

The Economy, Arts, Sports, and Public Realm Policy and Accountability Committee Agenda

Monday 28 November 2022 at 7.00 pm

Main Hall (1st Floor) - 3 Shortlands, Hammersmith, W6 8DA

Watch the meeting live: [youtube.com/hammersmithandfulham](https://www.youtube.com/hammersmithandfulham)

MEMBERSHIP

Administration	Opposition
Councillor Rory Vaughan (Chair) Councillor Liz Collins Councillor Adam Peter Lang Councillor Ashok Patel	Councillor Jackie Borland

CONTACT OFFICER: Charles Francis
Governance and Scrutiny
Tel: 07776 672945
E-mail: charles.francis@lbhf.gov.uk

Note: This meeting is open to members of the public. The building has disabled access

Date Issued: 17 November 2022

The Economy, Arts, Sports, and Public Realm Policy and Accountability Committee Agenda

28 November 2022

<u>Item</u>	<u>Pages</u>
1. APOLOGIES FOR ABSENCE	
2. DECLARATIONS OF INTEREST <p>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.</p> <p>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.</p> <p>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.</p> <p>Councillors are not obliged to withdraw from the meeting where a dispensation to that effect has been obtained from the Standards Committee.</p>	
3. MINUTES <p>To approve the minutes of the previous meeting and note any outstanding actions.</p>	4 - 12
4. UPDATE ON THE DEVELOPMENT OF THE BOROUGH'S NEW TEN-YEAR CULTURAL STRATEGY <p>This report provides an update on the development of the borough's new ten-year Cultural Strategy.</p>	13 - 18

5. WHEELED BIN AND FOOD WASTE COLLECTION PROTOTYPE SURVEY RESULTS

19 - 30

This report outlines the waste prototype collection scheme and the recent survey work undertaken in the areas using the service.

6. DATES OF FUTURE MEETINGS

To note the dates of future meetings:

- 1 February 2023
- 29 March 2023

London Borough of Hammersmith & Fulham

The Economy, Arts, Sports, and Public Realm Policy and Accountability Committee Minutes



Wednesday 27 July 2022

PRESENT

Committee members: Councillors Rory Vaughan (Chair), Liz Collins, Adam Peter Lang, Ashok Patel and Jackie Borland

Other Councillors:

Councillor Sharon Holder (Cabinet Member for Public Realm)

Officers:

Jonathan Pickstone – (Strategic Director The Economy)
Joanne Woodward – (Chief Planning Officer)
Bram Kainth – (Strategic Director of Environment)
Annie Baker – (Assistant Director Street Environment Service)
Richard Shwe – (Assistant Director of Environment Operations)
Charles Francis – (Committee Services)

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Andrew Jones (Cabinet Member for the Economy).

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES OF THE PREVIOUS MEETING

The minutes of the Economy, Housing and the Arts Policy and Accountability Committee meeting held on 25 January 2022 were approved.

4. COMMITTEE TERMS OF REFERENCE (TO NOTE)

The terms of reference of The Economy, Arts, Sports and Public Realm Policy and Accountability Committee were noted.

5. CHALLENGES AND PRIORITIES FOR THE ECONOMY

Jon Pickstone, Strategic Director of the Economy, provided an overview of the challenges and priorities for the Economy Department.

He explained the Economy comprised of the following key services: Economic Development; Regeneration; Operations, Property and Asset Management, Planning; and Housing. It was noted that Housing had its own specific committee – the Housing and Homelessness Policy and Accountability Committee but that new housing development was of interest to this Committee.

Touching on some of these aspects, it was noted that Economic Development supports business, skills and learning, helping people into work, and town centres. The Council also supports Upstream, the Council's partnership with Imperial College London, which focuses on the White City Innovation District. Regeneration is housing focused, including the provision of affordable housing, but also some new schools and other community facilities. The Operations service is varied: including capital investment in our housing stock, the digitalisation of services to improve and enhance housing service delivery and resident interfaces, the civic campus, much of our corporate property management, and contract development and management. Planning focuses on developing planning policy, determining planning applications, masterplanning and s106 and CIL funding agreements. Jo Woodward, Chief Planning Officer, explained that one of the challenges was the forthcoming Levelling Up Bill and changes to the planning system. Other challenges and opportunities included the new powers related to climate change delivery and working on business plans with colleagues in the Environment Department.

Jon Pickstone confirmed the Economy Department took a holistic approach to making Hammersmith and Fulham a global economic hotspot for the benefit of our residents. To achieve this aim, the Council seeks growth in its business base, particularly in higher value sectors. He explained that Council interventions had helped spur substantial growth in high-value sectors related to the Council's Industrial Strategy. Councillors noted that the trick was to create more of these high value jobs and allow residents to have the necessary gateways and skills to access these employment opportunities.

Jon Pickstone confirmed that sustainability was another key theme that underpins the work of the Economy Department. As well as interventions to tackle local aspects of the climate and ecological emergencies, it is important to foster clusters of innovation within White City; new ideas and emerging technologies can meet global challenges. The Committee were provided with details of ongoing and future projects that are revitalising the Borough.

Jon Pickstone explained that the Economy is about place, people and businesses and bringing these factors together, as well as working across the Council and

developing partnerships across the Borough. The world class innovation district at White City should be promoted more nationally and internationally to create more opportunities and enhance growth.

Referring to the Industrial Strategy, Shared Prosperity and Economic Development work being undertaken by the Economy, Councillor Adam Peter Lang asked how this work linked to other areas. Jon Pickstone agreed that important lessons and approaches could be drawn from different (innovation and growth) models from across the world. Jon Pickstone cited a number of business and growth initiatives, most notably those involving our economic MOU with Barcelona (ties between business and education), Imperial College London forging closer links with key universities including in the United States, and the Welsh Government's strong foundational economy approach. Jon Pickstone confirmed it was important business, local government and educational institutions worked together as this was the best way to drive innovation.

Councillor Ashok Patel asked for clarification about the six core values set out at the beginning of the report. In response, Jon Pickstone explained all Council reports used this template and incorporated these six universal values to show how the Department was responding to them. Jon Pickstone highlighted that it was important to consider shared prosperity, co-production and working with residents, not doing things to them. Joanne Woodward, Chief Planning Officer, reiterated that the core values drove all the priorities across the Council, which included the Council's Business Plan to working on Climate Change and responding to the Climate Emergency. Referring the cost-of-living crisis, Jon Pickstone commented it was now more important than ever to ensure a ruthlessly financially efficient approach was taken to all aspects of Council business, as well as a whole Council approach.

Councillor Jackie Borland asked what impact Covid had made on the Borough and how officers perceived these changes. She felt that Covid had completely changed the way in which people lived and worked and explained that now, residents were more likely to prefer a ten-minute bike ride than an hour's commute to work.

In response, Jon Pickstone confirmed that Covid had impacted on the Council's plans, and it had adapted accordingly. He explained that during the pandemic, the Council ran successful business grants programmes, which prioritised key sectors. He referred the effects Covid had on service industries, the hospitality sector and to the amount of empty office space in parts of the borough since Covid. It was noted that post-Covid and Brexit, Heathrow Airport was now finding it harder to engage staff and had changed its relationship with West London economy and engaged more with local partners and Local Government to address this issue and others.

In relation to claimant count rates, it was noted that these were substantially down, but were not at pre-pandemic levels and more work had been done in relation to

employment support and jobs brokerage. Looking to the longer term, Jon Pickstone provided details of current workstreams and confirmed that the Industrial Strategy would be refreshed in 2023.

Joanne Woodward explained (in the face of the pandemic) the Borough was still changing. She confirmed the immediate responses focused on the empty office space, where a more flexible approach was required. In the longer term, there was more emphasis on understanding the importance of public space, public realm and ensuring the planning regime could deliver this. Joanne Woodward explained that residents' outlooks had changed since the pandemic and cited the Earls Courts Development as a case in point. In the post-Covid period, residents were looking more locally, to 15-minute neighbourhoods and there was a clear inclination to remain local rather than travel further afield.

Councillor Jackie Borland commented that as a result of the pandemic, there was more opportunity to focus on localism and opportunities for small business districts for services such as legal advice and lettings. Jon Pickstone concurred that as many people now worked from home, it had become the new normal to commute fewer days per week. However, there was also an opportunity to attract fresh talent as workers might commute longer distances for fewer days per week. Joanne Woodward confirmed the Authority was looking to make more affordable workspace, especially for Culture and the Arts and to focus on developing the digital infrastructure so that new ways of flexible working could be supported.

With regards to training and levelling up, Councillor Liz Collins enquired about the quality and diversity of the training available. To enable graduates to change jobs and switch careers, she noted that they had been offered NVQ Level 2 training which was not comparable. She asked what was being done to ensure the quality of the training available would enable residents to level up and provide the skills they needed i.e., apprenticeships. In response, Joanne Woodward explained the work of the Adult Learning Service, the progress on this front, and that this topic could be brought back to the Committee in future (should it be requested). Jon Pickstone highlighted that Imperial College were looking at ways of improving its outreach.

Councillor Ashok Patel highlighted how Covid had affected business rates and he noted the number of void office spaces within the borough. The cost-of-living crisis, coupled with rising energy prices meant that some businesses were struggling to find the money to remain viable. He commented, this was why some businesses were choosing to let staff work from home, as an easier route, than address the office space issue directly. He noted that the number of failing businesses was increasing, and asked what local solutions could be found. In response, Bram Kainth, Strategic Director of Environment, explained that Business Rates Support was led by the government and the Local Authority acted as a passport to the funding which had

been made available centrally. He confirmed the Council was looking at ways of helping but reiterated that business rates were determined by government policy.

The Chair thanked officers for the report which provided a good overview of the Economy Department and what the Department was taking forward. He noted that the Committee wished to investigate topics further in the future, such as the Cultural Strategy, the development of affordable social housing, and the Civic Campus.

The Chair enquired about the Industrial Strategy, and when this was refreshed, he asked what the indicators of success would be to show what progress had been made on matters such as shared prosperity, job creation, and working with education and students.

In response, Jon Pickstone confirmed that the Council had developed an Industrial Strategy dashboard (80% completed) which recorded progress, as well as being a management tool. The Chair thanked officers for this information and confirmed it was good to articulate how this area moves forwards.

The Chair confirmed he was keen that the Committee looked at the Cultural and Industrial Strategy moving forwards and for these topics to be time-tabled so that residents could be invited and engaged at the appropriate times.

RESOLVED

That the Committee note the priorities and challenges.

6. CHALLENGES AND PRIORITIES FOR THE PUBLIC REALM

Challenges and Priorities for the Public Realm. The following key points were noted:

- The scope of the services provided by the public realm include:
 1. Street Environmental Services
 2. Highways
 3. Transport
 4. Parking
 5. Climate and Ecology
 6. Arts and Culture
 7. Sports
 8. Parks

The report provided details of the priorities and challenges within these eight areas and the actions in place to improve services.

Different aspects of service provision were highlighted, and the following key statistics were noted:

- Over 3.5M Waste and recycling collections per year
- 20 parks and open spaces in the Borough
- 5th lowest waste per person
- 18,800 Miles Streets swept
- 110,000 Library issues
- 16,580 Street works inspections
- 35,000 parking interactions per day
- 10 litres of water needed per tree every week
- £47M Parking business turnover
- 25,000 Trees, 240 Km roads, 213 Hectares of greenspace
- 96% highways waste is recycled

At the conclusion of the presentation, the Chair encouraged the Committee to ask questions on the report.

Councillor Jackie Borland asked if fly tipping was within the Department's remit; how much it cost to collect efficiently and whether resources might be better used in prevention, rather than reaction (removal and collection). In response, Bram Kainth, Strategic Director of Environment, confirmed that fly tipping was covered by the Department. He explained that due to the transient population within the borough and the high turnover of tenants (in rented properties), it was commonplace for mattresses to be discarded on streets (rather than tenants incur costs for dedicated removal). As a result, there was always a balance to be struck between enforcement and collection (costs). To improve the street scene, he confirmed that Environment were working in partnership with the Council's Law Enforcement Team (LET) to take remedial action as appropriate.

Bram Kainth confirmed that fly-tipping collections had improved recently, with the new waste contract due to come into force in February 2023. This meant that more fly-tipping collections would be collected more efficiently in future. Annie Baker, Assistant Director Street Environment Service, confirmed the Department was trying to clear fly-tipping waste more quickly, and given there was a volume of waste; being given longer (more time) to clear this, did not necessarily change the volume. What was important was the resilience of the service so that it could process peaks of high demand. Bram Kainth observed that each instance of fly tipping, created more fly-tipping, so it was seen as a self-perpetuating problem. Annie Baker reiterated that the Department was working with LET, so perpetrators were aware incidents of fly-tipping were being actively investigated.

Councillor Jackie Borland commented that fly-tipping was a form of blight, which in some cases, was as simple as residents putting their domestic waste out on the wrong collection day. She suggested that matters might be improved through an awareness campaign. In response, Annie Baker confirmed the Department could do a mail-box awareness campaign, as well as use a variety of other platforms such as social media. In many cases, it was noted that most progress was made when neighbours spoke to each other about local issues which touched the community as a whole.

In relation to Arts and Culture, Councillor Adam Peter Lang commented that he had recently attended the Windrush Day and Bob Marley's birthday celebration which he cited as good examples of bringing multi-generations of the community together. And speaking in general terms about parks and open spaces, he noted that many residents did not have gardens and there was an opportunity to actively promote and use the parks within the borough (given their increased usage during the Covid period). He also noted the Sports Strategy and how important this was as a vehicle to engage the community.

In response, Bram Kainth acknowledged the increased use of parks and the important role these had played as safe spaces for residents during the pandemic. He confirmed that a future of parks strategy was currently being developed. Councillor Adam Peter Lang highlighted the strong links between green spaces and improved mental health and the opportunities to use parks creatively in the future.

With regards to street works inspections, Councillor Ashok Patel highlighted these remained a major issue for commuters and residents. He suggested a mechanism should be found to publicise the details of forthcoming works. In response, Bram Kainth explained that most street works were statutory undertakings over which the Council had limited control, such as those done by Thames Water or Internet firms laying optical fibre. The Council is responsible to coordinating and monitoring streetworks within the borough. Councillor Ashok Patel confirmed street works were a source of considerable case work and reiterated that residents would welcome a degree of prior notice.

Councillor Sharon Holder, Cabinet Member for Public Realm, confirmed the Council did have a weekly list of planned closures and works, which also included the contact details of the various contractors undertaking the works. She confirmed she was aware of the impact of streetworks, and this was being investigated.

The Chair, Councillor Rory Vaughan noted the different categories of works and probable timescales, so enquired if a dashboard could be produced so the resident notification process could be simplified. In response, Bram Kainth explained that in relation to Highways, contractors had a statutory duty to notify the Local Authority. However, if it was a contractor such as Thames Water or a Gas Supplier, these statutory undertakers needed to inform and update the residents. The Chair asked Bram Kainth if officers could investigate this issue in more detail.

Resolved – That officers investigate the issue of the street works inspection notification process and report back to the Committee

Commenting further on street works inspections, Councillor Liz Collins noted how contractors used fluorescent paint to mark the location of utilities (for health and safety) but in many cases, failed to remove these unsightly markings. She also highlighted the issues of old street furniture (signage) on lampposts, the prevalence of weeds and how neglected areas often attracted litter and disused vehicles. In response, Bram Kainth agreed that the usage of these paints appeared over-zealous at times, and if Councillors identified a particular area of concern, then officers could be tasked with investigating the area and conducting a signs audit. In relation to

weeding, Bram Kainth confirmed this was a constant challenge which depended on weather conditions and the method/s used to control the weeds.

Speaking in general terms about future work areas, the Chair confirmed the Committee needed to revisit sports provision / Sports Strategy and how this was being developed, as well as progress on the Arts and Culture Strategy and the topic of Parks. Further topics for consideration included: Parks and improving the borough's Green Flag status.

RESOLVED

That the future work programme include: Sports provisions, Arts and Culture development and Parking.

The Chair also suggested that Parks and improving the borough's Green Flag status could be investigated and he enquired how tree preservation orders (TPOs) were determined. In response, Bram Kainth provided details of how these were determined and offered to provide further information to the Committee on this topic.

RESOLVED

That officers provide further information pertaining to the determination of TPOs

In relation to transport issues, the Chair asked if more funding was available for additional bike hangers. Bram Kainth confirmed it was a priority to provide further bike hangers and to raise the funding for them, as demand was increasing all the time.

With regards to the statistics on waste management in the report, the Chair enquired whether the fifth lowest waste per person was pan-London or nationally and how recycling rates might be improved in the future (as well as how recycling rates were measured). Annie Baker confirmed this was the fifth lowest rate per person in England. In relation to recycling rates, Bram Kainth commented that as household waste was so low, it was a challenging statistic to significantly improve and so the Authority needed to focus on: 1, food waste and containerisation and 2. garden waste.

Annie Baker provided a detailed response on how waste rates were calculated and explained that recycling rates were easier to calculate. However, waste minimisation was related to economic performance and how the wider (global) economy was performing. Richard Shwe, Assistant Director of Environment Operations, confirmed that when the containerisation pilot was conducted, recycling rates increased from 25% to 40% and the Environment were working with residents and had changed the service dynamics which had increased the Council's performance rates. A technical explanation was provided concerning street or multiple household collections and the ramifications these had on containerisation rates.

The Chair asked about recycling rates in general terms and what plans there were to improve these. The Committee requested a report on the Council's Waste Strategy,

covering waste reduction and recycling to the 28 November 2022 meeting. The Chair confirmed that reducing waste was as important as improving recycling rates.

RESOLVED

That officers provide a report on the Waste Strategy, covering waste reduction and recycling to 28 November 2022 meeting.

Concluding the item, the Chair thanked officers for their helpful overview of the Departments remit, which had served as useful introduction the Environment Department.

RESOLVED

That the Committee note and comment on the priorities and challenges

Meeting started: 7.00 pm
Meeting ended: 8.42 pm

Chair

Contact officer: Charles Francis
Committee Co-ordinator
Governance and Scrutiny
☎: 07776 672945
E-mail: Charles.Francis@lbhf.gov.uk

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: The Economy, Housing, and the Arts Policy and Accountability Committee

Date: Monday 28th November 2022.

Subject: Update on the development of the borough's new ten-year Cultural Strategy.

Report of: Nicki Burgess, Head of Business and Enterprise

Responsible Director: Jon Pickstone, Strategic Director for the Economy

Summary

Following the council's community-led Arts Commission, concluded in 2021, officers are now engaged in the drafting of a new borough-wide Cultural Strategy. The initiative will develop the commission's recommendations into a fully-fledged strategy to further boost the borough's thriving arts scene.

The strategy, due to be published in the first quarter of 2023, will seek to further our Manifesto 2022 pledge to: "Provide more cradle-to-grave opportunities for local people of all backgrounds to participate in creative and artistic activities for fun and personal satisfaction"

Recommendations

For the Committee to both note and comment on the report.

Wards Affected: All

H&F Priorities

Please state how the subject of the report relates to our priorities – delete those priorities which are not appropriate.

H&F Priorities	How this report aligns to the H&F Priorities
Building shared prosperity	The Cultural Strategy presents a significant opportunity for the council to build on its shared prosperity through facilitating growth of the borough's creative sector to further the borough's economic growth in line with the goals of our ongoing Industrial Strategy.
Doing things with residents, not to them	Through a bottom-up approach taken from the strategy's inception and the committed representation of residents and stakeholders, we have engaged residents from the outset.
Being ruthlessly financially efficient	The strategy seeks to frame a model for financial investment and sustainability that will see significant return, both financially and socially for all residents.
Taking pride in H&F	The strategy will further enhance the council's

	arts friendly reputation; a key building block of a borough-wide identity that all residents and arts businesses can take pride in.
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Contact Officer:

Name: Nicki Burgess

Position: Head of Business and Enterprise

Telephone: 07796610094

Email: Nicki.Burgess@lbhf.gov.uk

Resources Used in Preparing This Report

- A) Progress Report:
[Agenda for Housing and Homelessness Policy and Accountability Committee on Tuesday, 6th April, 2021, 6.30 pm | LBHF](#)
- B) Arts Commission Final Report:
https://www.lbhf.gov.uk/sites/default/files/section_attachments/hf_arts_commission_final_report_with_images.pdf
- C) Economic Growth for Everybody, An Industrial Strategy for Hammersmith and Fulham:
https://www.lbhf.gov.uk/sites/default/files/article_attachments/economic-growth-for-everyone-web-rev1.pdf
- D) 'Rising to the challenges of our time, together'. Labour Manifesto 2022:
<http://democracy.lbhf.gov.uk/documents/s120330/Appendix%201%20-%20HF%20Labour%20Manifesto%202022.pdf>

1. Background

1.1. The new Cultural Strategy will provide a strategic framework that reflects our aspirations for local economy, ecology, inclusion, access, and enhancing the quality of people's lives and neighbourhoods. Based on the trialled recommendations of the Arts Commission, the strategy will act as an anchor document to support fund-raising and inward investment for the arts sector.

1.2. The Cultural Strategy is being drafted to meet the following shared objectives:

- **Capture a unifying vision**, one that draws on the energy of the sector and ensures that culture in H&F is greater than the sum of its parts.
- **Focus on action**, drawing on the great work already underway and rapidly providing a framework to underpin arts programming at the Civic Campus.
- **Encourage creativity**, supporting and enabling experimentation rather than acting as a straitjacket and draining partners' enthusiasm.
- **Provide the rigour needed** to support external fund-raising and inward investment, inspiring and building confidence among potential funders

2. Process

2.1 The drafting of the Cultural Strategy is taking place over a projected 6-month period, starting September 2022, and delivered in phases each with distinct workstreams.

2.2 The focus of this work is in building a coalition of support for the new vision and engaging with partners in the sector. A member-led governance board, including Cllr. Andrew Jones (Cabinet Member for the Economy), Cllr. Sharon Holder (Cabinet Member for the Public Realm) and Cllr. Mercy Umeh (Lead Member for Culture and Heritage) is currently overseeing the work.

2.3 The work programme is adaptable so that it can respond to stakeholders' and members' ideas and views and to ensure our shared objectives are met.

Phase 1: launching initial engagement and doing the groundwork. This covers two workstreams:

- Launching engagement and managing the project.
- Compiling a sound evidence base.

Phase 2: collaborating to develop the strategy.

- Developing a shared future vision and strategy for borough.
- Mobilising the strategy.

Table 1: work programme for development of cultural strategy

Workstreams	Outputs
1. Launching engagement and managing the project.	<ul style="list-style-type: none"> • Project plan • Engagement plan • Summary of initial round of engagement • Scoping document • Strategic drivers • Initial document review.

Workstreams	Outputs
2. Compiling a sound evidence base.	<ul style="list-style-type: none"> • Strategic document review • Mapping of needs and assets • Review of the borough's cultural needs and assets
3. Developing a shared future vision and strategy for borough	<ul style="list-style-type: none"> • Engagement and communication plan for second phase, • Workshop and engagement output summaries, • Draft and final strategies, • Definition of the roles of the Council and its partners
Workstreams	Outputs

4. Mobilising the strategy (running in parallel with activity 3).	<ul style="list-style-type: none"> • Delivery programme • Operating model and governance • Funding requirements • Fund-raising plan
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3. Progress

3.1 As of November 2022, we are reaching the completion of Phase 1 and completing preparations for Phase 2 work that will include further community engagement with key stakeholders, local organisations, and members. Phase 2 engagement work will further comprise of: themed workshops to be held with a range of stakeholders, a half-day conference held at local arts venue, targeted public engagement activities, and a public survey.

3.2 Next steps in the strategy's development will include a second round of engagement as well as actions to review a broad set of key Council strategic documents from a range of services, to ensure the new strategy will align with the Arts Commission report and background research, key organisational strategies, and other existing relationships.

3.3 To date, the delivery team has completed the following engagement activities and background research:

- Conducted x22 1:1 or small group conversations with a diverse range of senior H&F leadership, Arts Commission members, local networks, arts culture and heritage organisations, commercial venues and partners, Higher Education partners, funders and local charities, Hammersmith and Fulham BIDs, and Arts Council England. Phase 1 conversation list was reviewed and agreed by officers.
- Conducted x3 themed group conversations, with H&F officers working at all levels of the council, representing almost all Council service areas. The themes will provide a thematic underpinning for the strategy's commitments:
 1. Theme 1: Destination – boosting the local economy by developing and promoting a thriving borough for the arts.
 2. Theme 2: Creation – supporting people to create and produce excellent art of all kinds.
 3. Theme 3: Inclusion – giving residents from a wide range of backgrounds more opportunity to experience and participate in artistic and cultural activity.

4. Conclusions To Date

4.1 Emerging findings from Phase 1 engagement align well with the Arts Commission's recommendations, including wanting an ambitious vision for arts, culture, and heritage, describing its role in relation to improving health, wellbeing, future skills, growing the local economy and reducing inequalities.

In addition, feedback we have so far received has included:

- An Action Plan is essential to identify the existing and new projects required to achieve the outcomes of the strategy – including who will deliver the action, by when and the capacity and resources needed to do so.
- Culture may not be a top priority for many H&F businesses and residents, given the other more immediate existential pressures they currently face, however it does help anchor our creative industries sector.
- There is a need to coordinate and increase shared awareness, internally and externally, of the many cultural activities taking place across the borough. These happen largely in silos – internally (within and between council services) and externally (with other organisations, community groups and businesses). Collectively it is more than the sum of the parts – and could be even more so.
- Improving inclusivity and access to culture is essential across H&F.
- There is a need to be clear about the future role and capacity of the new Civic Campus team - in delivering its own new commercial strategy as well as the new cultural strategy.
- There are a number of emerging future investment and expertise requirements for the council.
- There are a number of questions and ideas being proposed about the future role of the council and expectation management in relation to working with its partners. For example, the council needs to describe its role as a partner and convenor/facilitator as well as a service provider; manage expectations realistically in relation to the resources it has available; and help others across the borough to define and clarify their roles in delivering the new strategy
- There are opportunities to make more of existing H&F assets in delivering culture across H&F as a borough.
- It is perceived by some that the 'story' of culture in H&F is being undersold and that it could and should be better celebrated.

Equality Implications

The report is for information. There are no recommendations so there are no equality implications arising from this report.

Legal Implications

The report is for information and there are no legal implications arising from this report.

Financial Implications

H&F will consider and make decisions around the level of investment that is required to deliver the recommendations within the new Cultural Strategy. This will have an impact on budgets within H&F.

Implications for Local Businesses

The report is for information. There are no recommendations so there are no implications for local business arising from this report.

Commercial Implications

The report is for information. There are no recommendations so there are no commercial implications arising from this report.

IT Implications

The report is for information. There are no recommendations so there are no ICT implications arising from this report.

Risk Management

The report is for information. There are no recommendations so there are no Risk Management implications arising from this report.

London Borough of Hammersmith & Fulham

Report to: Economy, Arts, Sports and Public Realm Policy & Accountability Committee

Date: 28/11/2022

Subject: Wheeled Bin and Food Waste Collection Prototype Survey Results

Report of: Annie Baker – Assistant Director Street Environmental Services

Responsible Director: Strategic Director of Environment

Summary

The report outlines the waste prototype collection scheme and the recent survey work undertaken in the areas using the service.

Recommendations

1. For the Committee to note and comment on the report.

Wards Affected: Addison, College Park and Old Oak, Fulham Reach, Hammersmith Broadway, Palace and Hurlingham, Parsons Green and Sandford, Wendell Park

Our Values	Summary of how this report aligns to the H&F Values
Building shared prosperity	The prototype provides a modern waste collection service, meeting the demands of residents and providing the associated benefits of a cleaner environment where businesses want to invest and opportunities for local jobs.
Creating a compassionate council	The prototype places great emphasis on engagement, compassion and providing a bespoke flexible service that accommodates needs of residents.
Doing things with local residents, not to them	Rather than using available legislative powers (s46 Environmental Protection Act 1990) to carry out a blanket imposition of containers on residents, we are carrying out a prototype service and have worked with residents to identify the bins that best suit their property type and waste requirements, and to allow residents to experience and comment on how the new service operates.
Being ruthlessly financially efficient	The prototype scheme reduces the council's waste disposal costs, by reducing waste and diverting more material for recycling
Taking pride in H&F	The prototype scheme collects household waste and recycling in containers rather than bags, reducing litter spillage and keeping our streets cleaner.

Rising to the challenge of the climate and ecological emergency	The prototype allows residents to recycle more and reduce the amount of waste that is sent for waste disposal.
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Contact Officer(s):

Name: Annie Baker
Position: Assistant Director, Street Environmental Services
Email: annie.baker@lbhf.gov.uk

Background Papers Used in Preparing This Report

None

DETAILED ANALYSIS

Background

1. A prototype collection service for food waste and wheeled bin household waste and recycling commenced on 9th November 2020.
2. For context, wheeled bin refuse and recycling collections are commonplace across most of London and the rest of the country. There are several potential advantages to collecting household waste in this way, as opposed to collection of waste in sacks. These include:
 - The ability to have a separate food waste collection. Approximately one third of residual household waste is food waste that currently goes for incineration and adds to harmful emissions. When food waste is collected separately it can be recycled instead.
 - Having containers for residual waste and recycling (especially in cases where the latter is larger) together with improved communication and education around what can be recycled, can help to reduce residual waste and increase recycling.
 - Container collections, as opposed to our current recycling collection methods, can significantly reduce the need for single use plastic sacks.
 - Container collections can reduce refuse and recycling bags being split open by foxes, birds or other animals, and reduce litter and detritus on our streets.
 - Container collections can have positive health and safety outcomes for collection crews. Wheeling bins to an automated lifting mechanism rather than carrying and physically throwing the bags onto the vehicle can reduce musculoskeletal injuries. Collecting in containers rather

than bags can also reduce the risk of injuries caused by glass or other sharp materials.

3. The prototype service has been running for just over two years now in several areas selected across the borough.
4. All households in these areas (approximately 5,600 homes) have been given indoor and outdoor food waste caddies. All households suitable for wheeled bins (those with enough space and access, approximately 4,300 homes) were given two wheeled bins: a 140l bin for refuse and an 240l bin for recycling.
5. Officers worked with residents to ensure that the service met their needs. Different sizes of bins were provided where these were needed/preferred and residents can share bins with neighbours if desired.
6. The service is designed to be as easy to use as possible and in addition, an Assisted Collection service is available for any households where this is needed.
7. Key outcomes of the prototype service:
 - Recycling rate of approximately 40%
 - Overall quantities of waste have remained stable
 - Very low levels of complaints (3%) during roll-out
 - Many fewer single-use plastic sacks (bin bags and recycling bags) needed
8. Officers conducted a survey in the prototype areas in Autumn 2022, the results of which are summarised in this report.

Prototype survey work

9. The survey work was undertaken door-to-door, covering all households included in the wheeled bin and food waste service in the prototype areas
10. The surveys were carried out by the Council's Recycling Team with assistance from other Street Environmental Services officers, the Community Outreach Team and the Climate Team. Officers from the Climate and Communications Teams also helped us to set up the survey. Along side the surveys, we took the contact details of over 200 residents who expressed an interest in hearing more from the Council about climate change and/or ecology.
11. The survey work was undertaken on different days and times through the week with the aim of maximising levels of contact and a total of 930 households (over 20%) responded.

Survey results

12. Residents were asked to score the following statements from 1-5 (1= strongly disagree, 5=strongly agree), thinking about changes since the prototype service started

Chart 1: "I recycle more"

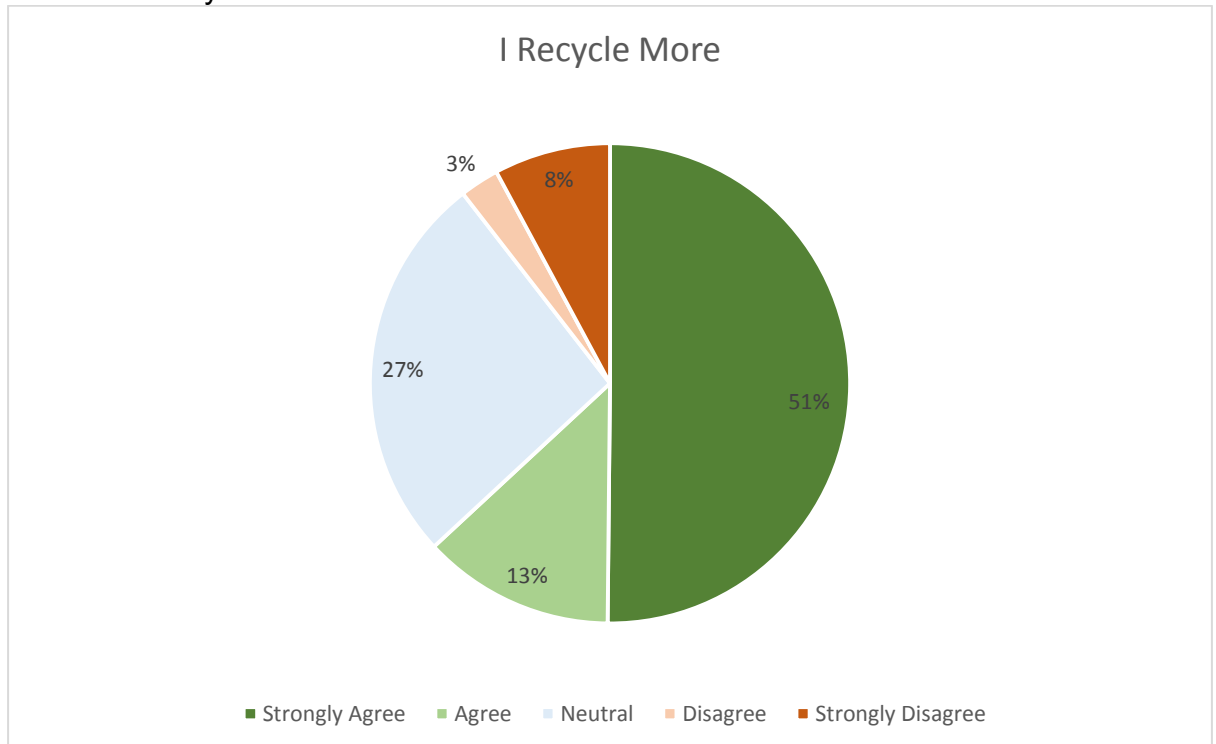


Chart 2: "My street is cleaner"

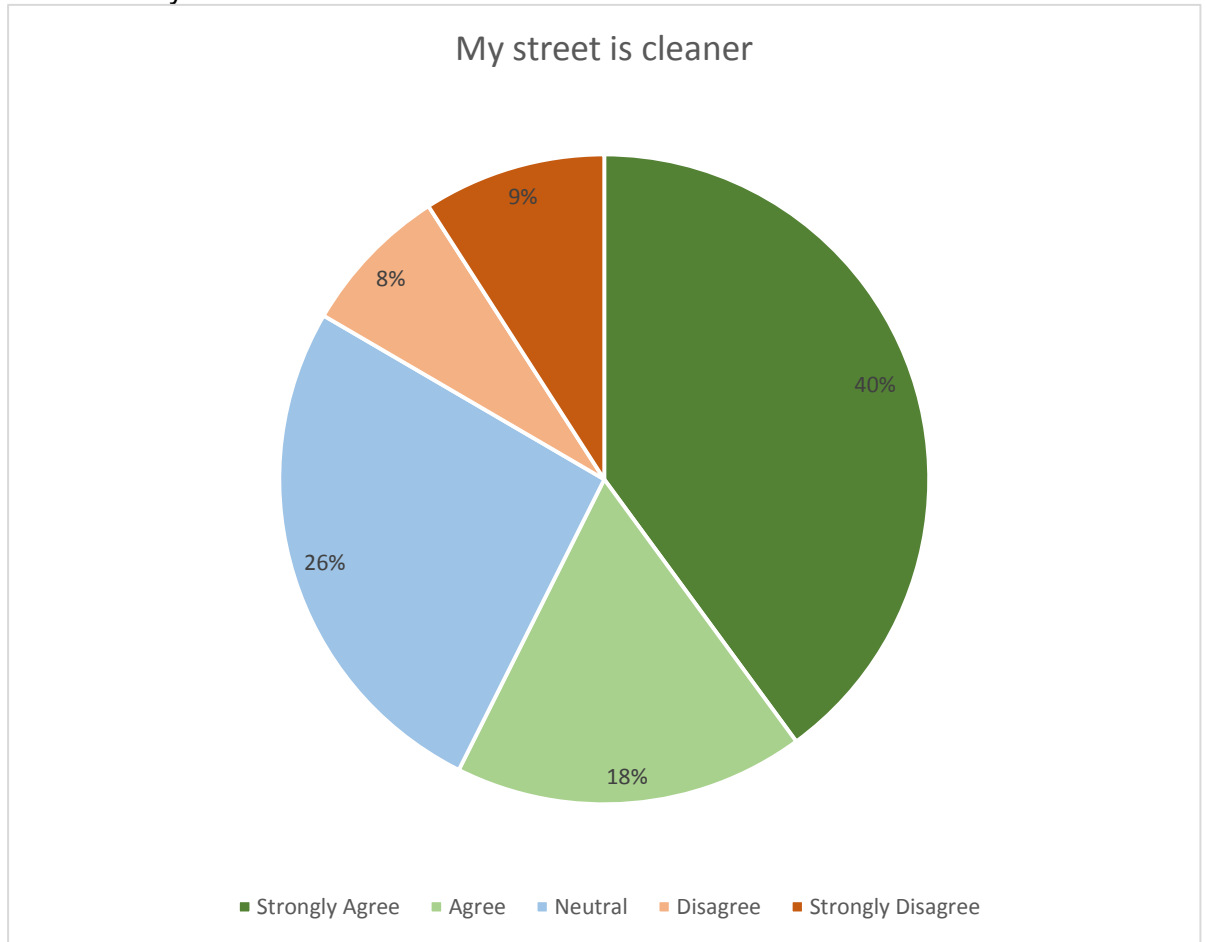


Chart 3: "I produce less food waste"

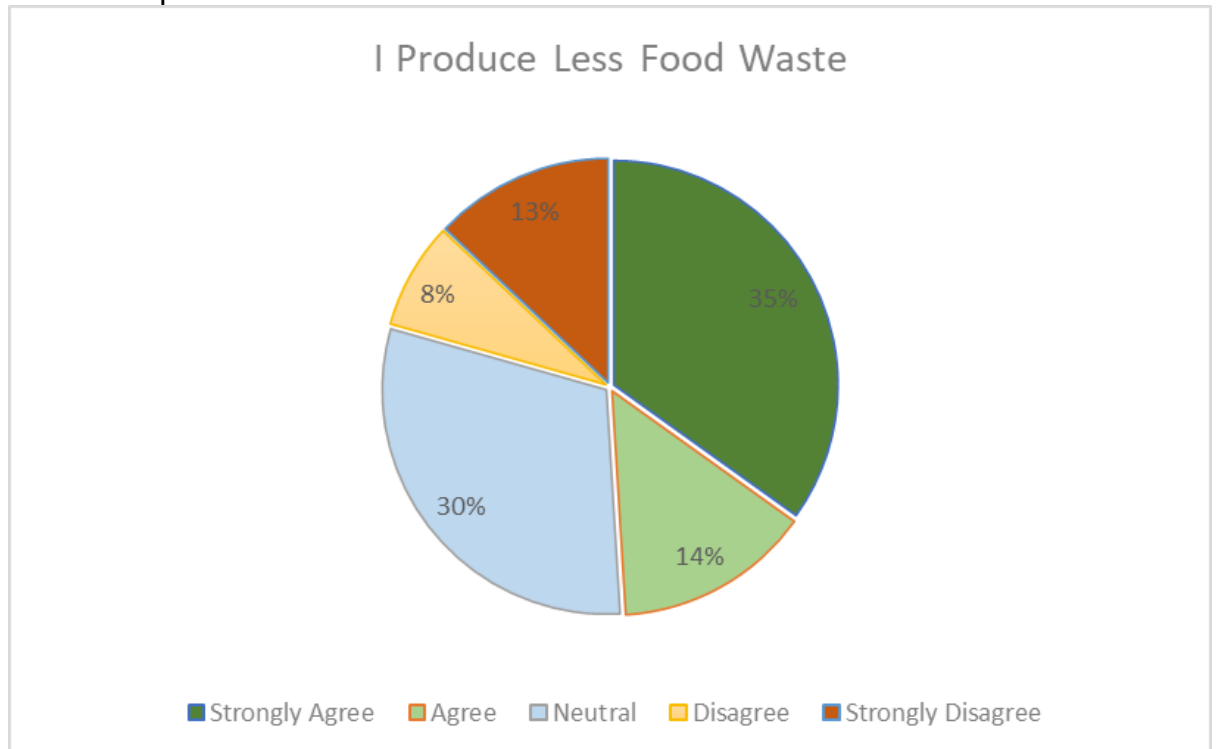


Chart 4: "It is easy to store my waste between collections"

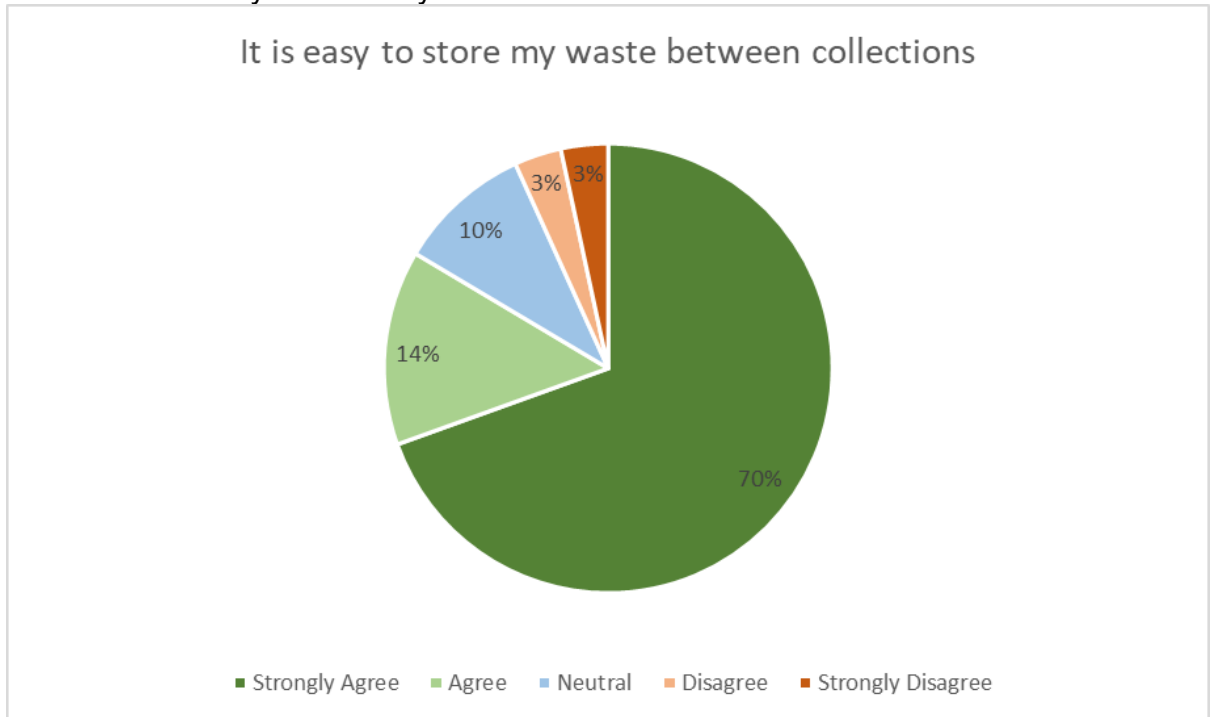


Chart 5: "I have enough space in my bins each week"

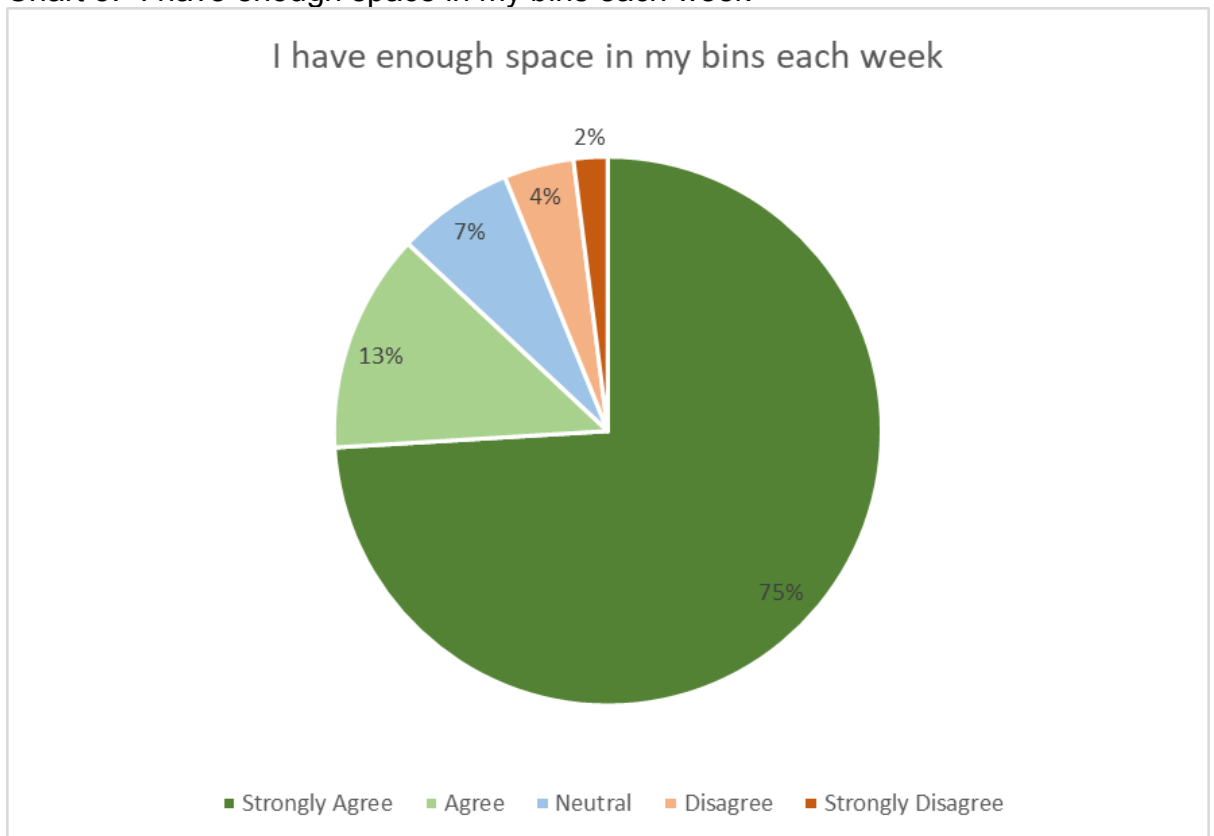


Chart 6: "I am happy with the service"

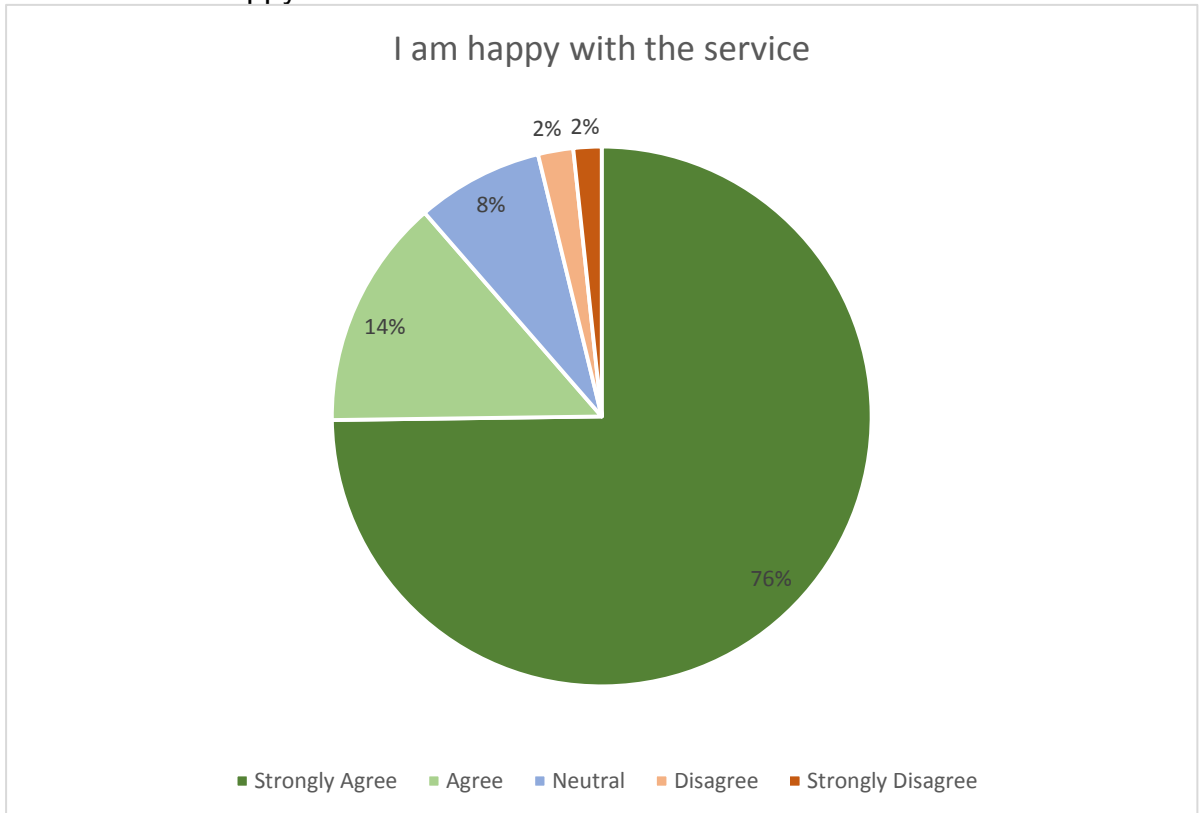
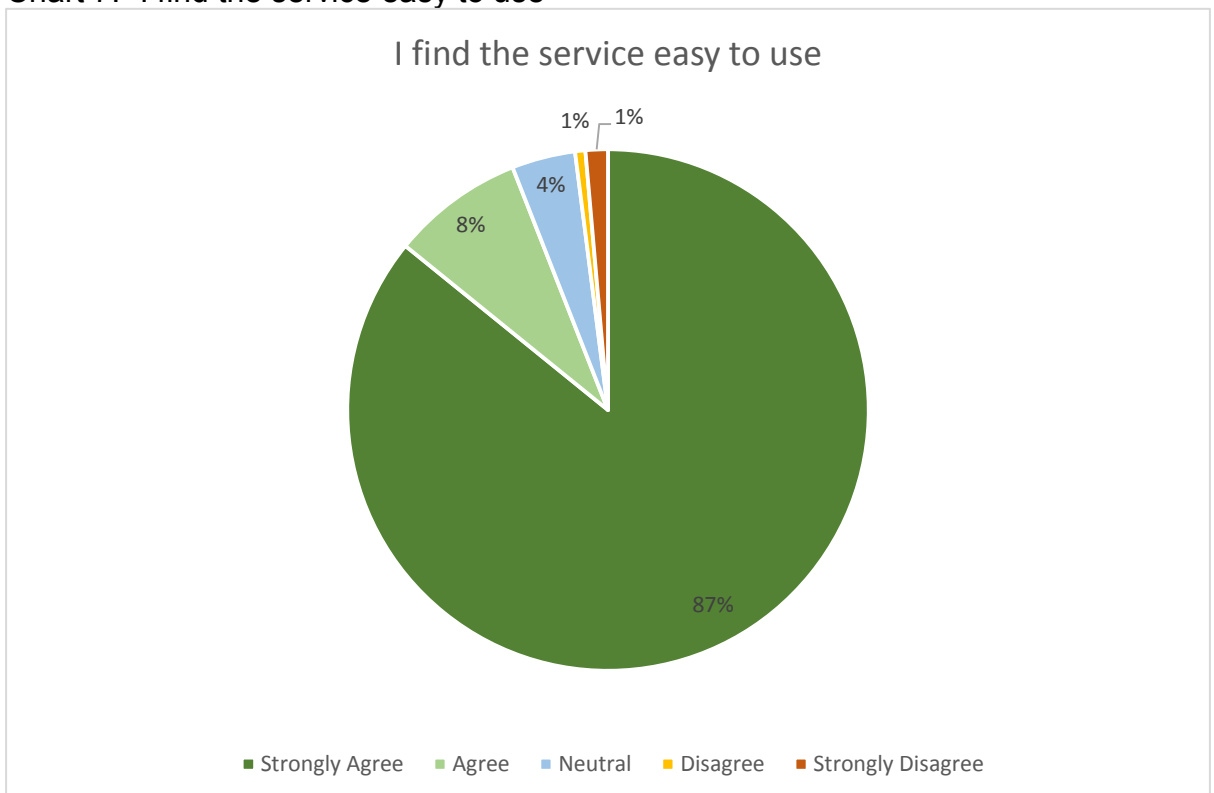


Chart 7: "I find the service easy to use"



13. The survey also asked residents to think about how important certain benefits of the prototype are and to rate these statements from 1-5 (1= strongly

disagree, 5=strongly agree). The results for each benefit is set out in the charts below:

Chart 8:

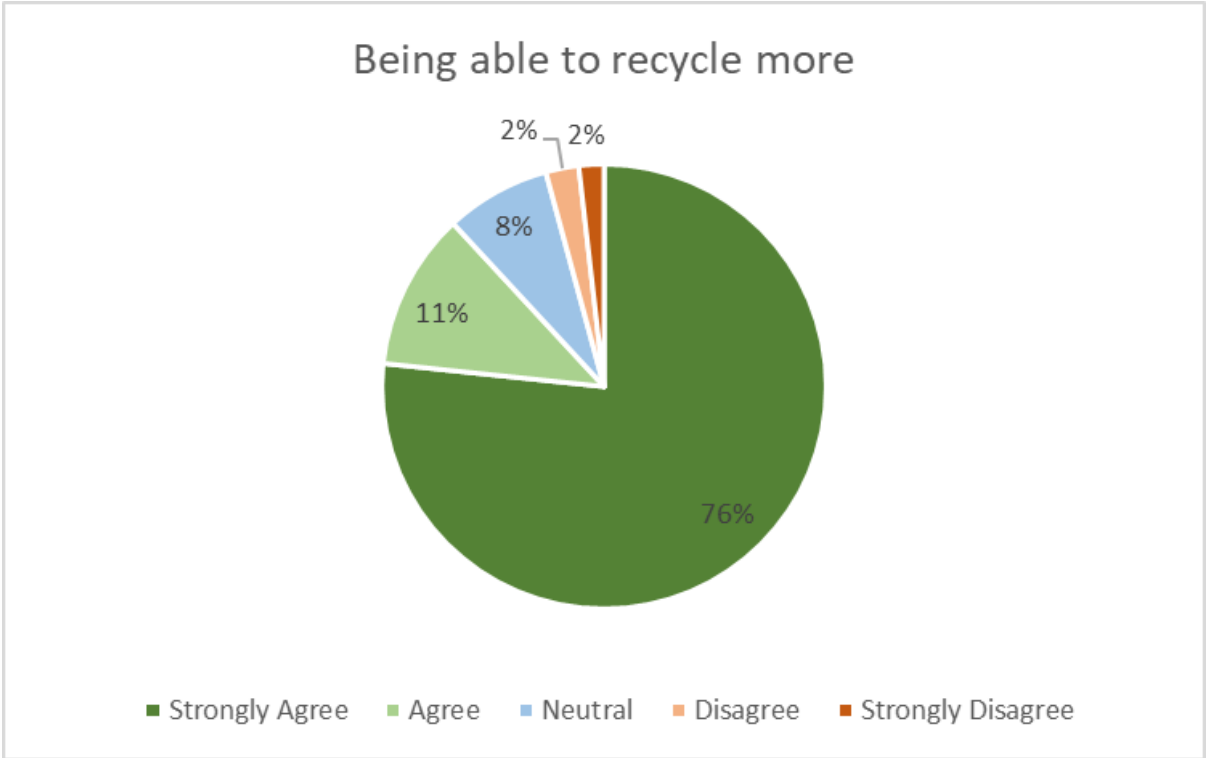


Chart 9:

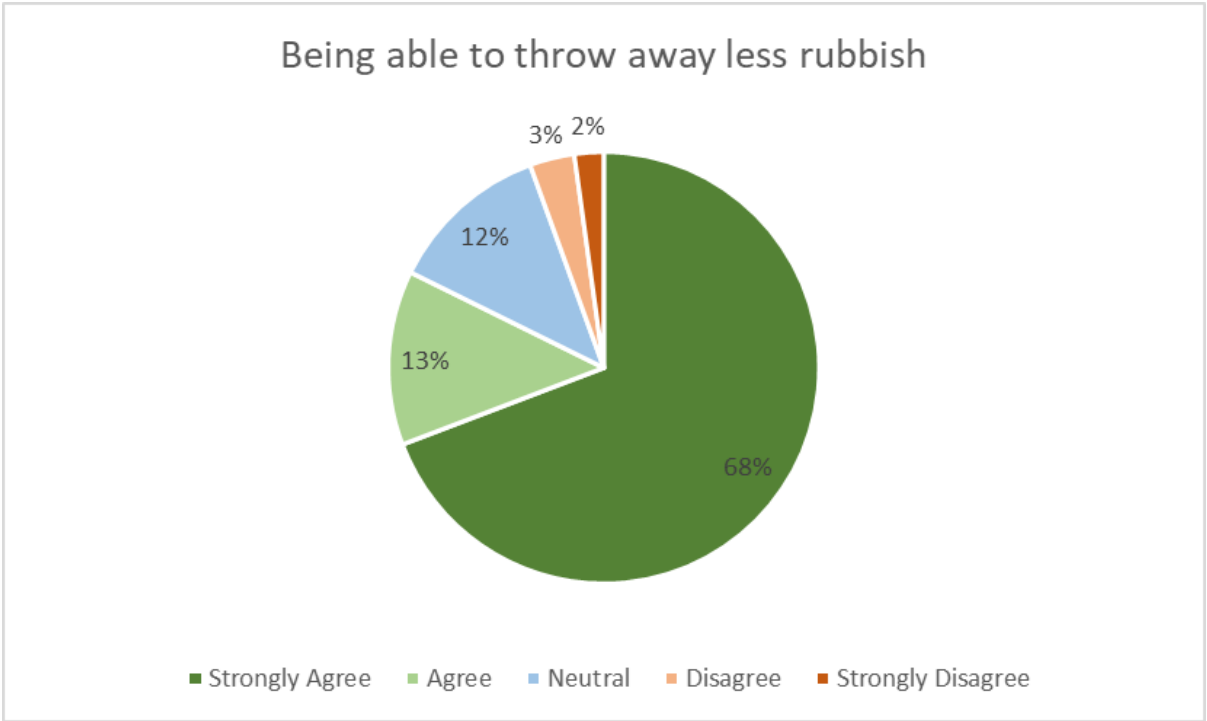


Chart 10:

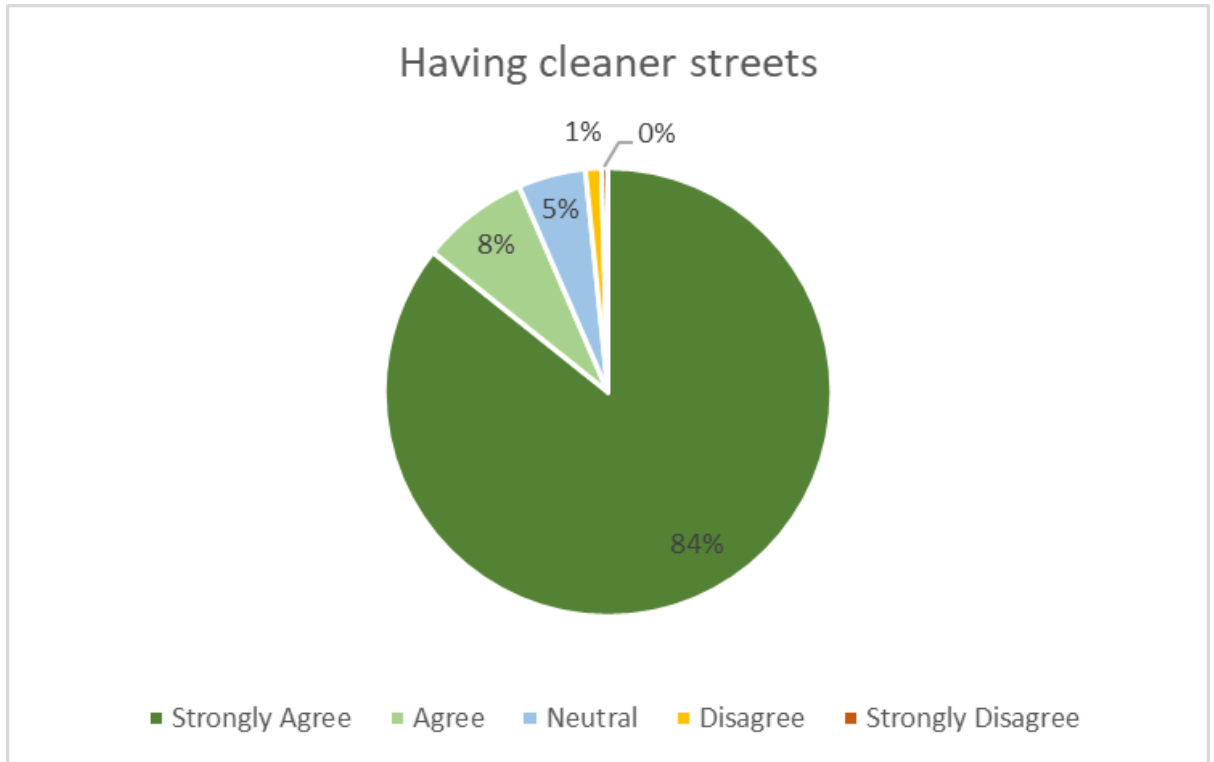


Chart 11:

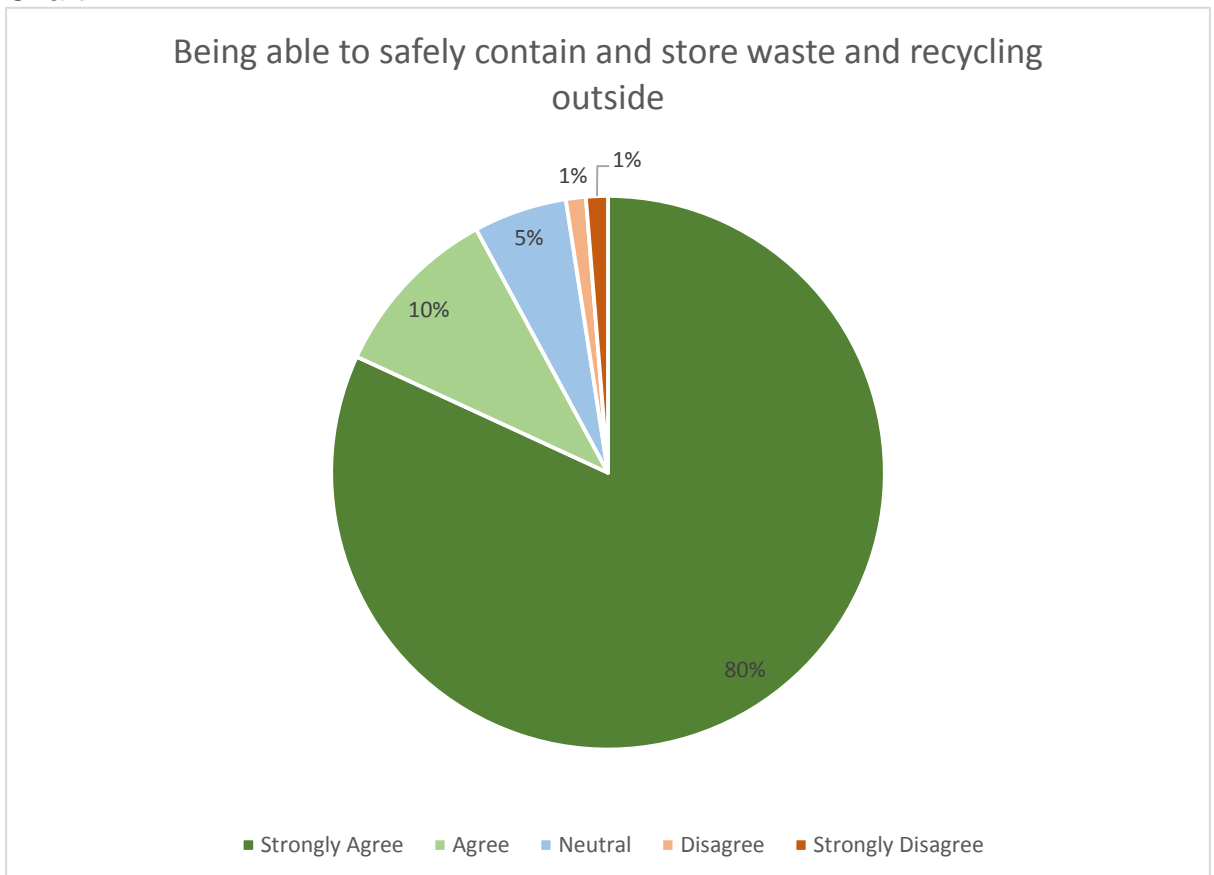


Chart 12:

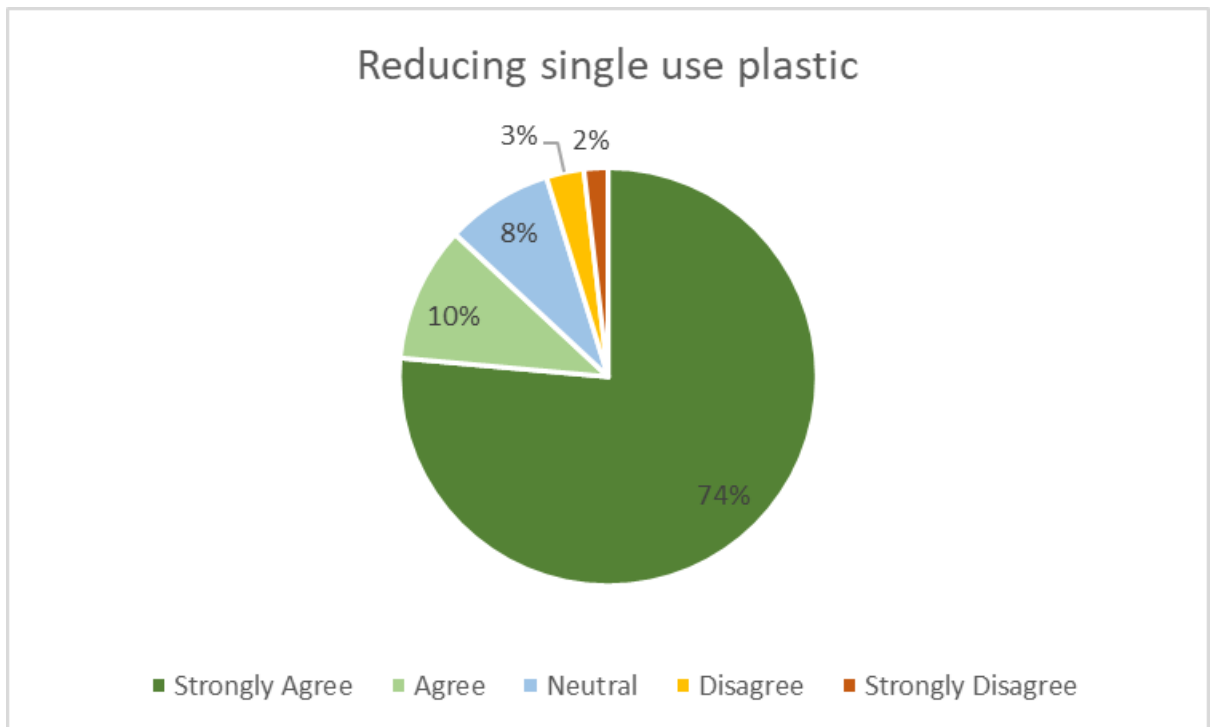


Chart 13:

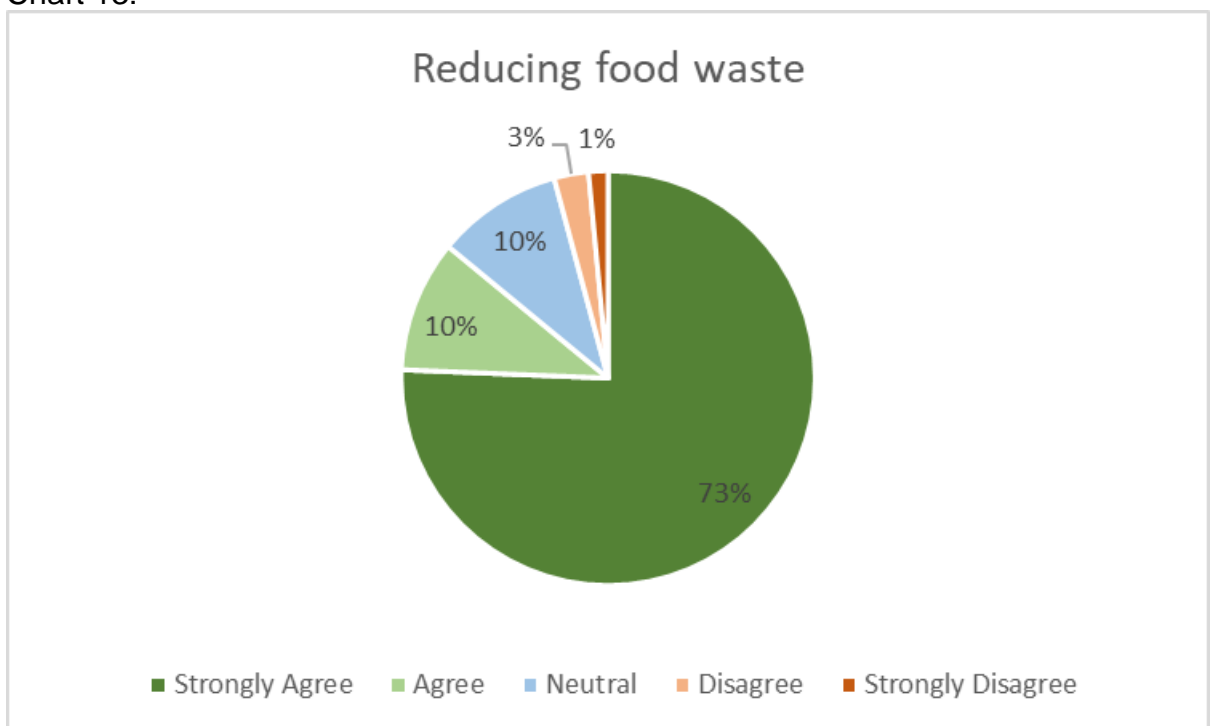
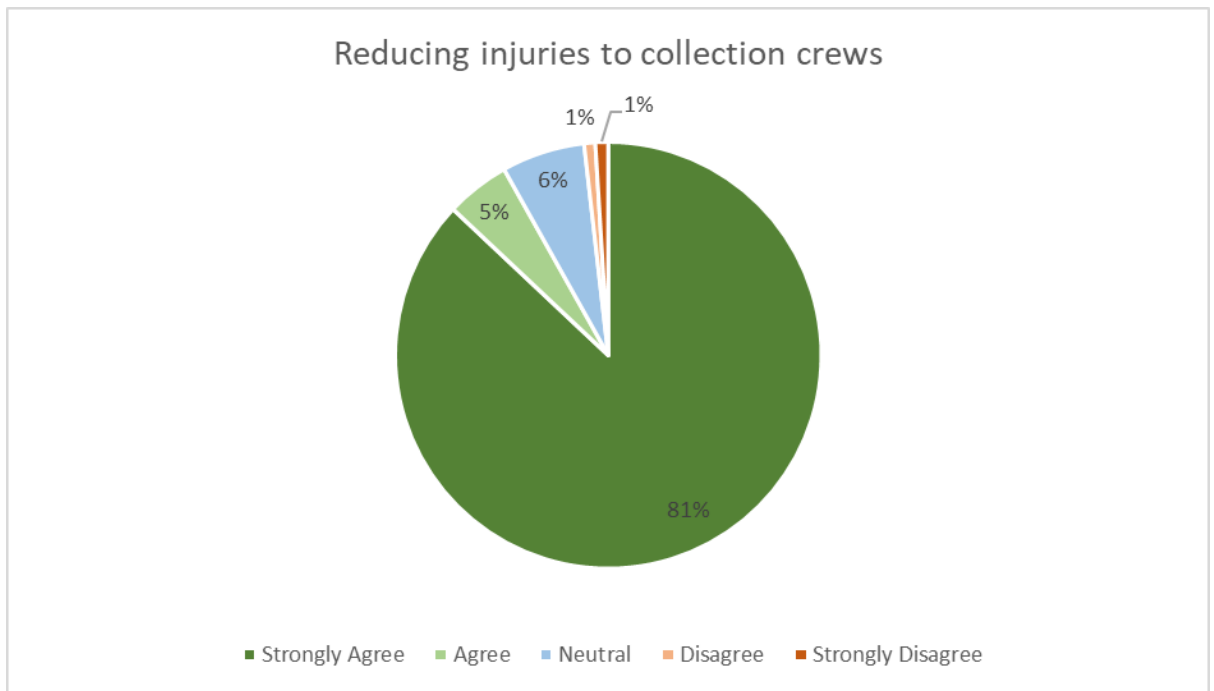
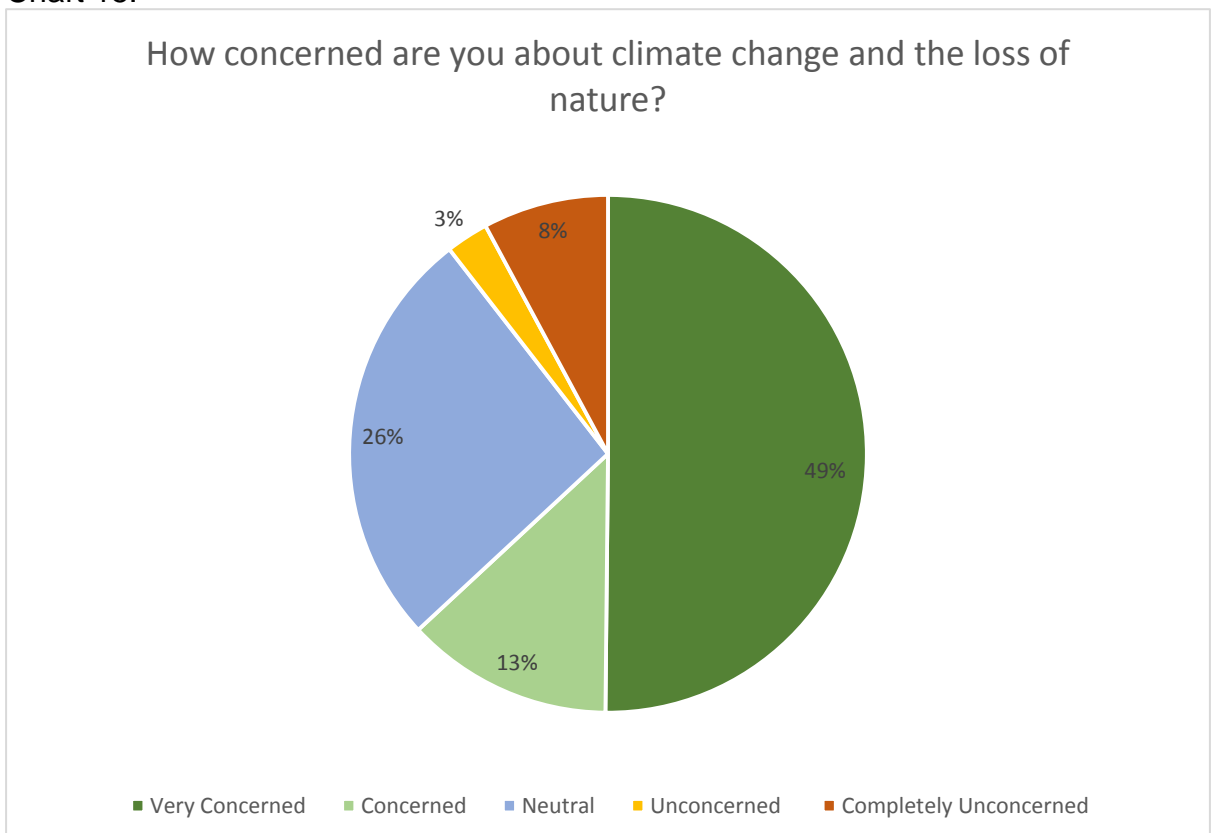


Chart 14:



14. The survey also asked residents “How concerned are you about climate change and the loss of nature?” and the results are set out in Chart 15 below.

Chart 15:



Further survey findings

15. Residents were asked about sharing bins. Approximately 16% of respondents said they currently choose to share containers with a neighbour and approximately one quarter would consider doing this in future.
16. Just under two thirds of respondents stated they would use a garden waste service if available.
17. When asked what, if anything, was difficult to use about the service, the majority of issues raised related to bins being returned to the right place or inconsistent service. As can be seen in Chart 7, only 2% of residents either disagreed or strongly disagreed that they found the service easy to use.

Next steps

18. Our new waste contract starts at the end of January 2023 and includes food waste collections as part of the core service to be introduced as well as options for wheeled bin collections and a garden waste service. We will work closely with residents and other stakeholders, e.g. landlords, housing associations, to look at the best ways to introduce food waste in properties with communal waste bins.
19. Officers are currently working on a Reduction and Recycling Plan, a document all London boroughs will provide to the Greater London Authority, to set out the borough's plans for reducing waste and recycling through to 2025.
20. Now that the survey work is complete, options will be reviewed for expanding the prototype service as well as options for introducing garden waste service. This will include careful consideration of suitability for containers and ongoing monitoring. This work will then be fed into the Reduction and Recycling Plan.