

# Policy and Oversight Board Agenda

**Monday 12 September 2022 at 7.00 pm  
Main Hall (1st Floor) - 3 Shortlands, Hammersmith, W6 8DA**

## MEMBERSHIP

Administration	Opposition
Councillor Lisa Homan (Chair) Councillor Jacolyn Daly Councillor Natalia Perez Councillor Helen Rowbottom Councillor Nikos Souslous Councillor Nicole Trehy Councillor Rory Vaughan	Councillor Victoria Brocklebank-Fowler

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[Watch the meeting live on YouTube](#)

**Members of the Public are welcome to attend but spaces are limited. To register for a place please contact Bathsheba.mall@lbhf.gov.uk. Seats will be allocated on a first come first serve basis. A loop system for hearing impairment is provided, along with disabled access to the building.**



**Shortlands**

3 Shortlands,  
Hammersmith,  
London W6 8DA

Closest Underground Station

Hammersmith

Closest Bus Stop

Latymer Court (Stop G)

date Issued:

02 September 2022

# Policy and Oversight Board Agenda

12 September 2022

*If you would like to email a question about item 4, Developing Our Digital Strategy\* please email [Bathsheba.mall@lbhf.gov.uk](mailto:Bathsheba.mall@lbhf.gov.uk) by 11 September.*

<u>Item</u>	<u>Pages</u>
1. Apologies for absence	

## 2. 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.

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 Standards Committee.

3. Minutes of the previous meeting	4 - 5
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To approve the minutes of the previous meeting held on 20 June 2022.

**4. Developing our digital inclusion strategy**

6 - 13

The Covid-19 pandemic accelerated the reliance for people to get online for work and pleasure, but it also accelerated and deepened the divide between digital have and have nots.

This item will support the co-production in public of the Council's developing Digital Inclusion Strategy, through the experiences and expertise of guests and residents.

Guest speakers and contributors have been invited to share their views on the following emerging themes:

- How can H&F work with residents, community and voluntary sector, local businesses and partners to tackle the digital divide? How can residents be supported to overcome barriers to digital exclusion?
- What does H&F already do well and what could we do better?
- Given the severe impacts of the Cost-of-Living on residents and businesses, how can our approach to digital inclusion help to drive financial inclusion – in terms of improving access to affordable credit, products, services, and support to help manage their personal finances?

**Guest speakers:**

- Lisa Howie, Landlord Success Manager, Community Fibre
- James Prowse, Regional Manager – Local Authorities, Hyperoptic
- David Strachan, Senior Business Development Manager, Hyperoptic
- Simi Ryatt, Chief Executive Officer, Citizens Advice H&F
- Catherine Tyson, Managing Consultant, Agilisys

**H&F contributors:**

- Veronica Barella, Chief Digital Officer
- Darren Persaud, REAP Programme Delivery & Support Manager
- David Issac, Co-production co-ordinator

**5. Policy and accountability committee Chair's Update**

14 - 19

This report covers the areas of work and reports considered by each of the policy and accountability committees, examining and exploring emerging themes in the context of the committee's individual work programmes.

**6. Work programme**

20 - 23

This report sets out the board's work programme for 2022/23.

**7. Date of next meeting**

Monday, 12 December 2022.

# Agenda Item 3

London Borough of Hammersmith & Fulham



## Policy Oversight Board Minutes

Monday 20 June 2022

### PRESENT

**Committee members:** Councillors Lisa Homan (Chair), Jacolyn Daly, Natalia Perez, Helen Rowbottom, Nikos Souslous, Nicole Trehy, Rory Vaughan and Victoria Brocklebank-Fowler

**Other Councillors:** None in attendance

**Officers:** Emily Hill, Matthew Sales

### 1. APPOINTMENT OF VICE CHAIR FOR 2022/23

Councillor Lisa Homan welcomed members to the first meeting of the committee. This presented a great opportunity to strategically develop and drive policy. The membership consisted of all the policy and accountability committee (PAC) chairs and would help feed into each cycle of the PACs.

Councillor Rory Vaughan was proposed by Councillor Natalia Perez and seconded by Councillor Jacolyn Daly.

### **RESOLVED**

That the Councillor Rory Vaughan be appointed as Vice-Chair for the municipal year 2022/23.

### 2. APOLOGIES FOR ABSENCE

None.

### 3. DECLARATION OF INTERESTS

None.

### 4. WORK PLANNING AND PRIORITISATION

Emily Hill and Matthew Sales presented the report which sets out the remit of the committee to develop key strategic cross cutting policies, to scope and prioritise work programme items for consideration at subsequent meetings. Emily Hill clarified that

the POB mirrored corporate scrutiny specifically to consider forward looking policy development.

Members explored what work items that could be included and the option of receiving a single sheet summary of their respective committees following each cycle of meetings. A list of various strategies and commissions were requested from officers to monitor how this aligned with the corporate plan. It was understood that work planning items would be considered by the committee in a draft work programme and members discussed items that could be submitted to the next meeting.

#### **ACTIONS:**

1. List of the various strategies and commissions that are current and those expected to be reviewed; and how this aligned with the corporate plan;
2. That strategic cross cutting themes be identified for inclusion in the long list of work items;
3. Digital inclusion to be identified as cross cutting theme and that this be included in the committee's work programme, particularly focusing on the post covid-19 recovery and how digital poverty had impacted on residents excluding more communities from digital resources;
4. Cost of living was an area of ongoing work that is currently being managed in different departments and a cross cutting theme, to be included in the work programme.
5. To review the timing of financial strategies and when these could be programmed into the PAC cycle.

#### **5. DATE OF FUTURE MEETINGS**

Monday, 12 September 2022.

Meeting started: 7pm  
Meeting ended: 7.17pm

Chair .....

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# Agenda Item 4

## London Borough of Hammersmith & Fulham

**Report to:** Policy and Oversight Board

**Date:** 12 September 2022

**Subject:** Developing our Digital Inclusion Strategy

**Report author:** Nicola Ellis, Assistant Director Resident Services, Veronica Barella, Chief Digital Officer

**Responsible Director:** Bram Kainth Strategic Director Environment  
Jon Pickstone Strategic Director Economy

**Cabinet Member:** Cllr Rowan Ree, Cabinet Member for Finance and Reform

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### Summary

This report provides information on the work to date to develop the Hammersmith and Fulham Digital Inclusion Strategy and gives information on ongoing digital inclusion activities. This responds to a request for an update report to be produced following the Board's most recent meeting

### Recommendation

**That Policy and Oversight Board note the content of this report and provide any comments to help shape and inform the development of the Digital Inclusion Strategy.**

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**Wards Affected:** All

### H&F Priorities

Our Priorities	Summary of how this report aligns to the H&F Priorities
Building shared prosperity	<i>Digital exclusion is linked to deprivation. Improving digital inclusion across the Borough will enable us to support our residents to increase opportunity to prosper.</i>
Creating a compassionate council	<i>Understanding difficulties and barriers our residents face in dealing with our services and gaining wider digital access where residents are experiencing their most difficult circumstances or have complex needs</i>
Doing things with local residents, not to them	<i>Learning from our residents' feedback enables us to ensure that we are delivering services that meet their</i>

	<i>needs. This strategy is being co-produced with our Digital Accessibility Group including resident representation.</i>
Being ruthlessly financially efficient	<i>Ensuring that the strategy and actions that result deliver value for money and positive outcomes for our residents and community. Providing residents with more efficient digital access to services frees up council resources for other priorities.</i>
Taking pride in H&F	<i>Promoting and supporting a Borough that is digitally inclusive.</i>
Rising to the challenge of the climate and ecological emergency	<i>Digital engagement supports the climate change agenda reducing reliance on paper and unnecessary journeys to complete transactions in person.</i>

## Background

1. The Covid-19 pandemic accelerated the reliance for people to get online for work and leisure, but it also accelerated and deepened the divide between digital have and have nots. During the closure of businesses and schools, online alternatives were offered but were unfortunately in many cases out of the reach of those individuals and families that lacked the ability to get online.
2. The London digital inclusion strategy paper defines digital exclusion for the purposes of the strategy as “*people who are unable to get online or who lack the basic literacy skills to make best use of the opportunities of being online. This includes regularity and range of use of the internet.*”<sup>1</sup>
3. The Mayor of London and London Recovery programme have a vision for “Every Londoner to have access to good connectivity, basic digital skills and the device or support they need to be online by 2025.”
4. Over the last two years H&F has supported local residents and businesses in many different ways, including providing laptops and devices for school children through the Tech4Kids crowdfunding initiative. H&F supported this directly by approving up to £300,000 of spending on laptops and support to be offset by charitable donations of money and devices, and Community Infrastructure Levy funding.
5. The issues faced by our residents during the Pandemic, and now in the cost of living crisis, reinforce the importance of identifying the problems surrounding

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<sup>1</sup> A Digital Inclusion Strategy for London,  
[https://www.london.gov.uk/sites/default/files/a\\_digital\\_inclusion\\_strategy\\_for\\_london.pdf](https://www.london.gov.uk/sites/default/files/a_digital_inclusion_strategy_for_london.pdf)

digital inclusion and ways to break down the barriers to online access. The Digital Inclusion Strategy gives the council an opportunity to set out what we have learnt and the steps we are taking to mount an orchestrated response across all our services. As an authority we will not be able to meet all the untapped demand, so harnessing the support of our partners, the voluntary sector, third parties, local businesses, and the community itself will be an essential element of the Strategy.

## **H&F's proposed Digital Inclusion Vision and Mission statement**

6. By 2025, Hammersmith & Fulham shall be a more digitally inclusive borough; a place where residents have the digital skills, access, and support necessary to help fulfil aspirations.

## **Proposed objectives of the H&F Digital inclusion strategy**

7. The business collaboration has resulted in an agreed set of objectives upon which the H&F Digital inclusion strategy should be built:
  - Digital public services need to be accessible, reliable, and designed around the needs of the user
  - Staff can effectively understand the digital needs of service users
  - The borough has world-class digital infrastructure necessary for the prosperity of economy and the growth of local employment opportunities
  - All residents have the opportunity to gain the digital skills, knowledge, and access to thrive in education, work or socially in the borough
  - None of our residents are disadvantaged by the lack of digital awareness, skills, or access to equipment
  - Using data in an insightful way to design better interventions and prevent escalation and negative outcomes
  - H&F has created and is helping to orchestrate an ecosystem with our partners and businesses in the borough that continue to improve and deliver digital inclusivity when or wherever is needed

## **Work on developing the Hammersmith and Fulham Digital Inclusion Strategy to date**

8. Since September 2021, we have worked in partnership with Agilisys (a Hammersmith based company that support transformation in the public sector) to begin work on a draft Digital Inclusion Strategy. We have engaged and collaborated with all internal departments through face-to-face interviews, workshops, and investigations to understand the digital inclusion departmental journeys, challenges, priorities and expected outcomes. In addition, Agilisys reached-out to numerous third-party organisations to get their views on our approach to digital inclusion and their potential role in the external ecosystem. We are now working with our Digital Accessibility Group to co-produce the strategy, and aim to complete this work over the next few months.

## **Actions to date:**

Activity	Date	Status
Digital Inclusion maturity assessments circulated	November 2021	Complete
Digital Inclusion Intro & requirements workshop #1	December 2021	Complete
Digital Inclusion Intro & requirements workshop #2	January 2022	Complete
Departmental interviews & engagement	December 21 to April 22	Complete
Departmental playback of requirements captured	February 2022 (As Req'd)	Complete
Evaluation workshop (Dept Leads) – Prioritisation session based on agreed requirements	February 2022	Complete
Draft Digital Inclusion strategy produced	April 2022	Complete
Start Digital Accessibility Group Co-production activities	June 2022	Started
DAG Digital Inclusion Strategy agreed	TBC	Open
Departmental action plans agreed	TBC	Open

## **Co-production of the Digital Inclusion Strategy**

9. A Digital Accessibility Group comprising of 11 residents (of different ages, backgrounds, and abilities) and 11 council officers across five departments was set-up in May 2022. The group meet monthly, with three meetings held so far.
10. One of the key focuses of the group is to shape, influence and co-produce the council's Digital Inclusion Strategy, which will be done in three phases. Work is currently ongoing on the first phase and the aim is to complete this in September. The workplan and timescales for the future phases are to be confirmed with DAG following completion of phase one.

### Phase one:

- Identify the Barriers to Digital Inclusion.
- Examine the current provision of Services within the Borough.
- Discover possible solutions to overcome the barriers that exist, and support and expand the current provision where needed.

### Phase two:

- Work with council departments and 3rd sector organisations to produce a working plan to implement the changes needed to meet the council's vision of a digitally inclusive borough.
- Create a network of trainers, Digital Champions, devices, and infrastructure needed to support council's vision.
- Create a management system to oversee services and combine resources.

Phase three:

- Engage with all relevant groups/stakeholders.
- Evaluate options and priorities.
- Form final Strategy.

11. The groups work on phase one to date has identified potential barriers that they are considering and evaluating solutions for.

## **Where are we now**

12. There are currently approximately twenty digital inclusion projects mobilised across the council. All projects are aligned to the proposed priorities of the overall strategy in development. We are confident that the work undertaken aligns to external areas of focus and priorities identified at a Pan-London and national level for digital inclusivity.

### Devices

13. We aim for our residents to be able to access digital services either through their own devices or by using free-to-use public devices. Schemes are in place to provide laptops, tablets, wi-fi dongles and SIMs to those most in need. In February 2021 Digital Services and Children's Services teamed up with charities United in H&F and ReadyTechGo to kick off a crowdfunding campaign to raise funds for devices to help digital disadvantaged children in H&F. With the help of schools, students in need were identified and 700 Chromebooks were purchased to help those struggling (and their families) get online.

### Connectivity

14. We continue to improve connectivity in the borough by working in partnership with West London Alliance and other partners to improve the provision of fibre, broadband and 5G technologies.

### Data

15. We collect, store, analyse and use data about our residents to improve and target our services. Data is held and controlled securely, and we work collaboratively with our partners to share data to improve service provision and integrate where possible. The council is considering ways to better collect and utilise data, to provide services more efficiently and better understand residents' needs.

### Skillsets

16. We aim for our residents to have the appropriate skills to enable them to access services online. We continue to improve our knowledge about the demographic and groups that require additional support or tailored services, and we are putting the appropriate measures in place to accommodate them.

## Climate & Ecological engagement and Leadership

17. There is a need, now more than ever, to address the climate emergency that is with us. Fortunately, digital technologies have the potential to reduce CO2 emissions directly and indirectly for example, by reducing the need to travel to access services and engage with service providers.

### Developing our digital ecosystem

18. The council will build on its work bringing local charities, businesses and the community together to devise services to children without online access through the Tech4Kids programme. We will improve the support network that will help us become a digitally inclusive council and help us deliver on digital needs.

### Pan-London and the ecosystem strategy alignment

19. Our Digital Inclusion Strategy will be forward-looking and account for the needs of our residents and businesses with a pan-London perspective. The Greater London Assembly (GLA) strategy provides a pan-London framework and strategy that defines the themes, programmes and expected outcomes that need to be delivered.

20. There are also other areas of work and collaboration that will help us apply a wider lens, such as the work taking place through the London office of technology & innovation (LOTI) and its members.

21. We can create opportunities by building an ecosystem of our stakeholders, partners, businesses, charities, and the voluntary sector that will collaborate to deliver local initiatives that meet the digital needs of our residents and businesses. Instead of concentrating on individual service delivery, adopting an ecosystem mindset moves the focus towards how each party can bring value to others and the borough.

22. The role of the council could then be seen as the ecosystem incubator or orchestrator, connecting the various organisations and creating shared value throughout the borough.

## **Current Digital Access to Hammersmith and Fulham Services**

23. Hammersmith and Fulham Council currently offers access to a number of services through digital channels, and is looking at increasing this further. For the majority of our residents this improves access and increases convenience and efficiency.

24. However, this is not currently the case for all, so unlike some transformation programmes elsewhere, our programmes do not seek to close off other channels such as telephone or face to face. Programmes like the Residents Experience and Access Programme (REAP) and Housing Transformation programme will free up resources in these areas to enable us to focus on residents that are not

digitally enabled. This is why work to develop our digital inclusion strategy are integral parts of these programmes.

25. REAP is a significant programme of digital transformation. It will change the way residents interact with many council Services. It aims to bring more council services online so residents have the option to self-serve from initial contact to fulfilment and remove internal silos by tracking a resident's interaction with different departments and services.
26. In addition, this will ensure those who require an assisted service (who cannot self-serve) will still have access over the phone and face to face. It is important to emphasise that REAP will not just shift all services online and remove other methods of interaction. The goal is to provide higher quality choices and nudge people into using easier, lower cost methods where these are appropriate.
27. Currently, a resident can access several services online via their 'My Account' - a portal through which residents can report issues, make applications, pay for services, make bookings and track progress on all requests. REAP will include developing an improved and more consistent approach to identity and address verification so that this only needs to be done once.
28. As well as being able to directly access the above services via 'My Account', Residents are also able to:
  1. Report It – Residents or visitors to the borough can use either Love Clean Streets or relevant online forms to report an on-street issue (fly-tip, graffiti, abandoned vehicles, highways, etc.), waste and recycling concerns (missed bins, broken bins, etc.), noise nuisance, trading standards, etc. On average, 3000 reports are made per month.
  2. Library Account allows residents to join their library, renew online as well as a vast array of library services.
  3. Sports and Parks – residents can book a sports pitch / park online and manage their booking.
  4. School Admissions – online school applications for Primary and Secondary schools in the borough.
  5. Planning Application – planning searches, building control search, licensing search, as well as applying for these services.
  6. Visitors Parking Permit sessions (via Ringo).
  7. Registrars – book online to register a birth, death, marriage.
  8. Pay for certain services
29. There are also over 100 other online forms, which allow residents to access a range of services, e.g. licensing, anti-social behaviour, pest control, etc. but all of these services are also available through other means with assisted service from officers.
30. While there are opportunities for residents to engage with us digitally across our organisation, we are not yet sufficiently capturing data to measure this activity in a centrally coordinated manner across all services. One of the aims in the digital inclusion strategy should be to ensure we understand and measure progress.

31. As part of REAP we are looking at the breakdown of contacts across different channels and also beginning to collect data on why our residents that contact us by phone are not able to access our services digitally. This data will be valuable in informing our strategy going forward and the barriers that residents face.

### **Digital Inclusion and the Cost of Living Crisis**

32. As the pandemic highlighted the digital divide and had a more significant impact on those which are digitally excluded, the current cost of living crisis has the potential to further increase that divide. In developing the council's response to this crisis, it is important that the council considers this in the actions it takes. As this response develops, this is a key consideration by the Cost of Living Board to ensure that we are supporting those that are digitally excluded throughout this crisis.

# Agenda Item 5

LONDON BOROUGH OF HAMMERSMITH & FULHAM

**Report to:** Policy and Oversight Board

**Date:** 12/09/2022

**Subject:** Policy and Accountability Chair's Summary Update

**Report author:** Bathsheba Mall, Committee Coordinator

**Responsible Director:** David Tatlow, Director of Corporate Resources

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## SUMMARY

This report covers the areas of work and reports considered by each of the Policy and Accountability Committees, examining and exploring emerging themes in the context of the committees' individual work programmes.

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## RECOMMENDATIONS

1. To note the updates of the Policy and Accountability Committees and discuss any areas of collaboration.
  2. To agree that any requests for Task and Finish Groups from the Policy and Accountability Committees should be considered and approved by the Policy and Oversight Board.
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**Wards Affected:** None.

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Our Values	Summary of how this report aligns to the H&F Values
Doing things with local residents, not to them	The Policy and Accountability Committees aim to amplify the voices and concerns of residents and to give them a mechanism to comment on, participate in, and determine Council policy.
Being ruthlessly financially efficient	The Policy and Accountability Committees were set up to hold the administration to account and scrutinise decisions in the interest of residents.

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## Background Papers Used in Preparing This Report

None.

## **PROPOSALS**

### **Coordination and approval of Task and Finish Groups**

1. It is recommended that any requests for Task and Finish Groups from the Policy and Accountability Committees be considered and approved by the Policy and Oversight Board to ensure the Council has the necessary level of resources available to support them through to their conclusion.

## **POLICY AND ACCOUNTABILITY COMMITTEE UPDATES**

### **Children and Education Policy and Accountability Committee**

2. The Committee considered the following topics at its first meeting on 19 July 2022:
  - Youth Voice Update – July 2022
  - Ofsted Focused Visit – January 2022
  - Summer in the City – Summer Activities for Children and Young People
3. The Committee asked to be kept up to date on the development of the Youth Council's manifesto and implementation plan. While discussing the Ofsted visit, the Committee recommended that officers worked with the Business Intelligence team to develop predictive modelling to support recruitment and caseload management. The Summer in the City programme was commended and there was a recommendation that officers sought corporate sponsorship so that some of the activities could be offered throughout the year.

#### **Work programme**

21 November 2022 – To be agreed

24 January 2022 – Corporate and departmental medium term financial strategy

### **Climate Change and Ecology Policy and Accountability Committee**

4. Due to report scheduling issues the meeting originally scheduled to take place in July meeting was postponed to 14 September 2022.

#### **Work programme**

14 September 2022 – draft agenda:

- H&F 2030: Climate and Ecology Strategy
- Positive Actions to Date
- Top Priorities

29 November 2022 – To be agreed

### **Health and Adult Social Care Policy and Accountability Committee**

5. The committee considered the following items at it's meeting on 20 July 2022:
  - Public Health Update (standing item)

- NWL ICS Update On Community– Based Specialist Palliative Care Services Improvement Programme
  - Safeguarding Adults Board Annual Report 2020-21
  - Healthwatch annual report 2020-21 (deferred)
6. Council activities on both monkey pox and Covid 19 recognised the need for swift and responsive mobilisation of support services. In this context, the committee will be exploring how the heatwave has affected the borough, what has been done to mitigate, and invite the emergency planning team to explore how residents can prepare themselves better to deal with extreme heatwaves in future. End of life and specialist care service provision in North West London is currently being reviewed and early engagement with local communities had allowed the NHS borough team to work closely with lay partners and stakeholders such as HaFSQN to help design engagement materials. The committee are keen to both support the engagement and contribute to any future consultation.

#### **Areas of potential collaboration / cross-over with other PACs**

- The cost-of-living crisis – The impacts on the borough and actions the Council and partners could take to mitigate them – potential for excess deaths linked to fuel and cost of living.
- Rough sleepers / homelessness – health inequalities linked to poor or inaccessible housing

#### **Work programme**

16 November 2022:

- Public Health
- NWL ICS Update on Community-Based Specialist Palliative Care Services Improvement Programme – Model of Care Working Group review of data
- Eye services

25 January 2023:

- Public Health
- Corporate and departmental medium term financial strategy

Future items:

- Immunisation and vaccination
- Children and young people – mental health and wellbeing
- West London Trust – provision of North West London mental health services
- Dentistry services

#### **Housing and Homelessness Policy and Accountability Committee**

7. The Committee considered the following items at its first meeting on 18 July:
- Housing Repairs Briefing
  - Rough Sleeping, Homelessness Prevention and Temporary Accommodation

8. The Committee requested a detailed report on the housing repairs service including an update on the capital programme, details of the housing pipeline, and plans to spend £600m to improve housing in the borough. The Committee also requested a report on income maximisation and financial inclusion – and following a discussion on daytime activities for residents in St Mungo hostels, members requested a review of the first 6 months of the collaboration pilot began in November.

#### **Areas of potential collaboration / cross-over with other PACs**

- Financial and digital inclusion
- The cost-of-living crisis – The impacts on the borough and actions the Council and partners could take to mitigate them

#### **Work programme**

14 November – draft agenda:

- Housing Repairs
- St Mungos collaboration pilot – 6 month review

23 January 2023:

- Corporate and departmental medium term financial strategy

Future items:

- Income maximisation and financial inclusion
- Licensing scheme for private rented sector
- Greening Council Homes

### **Social Inclusion and Community Safety Policy and Accountability Committee**

9. The Committee considered the following items at its first meeting on 18 July 2022:
  - Refugee Update
  - Local Enforcement Team
10. The Committee welcomed that the council is seeking formal designation as a borough of sanctuary for refugees and asylum seekers, and that the council continues to lobby against the government's inhumane proposals to send asylum seekers to Rwanda, advocating for open, safe routes for asylum seekers. The Committee will have a themed standing item on Local Enforcement Team given the varied range of it's remit and positive impact on resident wellbeing and safety.

#### **Areas of potential collaboration / cross-over with other PACs**

- Cost of living, in the context of community safety. There was a clear link to increased crime during economic uncertainty. It would be helpful to include the perspective of different community groups and communities.
- Development of a Food Strategy
- Digital inclusion, looking into what the Council is doing both internally and with outside partners. Similarly, looking into what is happening more generally in the borough and how the Council can help.

## **Work Programme**

22 November 2022:

- Local Enforcement Team Update
- Violence Against Women and Girls, to coincide with the 16 Days of Activism against Gender-Based Violence campaign
- Gang violence and the exploitation unit. The Gangs Unit had been established for two years and would be a complementary item to the VAWG piece.

24 January 2023:

- Local Enforcement Team Update
- Corporate and departmental medium term financial strategy

Future items:

- Look into the Council's procurement strategy and whether it funds goods produced using modern slavery.
- To work with residents to put on more neighbourhood events, whether regular or as a one-off. Invite people from the Better Brackenbury project to tell us about their work and how the model can be replicated.
- Monitor the creation of a new Community Engagement Strategy – in consultation with the Cabinet Member.

## **The Economy, Arts, Sports, and Public Realm Policy and Accountability Committee**

11. The Committee considered the following items at its first meeting on 27 July 2022:
  - The Challenges and Priorities for the Economy
  - The Challenges and Priorities for the Public Realm
12. In terms of the local economy, the Committee considered the key challenges and priorities for delivering the Council's ambition to transform H&F into a Global Economic Hotspot and the economic challenges and opportunities that the Authority is responding to, including the impact of the recent pandemic and current high level of inflation. A key point was that the work within The Economy department was cross cutting and should link with priorities identified across the council. Key challenges and priorities for the public realm offered opportunities for cross cutting themes that could be considered with other committees.

### **Areas of potential collaboration / cross-over with other PACs**

- Street environment – Impact of the built environment linked to rough sleeping, community safety, health inequalities
- Cost of living – non-payment of rates, non-payment / withdrawal from council services, voids, potential impact on council revenue

### **Work programme**

28 November 2022:

- Waste and recycling

1 February 2023:

- Corporate and departmental medium term financial strategy

Future Items:

- The cost of fly tipping within the borough and the balancing act between prevention and reaction / response to the issue.
- The importance of managing parks and green spaces (given the paucity of private gardens) and the opportunities to improve the borough's Green Flag status.
- Street work inspections, its impact on residents and importance of publicising these works.
- Waste and recycling and the ways in which this could be improved.

## **LIST OF APPENDICES**

None.

# Agenda Item 6

## London Borough of Hammersmith & Fulham

**Report to:** Health, Inclusion and Social Care Policy & Accountability Committee

**Date:** 12/09/2022

**Subject:** Work Programme

**Report of:** David Abbott, Head of Governance

**Responsible Director:** David Taplow, Director of Resources

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### Summary

The Committee is asked to consider its work programme for the municipal year 2022/23

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### Recommendations

The Committee is asked to consider the proposed draft work programme (attached as Appendix 1) and suggest further items for consideration.

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**Wards Affected:** All

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### H&F Priorities

Our Priorities	Summary of how this report aligns to the H&F Priorities
• Building shared prosperity	<i>In accordance with its constitutional terms of reference the work of the Committee will support the Council's priorities by helping to develop, shape and deliver health and social care services for the benefit of all borough residents.</i>
• Creating a compassionate council	
• Doing things with local residents, not to them	
• Being ruthlessly financially efficient	<i>The Work Programme comprises of health and social care topics, ensuring an inclusive agenda of emerging and strategic policy areas.</i>
• Taking pride in H&F	

**Contact Officer:**

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**Background Papers Used in Preparing This Report**

None.

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**List of Appendices:**

Committee Work Programme 2022/23

## Policy and Oversight Board – Draft Work Programme

Item / working title	Overview / Development	Report Author / service
<b>20 June 2022</b>		
Work Planning and Prioritisation	This report provides best practice guidance to support the Policy Unit and Oversight Board in developing a prioritised work programme for 2022/23.	Assistant Director of Programmes and Assurance
<b>12 September 2022</b>		
PAC updates	Standing item to receive cyclical summary regarding the work of each of the PACs.	Head of Governance
Digital Inclusion Strategy	To examine the provision of measures to ensure that residents are digitally included. How can the council work with local organisations to address the digital divide and better support residents in overcoming barriers to digital exclusion.	Chief Digital Officer, IT Services
<b>12 December 2022</b>		
PAC updates	Standing item to receive cyclical summary regarding the work of each of the PACs.	Head of Governance
Digital Inclusion Strategy	Digital Inclusion strategy – update to include co-production work	Chief Digital Officer, IT Services
Cost of Living	Substantive item - to explore the activities and support provided across the council to help residents who are struggling with the increased cost of living.	Lead officer TBC
<b>Tuesday, 21 February 2023 (Date to be adjusted or additional meeting to be arranged)</b>		
PAC updates	Standing item to receive cyclical summary regarding the work of each of the PACs.	Head of Governance
Council Budget Scrutiny	Medium Term Financial Strategy 2023 Reserves Strategy and Action Plan Housing Revenue Account	Director of Finance

**Tuesday, 21 March 2023**

PAC updates	Standing item to receive cyclical summary regarding the work of each of the PACs Substantive item to be confirmed.	Head of Governance