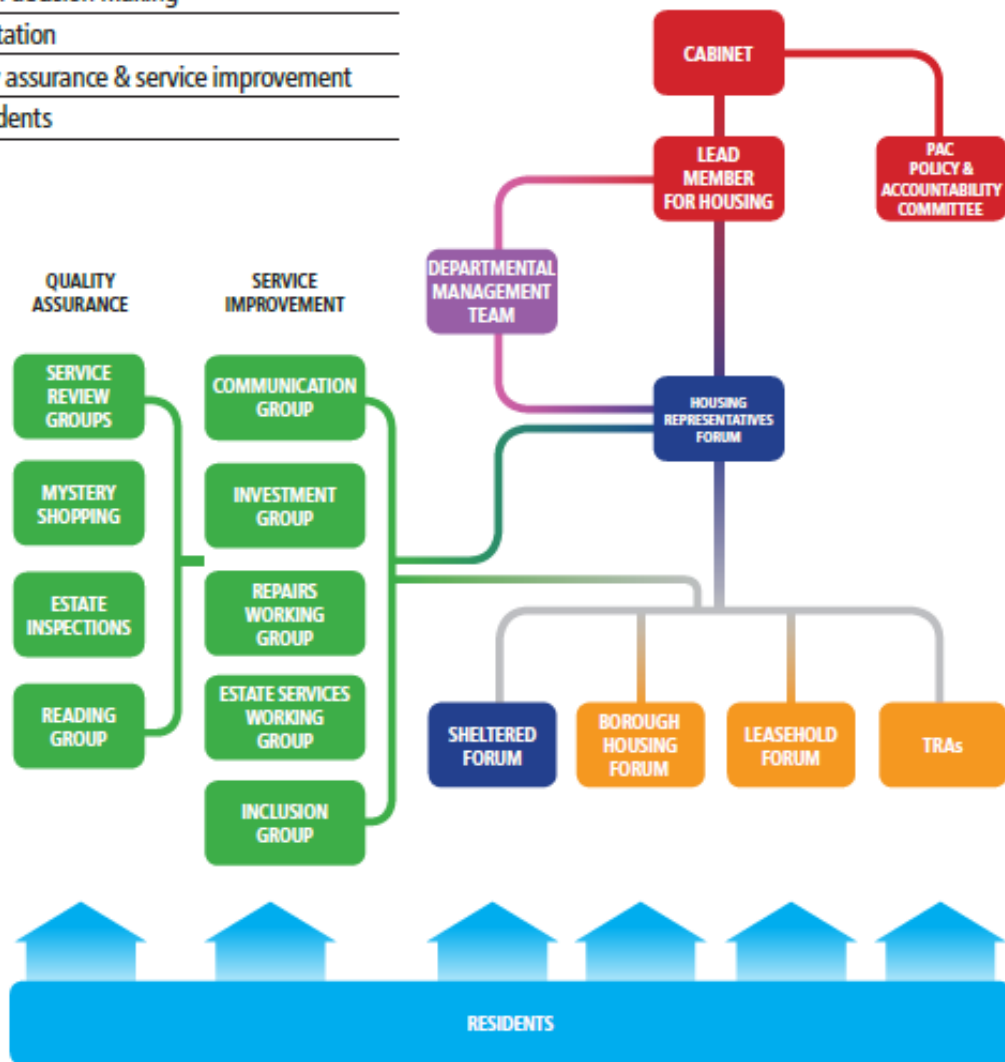
3) Promote social inclusion and support thriving and vibrant communities	
Priority 2 Supporting TRA's and local residents to enhance networking and community capacity building opportunities.	
What we say we'll do	Progress Update
Produce a TRA Handbook and launch at the Residents Conference	TRA Handbook co-produced with TRAs
Work with TRAs to maximise social benefit and community cohesion through letting of communal facilities	Halls and rooms are now let for a wide variety of uses. The project to wifi enable all of these community spaces will also unlock increased potential for activities.
Establish a TRA 'mentoring system' so that individual TRAs can support each other	Networking opportunities promoted at forums, events, and training
Support TRA summer activities and encourage a range of partners to attend to enhance community capacity building opportunities	Love Where You Live summer roadshow programme delivered to 19 locations in 2017. Over 1000 residents took part and met council teams, service providers, and third sector organisations.

3) Promote social inclusion and support thriving and vibrant communities	
Priority 3 Identify opportunities and key projects either new or existing, where our involvement and support can help promote social inclusion, and digital inclusion.	
What we say we'll do	Progress Update
Deliver pilot Digital Inclusion Schemes to three estates (1 North, 1 South, 1 sheltered) to encourage the use of digital technology and reduce social isolation	Successful digital hub established on the Queen Caroline Estate and ten more hubs will be in place by April 2020.
Support TRAs to provide feedback to all estate residents via digital channels	A number of TRAs manage their own websites. We have supported TRAs to set up generic email addresses to help communications with residents.

APPENDIX 2 – RESIDENT INVOLVEMENT STRUCTURE & RESIDENT-LED GROUPS UPDATE

Key

■	Decision making
■	Recommendation setting
■	Internal decision making
■	Consultation
■	Quality assurance & service improvement
■	All residents



Resident-led Groups Update

Fire Safety Plus Advisory Group	
Objectives	Progress Update
<p>The aims of the group are to:</p> <ul style="list-style-type: none"> • Advise and make recommendations on the delivery of the Fire Safety Plus Programme. • Prioritise Fire Safety Plus projects in line with legal compliance responsibilities. • Incorporate residents' views and involve residents in the planning for the Fire Safety Plus programme and its delivery. • Provide effective communication of the Fire Safety Plus Programme and develop training and education to accompany it. • Create policy that ensures the continuation of Fire Safety within the council's housing stock as a future priority. 	<p>This recently established group has reviewed the effectiveness of the Communal Storage Policy and its implementation. They have also worked with officers to understand more about the fire risk assessment approach the borough is taking to keep residents safe. The group is also undertaking fire safety training.</p>
Estate Services Working Group	
<p>The aims of the group are to:</p> <ul style="list-style-type: none"> • Monitor the performance of caretaking, cleaning, grounds maintenance, and communal repairs after estate inspections • Provide recommendations for improvements • Promote better joint working and communications between service providers • Develop and improve the estate inspections process • Provide an opportunity for tenants and leaseholders to challenge and question council officers and contractors to make sure estate services are of the highest standards 	<p>This recently established group has been working with council officers on suitable performance measures for monitoring caretaking and grounds maintenance. It has also been reviewing the estate inspection process and how areas that are noted on inspections are followed up. The group has helped to develop a RingGo parking easy to use guide for residents. The group is also working with us on a waste and recycling pilot to increase recycling rates and make our estates cleaner places to live.</p>

Repairs Working Group

The aims of the Repairs Working Group are to:

- Operate on behalf of tenants and leaseholders to make sure that we provide a responsive repairs service and planned and capital works programmes that meet residents' needs
- Monitor and review performance targets and resident satisfaction for repairs and major works.
- Examine the evidence of good and bad practice, and make recommendations for service improvements
- Review and monitor the effectiveness of the consultation processes across repairs and major works

The group has produced a repairs handbook that has been sent to every council housing resident. The RWG has also been working with the council to set up a programme for communal lighting maintenance and replacement across the borough. The FOG (fat, oil, and grease reduction) buster programme has been championed by the RWG. They have also been involved in a review of the Mitie repairs pilot appointment system. Lastly, the group has been instrumental in producing a procedure for dealing with leaks affecting more than one property which may include tenants, leaseholders, and private tenants.

Investment Group

The aims of the Investment Group are to:

- Review and agree funding applications for improvements outside the scope of the responsive repairs process or planned maintenance schemes
- Consider funding applications against an agreed set of criteria
- Provide accountability, transparency and value for money in terms of reviewing and agreeing funding application
- Ensure that funding is awarded where it is most needed
- Undertake site visits to check on the quality and sustainability of projects

The Investment Group have worked with officers to deliver improvements as diverse as secure bike hangars to new children's playgrounds. The Investment Group had training on sustainability and biodiversity, in line with the council's ambition to be the greenest borough. They recently started looking at our disused multi use games areas and, as a result, one is currently being brought back in to use on the Field Road Estate as an engaging and innovative area.

APPENDIX 3 – TENANTS & RESIDENTS ASSOCIATIONS THAT WE CURRENTLY WORK WITH

TRA Name	Ward
Arthur Henderson & William Banfield House	Town
Ashcroft Square	Hammersmith Broadway
Aspen Gardens	Hammersmith Broadway
Browning Court	North End
Clem Attlee	Fulham Broadway
Charecroft	Addison
Edward Woods Initiative	Shepherds Bush Green
Emlyn Gardens	Askew
Field Road	Fulham Reach
Flora Gardens	Ravenscourt Park
Jepson House	Sands End
Kelmscott Gardens	Askew
Lakeside Road	Addison
Lancaster Court	Town
Linacre Court	Avonmore & Brook Green
Lytton	Avonmore & Brook Green
Maystar	North End
Pellant Road (Aintree Estate)	Munster
Philpot Square	Sands End
Queen Caroline	Hammersmith Broadway
Riverside Gardens	Hammersmith Broadway
Robert Owen House	Palace Riverside
Springvale	Avonmore & Brook Green
St Peters Terrace	Munster
Sulgrave Gardens	Addison
Rainville Estate Forum	Fulham Reach
Sullivan Court	Sands End
Twynholm (Bayonne Estate)	Fulham Reach
Verulam House	Hammersmith Broadway
Waterhouse Close	Avonmore & Brook Green
White City TRA	Wormholt & White City
William Church Estate	Shepherds Bush Green
Wood Lane	Wormholt & White City
Woodmans Mews	College Park & Old Oak
Wormholt	Wormholt & White City
Yeldham	Hammersmith Broadway

The Economy, Housing & the Arts PAC Work Programme 2018/19

2 July 2018 Small Hall Room, HTH. 7:00pm.		
ITEM	LEAD OFFICER	REPORT BRIEF
Resident Involvement	Daniel Miller / Janey Carey	To consider the Council's work to involve Council tenants and leaseholders in the management of their homes. The report will include an update from each of the residents' groups on their work to date.
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.
Potential Future Items		
ITEM	LEAD OFFICER	REPORT BRIEF
Tenants and Residents Halls	Glendine Shepherd	To discuss the council's work to try to get tenants and residents halls used more.
Communal Heating Charges	Kath Corbett	To consider whether improvements could be made to the way in which residents with communal heating are billed.
Industrial Strategy	Jo Rowlands	To review the impact of the new Industrial Strategy
Culture Led Place Making	Jo Rowlands	To consider the administration's strategy of developing a sense of place through cultural venues, activities and events.