

# Policy and Oversight Board Agenda

Tuesday 20 June 2023 at 7.00 pm

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

Watch live on YouTube: [youtube.com/hammersmithandfulham](https://youtube.com/hammersmithandfulham)

## MEMBERSHIP

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

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Members of the public are welcome to attend but spaces are limited. To register for a place please contact [David.Abbott@lbhf.gov.uk](mailto:David.Abbott@lbhf.gov.uk). The building has disabled access.

Date Issued: 12 June 2023  
Date Updated: 15 June 2023

# Policy and Oversight Board

## Agenda

*If you would like to ask a question about any of the items on the agenda please email [David.Abbott@lbhf.gov.uk](mailto:David.Abbott@lbhf.gov.uk) by: 18 June 2023*

<u>Item</u>	<u>Pages</u>
<b>1. APOLOGIES FOR ABSENCE</b>	
<b>2. DECLARATIONS OF INTERESTS</b>  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 Standards Committee.	
<b>3. MINUTES OF THE PREVIOUS MEETING</b>  To approve the minutes of the previous meeting as an accurate record and note any outstanding actions.	4 - 11
<b>4. UPDATE ON CO-PRODUCTION FOLLOWING THE DISABLED PEOPLE'S COMMISSION REPORT</b>  This report provides an update on the Council's co-production activity alongside a report on action following the recommendations of the Disabled People's Commission.	12 - 28
<b>5. INTRODUCTION OF VOTER ID REQUIREMENTS</b>  This report outlines the Council's operational response to requirements in the Elections Act 2022 for voters to provide photo identification in polling stations.	29 - 42  Updated on 15 June 2023

## **6. FORWARD PLAN**

43 - 46

This report reviews the forward plan of the Policy and Oversight Board in 2023/24 and seeks Members views on any further key strategic issues within its remit to programme for consideration in 2023/24.

## **7. DATES OF FUTURE MEETINGS**

To note the following dates of future meetings:

- 11 Sep 2023
- 11 Dec 2023
- 23 Jan 2024
- 29 Apr 2024

# Agenda Item 3

London Borough of Hammersmith & Fulham

## Policy and Oversight Board Minutes



**Monday 24 April 2023**

### **PRESENT**

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

### **Officers**

Sukvinder Kalsi (Director of Finance)  
Matthew Sales (Assistant Director, Programmes, Assurance and Analytics)  
Mary Lamont (Assistant Director, People & Talent)  
Joanna Howe (Business Intelligence Manager)  
David Abbott (Head of Governance)

### **Guests**

Asiya Mohamud (Resourcing and Data Analyst)  
Olivia Finlay (Learning and Talent Advisor)

### **1. APOLOGIES FOR ABSENCE**

There were no apologies for absence.

### **2. DECLARATIONS OF INTERESTS**

There were no declarations of interest.

### **3. MINUTES OF THE PREVIOUS MEETING**

The minutes of the meeting held on 24 January 2023 were agreed as an accurate record.

#### **4. OUR COMMITMENT TO INCLUSIVE RECRUITMENT, INTERNAL DEVELOPMENT AND PROGRESSION AND RETENTION OF KEY SKILLS**

Mary Lamont (Assistant Director, People & Talent) introduced the report which provided an update on the Council's commitment to embedding an inclusive culture in terms of recruitment, internal development, progression and retention of key skills.

Asiya Mohamud (Resourcing and Data Analyst) and Olivia Finlay (Learning and Talent Advisor) addressed the meeting to speak about their experiences of the Council's apprenticeship programme.

The Chair noted that questions on staffing came up at the last meeting and so it was useful to explore the current situation and hear about the challenges around recruitment and retention. She said the Council wanted to ensure it had a healthy culture to get best from staff, in service of residents.

Councillor Helen Rowbottom asked how the Council planned to bring in new staff and leaders for the coming decades. Mary Lamont said H&F was continuously developing innovative options and solutions around attraction and retention in a competitive marketplace and that the Council was working with many partners including London Councils to promote the exciting, diverse range of services the Council offered. She noted that some of the best ambassadors for the Council were apprentices like Asiya and Olivia.

Councillor Rowbottom asked how the Council was approaching recruitment for hard to fill posts and if it was working with educational institutions. Mary Lamont said the Council was collaborating with local education establishments and universities to create targeted campaigns for hard to fill roles.

Councillor Jacolyn Daly asked if the embedding of the Get Ahead programme and other culture change initiatives was equal across all departments. Mary Lamont said that officers were continuously analysing data to understand if and where there may be discrepancies and the Council was progressing actions to promote and ensure a fair and equitable offer across the board.

Councillor Rory Vaughan asked what the equalities, diversity and inclusion data looked like at different pay scales and at senior management level. Mary Lamont advised that the Council had recently published its pay gap reports which include gender, ethnicity and disability. The Council's race equality leads had also been speaking to staff about their experiences. She said, cumulatively the Council was doing well, but there were still gaps at some levels and the action plan that sits behind the pay gap report would help the Council to reduce those gaps going forward.

Councillor Vaughan asked if working from home had impacted retention rates. Mary Lamont said staff turnover went down to 10.6 percent during Covid, then in the following period it rose to 15.8 percent, however since then it had settled back to 11.3 percent. The Council's approach to hybrid working appeared to have had a positive impact on retention rates.

Councillor Natalia Perez asked for more information about the accreditations, mentioned on page 18 of the agenda pack, that promoted inclusive recruitment and retention strategies. Mary Lamont said the Council was selective about which charters and accreditations it signed up to and that there were many benefits for participating through shared practice, networking, and learning opportunities. She gave the example of the Race at Work charter, which led to the Council developing its successful race equality groups.

Councillor Perez noted she welcomed the new initiatives around menopause awareness.

Councillor Perez asked if contractors and other third parties the Council worked with were a part of this work and other initiatives like the London Living Wage. Mary Lamont said all contractors were signed up to the London Living Wage. The People and Talent team also worked closely with Procurement and Economic Development colleagues on social value and other commitments, for example Pertemps was a gold armed forces covenant member.

Councillor Victoria Brocklebank-Fowler, in reference to page 26, noted that the number of staff aged between 50-64 was down from November 2020. She expressed concern that the Council was potentially losing a lot of institutional knowledge. Mary Lamont agreed that it was important to retain knowledge and skills. She noted that the Council was encouraging recruitment and retention of older staff and that the Council had recently signed up to the Age Friendly Employer pledge.

Councillor Brocklebank-Fowler asked officers to confirm that, when interviewing, candidates were chosen based entirely on their qualifications and character – and not positive discrimination. Mary Lamont said the Council did not apply positive discrimination when recruiting. Recruitment was based on knowledge, skills, experience and attitude. The Council had robust recruitment processes and mandatory training for hiring managers to ensure recruitment is inclusive.

Councillor Nicole Trehly asked about the Council's stance on bullying in the workplace. Mary Lamont said the Council did not tolerate bullying in any form and there were various confidential routes available to staff to raise concerns.

Councillor Nikos Souslous asked if the Council captured any socio-economic data about prospective candidates. Matthew Sales said the Council didn't track that information.

The Chair asked if exit interviews were conducted with staff to determine their reasons for leaving and any gaps. The Chair also asked about pay gaps and whether women and minority staff were over-represented in frontline roles but not in senior management. Mary Lamont said all staff leaving the Council were offered the opportunity of an exit interview, but that it mandated and take up tended to be low. Options were being considered to encourage greater take-up. Regarding pay gap reporting, she said new datasets were available at pay band level broken down by gender, ethnicity, and disability. The Chair asked if there was data available on hard-to-fill posts. Mary Lamont said there was and that she would share the latest information.

## **ACTION: Mary Lamont**

A resident commented that the data showed the Council appeared to be doing well representing communities it served, but some groups seemed to be over-represented.

Councillor Rowan Ree (Cabinet Member for Finance and Reform) addressed the Board and spoke about the importance of the Council recruiting and retaining the best people to ensure better services for residents. He also highlighted the importance of having a diverse and inclusive workforce, to avoid groupthink and be better able to spot risks and opportunities.

The Chair asked how the Council monitored apprenticeship programmes and good employment practices with its contractors. Mary Lamont said they worked closely with Economic Development colleagues and noted they would be coming to a future meeting with more information on the Council's Industrial Strategy.

The Chair thanked officers and members for their contributions and noted the following actions:

- The Board requested data on hard-to-fill posts.
- The Board requested an update on the workforce figures and statistics next year.
- The Board asked that the strategy for retaining older workers be circulated to members.

## **RESOLVED**

1. That the Board noted the progress made and plans going forward.

## **5. LOOKING BACK ON THE WORK OF THE BOARD IN 2022/23**

Matthew Sales (Assistant Director, Programmes, Assurance and Analytics) presented the report which looked back at the achievements of the Board in 2022/23 and looked ahead to 2023/24. He highlighted the major items that the Board has considered – supporting the co-production and development of the Council's emerging Digital Inclusion Strategy and the Council's response to the Cost-of-Living Crisis.

The Chair noted that the work of the Board had a lot of influence on the cost-of-living response and its input on the Council's digital inclusion strategy had been significant.

The Board approved its terms of reference for the forthcoming municipal year.

Members felt it had been valuable to invite experts to the meetings to look at issues in greater depth and wanted to continue that approach at future meetings.

## **RESOLVED**

1. That the Board noted and commented on the report, including any key strategic issues within its remit to programme for consideration in 2023/24.
2. That the Board approved its Terms of Reference for the forthcoming municipal year.

## **6. 2021 CENSUS BRIEFING**

Joanna Howe (Business Intelligence Manager) presented the report which provided a summary of headlines from the Census 2021 first release of topic data. It also considers emerging key trends and findings for the Council. The report sets out the plans for the further analysis and reporting of the Census as more data is released through 2023, including developing new ward profiles and a borough profile.

The Chair asked members to think about what information would be useful for ward councillors to have included in the ward profiles.

The Chair asked if the Council's Business Intelligence team wove in data from other sources. Joanna Howe said they brought together a number of data sets to provide richer insights into our communities. She gave the example of indices of multiple deprivation which pulled from multiple sources. She noted that census data was used across the Council, matching data sets to get best value.

Councillor Jacolyn Daly asked if officers had faith in the census figures, given that responses were gathered during a Covid pandemic lockdown, and what the implications were if they didn't. Matthew Sales said officers believed the census accurately reflected the situation at the time, but it was not a true and accurate picture of the current population of the borough due to the unique timing of the census. Officers were working with other boroughs and making representations to Government about it.

Councillor Daly said she expected some groups like students to be under-represented. She had also read reports that the number of empty homes in the borough had tripled and asked for more information on that.

Joanna Howe explained that it was challenging to account for unoccupied homes but further analysis of data showed around 2,000 second homes in the borough, 1,000 homes that were genuinely empty, 3,000 exempt dwellings from Council Tax (meaning the owner was in prison or ill etc.) and 1,300 were short term lets to residents not born in UK, which left around 4,300 properties where the status wasn't known. The pandemic led to a number of people moving and there was also a change to the total number of houses in borough during that period. She noted that the Office of National Statistics (ONS) would be releasing mid-year estimates in September and officers would understand the picture more clearly next year.

Councillor Daly said she would be interested to see numbers of overseas owners and the impact of Airbnb on available homes.



Referring to Councillor Daly's earlier point about consequences, Councillor Rowan Ree (Cabinet Member for Finance and Reform) said they were significant because funding could depend on census figures. Many people had moved away during lockdown to be with their families and students moved out of the borough. He said the Council was lobbying Government with other boroughs to ensure they took that into account and residents didn't lose out.

Councillor Nikos Souslous noted that ward boundaries had changed recently and asked how accurate the comparisons across time were given the changes. Jo Howe explained the data was remapped to the new ward boundaries so it would be accurate.

Councillor Souslous asked when the Council would receive more indices of multiple deprivation data. Joanna Howe said it was coming in mid-August and the mid-year estimate based on the census was coming in September.

Councillor Natalia Perez asked if officers knew which wards the majority of the 14,500 'missing' residents were from and if there were concerns about the impact on social infrastructure in those wards. She also noted that some communities felt 'invisible' due to the lack of choices on the census forms (e.g. the Latin American community). She asked if the Council had the means to reach out to those communities.

Joanna Howe said they only knew the changes by ward. The challenge was understanding genuine change versus the expectations of return. Some factors gave indications, for example West Kensington saw the biggest decreases in population but has the highest rate of private renters so there was likely to be undercounting in that ward. Matthew Sales said in terms of hidden communities, officers did a lot of work with the ONS in advance of the census. There were community advisors in certain communities to encourage people to respond. The Council also had a dedicated community engagement team to work with different communities.

Councillor Rory Vaughan noted the data showed the borough's residents to be in good health and asked what other data correlated with that and what was driving it. Joanna Howe said it would be possible to drill down into this area when the more detailed data arrived later in the year. Matthew Sales added that health data was self-reported, but it would be looked at in context of other data like the indices of multiple deprivation. Councillor Vaughan said he would be interested in a breakdown and any lessons about what the drivers of good health are.

Councillor Victoria Brocklebank-Fowler noted the decrease in young primary school children had been happening for some time, leading to a number of vacant school places which impacted on their funding.

Councillor Daly asked if officers had information on how many people were secure social tenants, how many were in private accommodation, how many were using housing benefit to pay private rents etc. Joanna Howe said it was possible to provide information on numbers of residents in receipt of housing benefit by ward.

**ACTION: Joanna Howe**

Councillor Perez asked if the data showed access to health provision and social care provision. Joanna Howe said officers could look into that with colleagues in Adult Social Care.

**ACTION: Joanna Howe**

The Chair said it would be good to have feedback on what was possible with the data available. She also encouraged the PAC Chairs to think about what information would be interesting for their committees to look at in more detail.

Councillor Ree highlighted the importance of the data to help the Council understand its residents and target services more effectively. He said data was more and more important to all our lives, and ensuring the Council was well placed to take advantage of that was one of his priorities. He thanked Matthew Sales, Joanna Howe and the rest of the Business Intelligence team.

## **RESOLVED**

1. That the Board noted the report and supporting Appendix 1 that included the emerging key trends and findings for the Council.
2. That the Board noted the proposed plans for analysis of Census 21 data and offered suggestions of areas for more detailed analysis as part of these plans.
3. That the Board noted and commented on the proposal for interactive ward profiles.

## **7. POLICY AND ACCOUNTABILITY COMMITTEES' UPDATE REPORT**

Members received the report that outlined the areas of work and reports considered by each of the Council's six Policy and Accountability Committees, from January 2023 to March 2023.

The Chair highlighted the following issues for future meetings:

- Co-production – taking a strategic view
- Intergenerational working – September meeting

Councillor Nikos Souslous noted that plans were being made for a special meeting of the Social Inclusion and Community Safety PAC in July to discuss the Baroness Casey Review of the Metropolitan Police. The intention was to invite residents and representatives of community groups to give their views. He also invited the other PAC Chairs to attend.

## **RESOLVED**

1. That the Board noted the updates of the Policy and Accountability Committees and discussed any areas for future review or collaboration.

## 8. **DATES OF FUTURE MEETINGS**

The Board noted the following dates of future meetings:

- 20 June 2023
- 11 Sep 2023
- 11 Dec 2023
- 23 Jan 2024
- 29 Apr 2024

Meeting started: 7.02 pm  
Meeting ended: 9.01 pm

Chair .....

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# Agenda Item 4

## LONDON BOROUGH OF HAMMERSMITH & FULHAM

**Report to:** Policy and Oversight Board

**Date:** 20/06/2023

**Subject:** Update on Co-production following Disabled People's Commission (DPC) report

**Report author:** Julian Eccles, Strategic Lead, Communications and Community Engagement

**Responsible Director:** Nicola Ellis, Chief Operating Officer, Corporate Services

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### SUMMARY

This report provides an update on the Council's co-production activity alongside a report on action following the recommendations of the Disabled People's Commission (DPC, appended).

The POB is invited to note the report and approve the recommendations below.

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### RECOMMENDATIONS

1. The Board to ask each Policy and Accountability Committee to consider a quarterly update on previous and planned co-production activity.
  2. The Board to consider a summary of such reports biannually.
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**Wards Affected:** All

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Our Values	Summary of how this report aligns to the H&F Values
Building shared prosperity	Embedding co-production accountability will strengthen the council's ability to serve the needs of all residents
Creating a compassionate council	Embedding a co-production approach which embraces all residents will strengthen the council's ability to act on the needs of all residents, especially those residents furthest away from decision making.
Doing things with local residents, not to them	Embedding co-production accountability at POB will strengthen the council's ability to scrutinise and promote its

	commitment to this strategic priority
Being ruthlessly financially efficient	Embedding co-production through such accountability will generate better-informed decision-making, thereby reducing waste and cost.

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## Background Papers Used in Preparing This Report

None.

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## DETAILED ANALYSIS

1. This report sets out the progress made regarding the implementation of co-production at H&F following the recommendations from the Disabled People's Commission (DPC). The report demonstrates comprehensive action taken by the Council on its proposals.
2. As a Council, our commitment to co-production came from the DPC, which stated that 'Doing things with residents not to them' through co-production may mean starting with Disabled residents but is ultimately about all residents. More recently, the Administration reaffirmed its commitments to co-production following the May 2022 borough election. In September 2022, Cabinet agreed Business Objectives for 2022/23 which set out the ambition for H&F to be the leading borough for co-production through expanding co-production across council departments and services so that residents are fully involved from the earliest stage in shaping the services that affect their lives.
3. As detailed in the supporting Appendix, the Council's approach and co-production achievements are regularly highlighted on a national and regional level as an example of best practice for prioritising the inclusion of Disabled people in decision making and delivery of change that Disabled people have long campaigned for.
4. There are six co-production activity groups co-chaired by residents, with two more being set up. For example, the award-winning and long-standing Civic Campus Disabled Residents Team has seen Disabled residents co-producing the Civic Campus to a high standard of inclusive and accessible design. This is a leading example of residents being close to decision-making as they are part of our delivery team. H&F is also the first local authority to adopt a Council wide Vision on Independent Living.
5. Within H&F, there has been considerable sharing of co-production learning through internal and external events. Resources are available to services and staff to embed co-production in their work, for example through the Co-production Checklist and Guidance. As a next step, we are establishing a staff co-production network to enable greater shared learning. We also facilitated national research by the Disability Law Service on the impact of charging on

Disabled people as H&F is the only council in England not to charge for community-based support.

6. This report details some of the recent work to embed further our co-production approach across services and significant policy areas as part of making “Doing things with local residents, not to them” a routine business-as-usual practice. There remain challenges in fully embedding co-production and acknowledge that there is still scope for progress.
7. There are multiple opportunities to promote and scrutinize how well we are meeting our ambition both at officer and formal governance levels, notably at Policy Accountability Committee meetings.
8. Whilst central resources for promoting co-production are limited, the emphasis within the new Community Engagement and Co-production Team will be to encourage services themselves to deploy resources and tools and training to undertake exemplary co-production for their major policy and service review programmes.
9. Combined with a strengthened approach through engagement at officer level on such major programmes this should yield more effective co-production, including with the established stakeholder and resident groups such as the H&F Co-production Implementation Group (HFCIG).

## **LIST OF APPENDICES**

Appendix 1 – Disabled People’s Commission (DPC) Update, February 2023

## **Disabled People's Commission (DPC) Report recommendations update**

This report sets out the progress being made regarding the implementation of co-production across the Council following the recommendations from the Disabled People's Commission (DPC) report. This report sets out the progress that has been made in the last twelve months following the DPC recommendations.

We have continued to focus on shaping the co-production workplan towards delivering co-production practically across the Council. Those priorities include:

- implementation of DPC recommendations
- co-producing a resident focused culture
- service transformation using Independent Living principles
- ensuring co-production becomes a tool in reframing our relationship with the community.

'Doing things with residents not to them' is a key strategic value for the Council and we have been leading on developing a proposal that would bring together the Council's co-production and community engagement work into a unified strategy. Co-production is only part of a range of community activities with a focus on the 'right type of engagement with the right people, at the right time'. This new approach will help to increase our strategic engine capacity, underpinned by Equity, Inclusion and Diversity and working to a shared vision on partnership working with the community / 3<sup>rd</sup> sector. The proposal to start this process went to the Strategic Leadership Team (SLT) for a decision, which was agreed on February 8<sup>th</sup>, 2023. This has led to the decision to bring together the Community Engagement and Co-production teams within the central Corporate Services department. A shortlist of candidates to Head this function has now been prepared.

We acknowledge that, although we have responded to all the recommendations, we would welcome opportunities to review this work and refresh the workplan to then deliver on any gaps. This is timely as we are refreshing the functioning of the H&F Co-production Implementation Group (HFCIG), so this could be part of its early oversight work.

## Summary of progress to date

There has been a significant growth of co-production activity and resident involvement in decision making since 2019. When the co-production work started in early 2019, we set up the Hammersmith & Fulham Co-production Implementation Group (HFCIG) which includes Disabled residents, senior council staff and councillors to steer, encourage and enable co-production across all council departments and the whole community. At that time there was only the Civic Campus Disabled Residents Team (DRT) in operation.

Now there are six co-production activity groups co-chaired by residents and two more, focusing on delivering Independent Living and public realm / inclusive streets which are due to get going soon. The Civic Campus DRT illustrates well what co-production means with a group of Disabled residents contributing to the delivery over six years on an almost monthly basis. This ensures decision-making stays closer to residents as they are part of our delivery team. This type of approach is taking hold with the groups listed below and they are all co-chaired by a resident.

Current co- production groups are:

- Civic Campus Disabled Residents Team (DRT) – Economy
- Disabled People’s Housing Strategy Implementation Group (DPHSG). – Economy
- Digital Accessibility Group (DAG) – Environment, which is co-producing the emerging Digital Inclusion Strategy that the Board has considered
- Disability Forum Planning Group (DFPG) – Environment
- Direct Payment Steering Group – Social Care
- Safer Cycle Pathway (SCP) - Environment

The Digital Accessibility Group is the latest group to be set up and its membership includes Disabled and non-Disabled residents.

The two new co-production groups are due to be set up in this summer. The Independent Living group will oversee and steer the work on Independent Living. It will be recruited to by July 2023 and this will be the first group hosted by a community organisation, Action on Disability (AoD). This approach also helps to build capacity in our local DPOs (Disabled People’s Organisations) strengthening their reach to residents and other community groups. All groups will be represented on the refreshed HFCIG which creates increased representation for residents and more closely linking activities and impact. The Inclusive Environments group (based in Environment) will bring together co-production activities focused on the ‘public realm’ and will incorporate the existing SCP group into its remit.



## **Measuring progress against DPC recommendations.**

Below are the eight DPC recommendations and the measures set out for 'How we will know things are getting better for this recommendation' and a brief narrative on progress and challenges.

### **1. Creating a Co-production culture**

*Implementation of a Council-wide human rights approach to its policy and service development, using the UN Convention on the Rights of Persons with Disabilities (UNCRPD) as the framework for change.*

#### **How we will know things are getting better for this recommendation.**

- 1.1 The UN Convention and the social model of disability are being used as the guide for planning and writing all policy with local Disabled residents. This can be clearly seen in council policies.

The UNCRPD is embedded in the HF Vision for Independent Living as well as the social model of disability. We are the first local authority to adopt a Council wide Vision on Independent Living. Training recently commissioned with Inclusion London, a pan London Disabled People's Organisation, for all staff looked at practical ways to change culture and practice on the above.

Links are also being made between co-production and guidance for the development of major policies at H&F.

- 1.2 The council work plan has activities to make sure that human rights and the social model become a part of all council work.

The Business Objectives 2022/23 commitments on co-production have re-affirmed the organisation's commitment to co-production and are informing Council reporting mechanisms.

We are aiming for co-production principles and ways of working to be a part of all Council work. For example: departments' business plans; the way project reviews are done; online learning; changes to publicity, recruitment, training, professional growth and management.

Co-production is a recognised as an important way of working at H&F, reinforced by publicity on what we

are doing and why we are doing it. But we need to do more, particularly targeting key decision-making opportunities where co-production should be emphasised.

The Social Care department has reinforced the importance of co-production through its recruitment practices, which is more effective in attracting candidates who share the Council's values. Further work is needed to ensure recruitment processes across the Council are more consistent in ensuring that the commitment to co-production is routinely reflected in Role Profiles and advertisements.

We have consistently promoted the use of the Co-production Checklist & Guidance and other resources to plan work with residents. These can be more consistently utilised across all teams/depts. There are now five fully accessible Co-production What, Why and How videos available for LBHF staff.

Early work on including co-production in the corporate reporting process (e.g. Completed Co-production Checklist included in reports) has been considered with PAC Chairs contacted in the autumn 2022 to encourage them to enquire about co-production more routinely. There will be a co-produced review of all the ways that we carry out monitoring and evaluation and how we report. The Public Accountability Committees can support reviewing how co-production is put into place across the council.

Our approach to co-production will also be reinforced by routine engagement and monitoring at "Departmental Management Team" meetings.

2. Council to commit to working in Co-production with Disabled residents

*Draft and implement a Council wide Co-production action plan which commits the Council to working in co-production with Disabled residents.*

**How we will know things are getting better for this recommendation.**

2.1 Co-production with Disabled residents has been put into place across all the Council's work.

Facilitated by the co-production team, Action on Disability (AoD) has delivered a training programme and resources to equip more Disabled residents to get involved in co-production, leading to new members for the active co-production groups. 60% of the 2022 cohort are now actively engaged with the council's six co-

production groups. In addition, the Council has resourced each of the six co-production groups to meet any access requirements and paying expenses and participation fees where appropriate.

2.2 Set up a co-production group of Disabled residents who work with the strategic director, this is the person who looks at the big picture and makes sure the plans are put into place. They should work together to turn the recommendations in this report into reality.

Ongoing support has been provided since April 2019 to the HF Co-production Implementation Group (HFCIG) in their role to oversee the implementation of the DPC recommendations. The initial membership included four Disabled residents, four Councillors and relevant officers. After a review in 2022, we have refreshed the membership structure to have more active resident representation and a focus on greater external profile/ internal delivery. The first meeting took place in March 2023. We are looking to change the name to something more in line with 'Doing things with residents not to them'.

2.3 The hub has a strategic director who makes sure the co-production strategy and other recommendations are set up and put into place.

We have had consistent support from the Strategic Director of ASC from the outset of this work with active participation at HFCIG meetings. SLT has also been supportive. We will be engaging with the new Strategic Director, Chief Operating Officer, Corporate Services in due course.

*Draft and implement an accessible communication action plan that promotes the development of co-production across the borough.*

**How we will know things are getting better for this recommendation.**

3.1 Make sure more people know about co-production, showing how it gets rid of Disabled people's barriers locally.

We have been meeting regularly with the Communications Team with a workplan around internal and external events and activities to raise the profile of co-production and the good progress H&F has made.

Examples from 2022 include an accessible voting campaign before the local elections, Disabled People's Housing Strategy Launch, National Co-production Week events, events for International Day of Disabled People and Disability History Month. In all of these events and activities residents played a central role in promoting co-production - attracting over 300 people.

The co-production web pages on H&F website are regularly updated to keep the community informed on the work and how to get involved.

We are developing a further promotion campaign shortly that will include the launch of the Independent Living delivery group, with a series of short videos about Independent Living, featuring Disabled residents, the Deputy Leader and Strategic Director, ASC.

As part of a new co-production & community engagement team, it will be a crucial opportunity to refresh our combined efforts to better illustrate 'Doing things with residents not to them' and reach a wider group of residents, community organisations etc.

#### 4. Develop a Co-production Training and development plan

*Draft and implement a coproduced action plan and resource to skill up and build the capacity of Disabled residents, local DPOs, Council staff and Councillors to participate in the co-production of policy and service development.*

We have made good progress on skilling up and building the capacity of Disabled residents and local Disabled People's Organisations with specific outcomes set out in a Community Co-production Capacity Building programme. AoD are about to embark on the third six-week co-production training programme. H&F has co-funded the three rounds of training with the third round being funded by the Building Trust initiative grant from Government. This will have reached more than 50 Disabled residents by completion. H&F Councillors and council officers have delivered elements of the training programme.

#### **Specific outcomes of the training were:**

- Local Disabled people have a good understanding of the social model and human rights-based approach to disability and the value of Disabled People's Organisations (DPOs).
- Local Disabled people have a better understanding of co-production from a Disability Equality

perspective and have the confidence and skills to co-produce.

- A newly active community of Disabled co-producers with support, structure, and focus.
- Local DPOs have a new resource with which to engage and mobilise their membership of Disabled residents.
- Local DPOs have a body of evidence through their co-production training and support work with Disabled residents that strengthened their own campaigning and influencing work.
- AoD has a deeper understanding of independent living and can engage with other DPOs in the campaign to scrap social care charging.

The second round of community led co-production training focused on supporting a group of young Disabled People to understand their rights to be involved in decision making about their lives, Independent Living and co-production. The key outcome of the programme was an Inclusion Charter created by the young Disabled people which sets out how they are to be included in society. We are now supporting the group and AoD to promote the Inclusion Charter as a mechanism for co-production of services with young Disabled people.

In preparation for this training we also supported Children's Services to work with AoD and ALLFIE (a national Disabled people's organisation) to run six rights & empowerment sessions for and with local young disabled people. This sought to co-produce an 'inclusive employment support' quality assurance framework in partnership Economy officers.

We welcome ASC actively embedding co-production in their staff training through the support of the ASC workforce development officer, as well as hosting specific sessions on co-production in 2022.

All Councillors had the opportunity to access Disability Equality training (delivered by Inclusion London) and an induction session on co-production in November 2022.

In terms of work to encourage a shift in culture, the Council has commissioned Disability Equality training underpinned by the social model of disability and co-production. This is aimed at all staff and will be delivered on a phased basis over the next two years and will be a 2-stage process (Education sessions and follow up Reflection sessions). Longer term we are working with People and Talent to introduce a 'train the

trainer' approach to build sustainability into this offer, with the hope that the training will be delivered by Disabled staff members of the Disability Equality network.

In terms of other training, Inclusive Design, Disability Equality and co-production training started in early February 2023, for three cohorts of planning officers and members of the Disability Forum planning group (DFPG). This is an opportunity for residents and officers to learn together, which was a recommendation from the DPC report.

There is now momentum as we are meeting with the Assistant Director of P&T, Head of Resident Services and the Strategic Lead for Equity, Diversity and Inclusion to formalise a plan of what is on offer, how we can better join up our workforce development training, identify gaps and fill them.

*The Council to co-produce a quality assurance and social and economic value framework, which will define the values, behaviours and characteristics of all service providers and organisations funded or commissioned by the Council.*

#### **How we will know things are getting better for this recommendation.**

- 5.1. Show that a co-produced quality assurance and social value framework has been written. Show that it is being put into place when services are bought through commissioning.
- 5.2. Show how the new quality assurance and social and economic value framework is changing how commissioning is done and what comes out of council contracts.
- 5.3. Service specifications are co-produced and put into place using council money, commissioning and procurement, this means buying services.
- 5.4. Contracts are written and given to organisations in line with service specifications which have been co-produced with Disabled residents.
- 5.5. Review with Disabled residents, the contracts that are seen by Disabled residents as creating barriers.

We aim to gain traction to drive this work via the Council's commissioning leads.

We have worked with ASC to ensure co-production is embedded in the Quality Assurance framework and

5. Co-produce  
Service design  
and  
commissioning

the draft market positioning statement. There is more work to do on this and so we will continue to actively seek that co-production is a requirement in all service specifications and delivery contracts.

The specification for the Direct Payments Support Service (DPSS) is a strong model to build on – incorporating co-produced requirements based on Independent Living, the social model of disability and set in the context of the UNCRPD. The DPSS is delivered by AoD, which also helps to deliver on DPC recommendation No.7. The Direct Payments Steering Group, which includes residents, is overseeing improvements in direct payments – the successful delivery and accountability of the contract being a key element of this.

A joint Building Trust project between ASC and AoD is seeking to build connections with people furthest away from decision making who are in out of borough institutions / care. Learning from this will inform better ways of co-producing and building peer support with those facing significant barriers.

We are also working with ASC Commissioning to embed co-production in all stages of Commissioning and have drafted a resource to support practical co-production at all stages of the “Commissioning Cycle”. Maximising “Social Value” is set out as a key lever for co-production and capacity building for residents and community organisations.

We contributed to early discussions on developing social value TOMs (Themes, Outcomes, Measures) to encourage inclusion of co-production with residents based on the Council’s Social Value Strategy, March 2020. There is considerable scope for progress on this topic.

## 6. Resourcing Co-production

*Council to analyse existing financial expenditure and resources on all co-production, engagement, with Disabled residents to identify current expenditure and then reconfigure to develop a borough wide co-production budget.*

### **How we will know things are getting better for this recommendation.**

6.1. A co-produced financial audit has been done; this means a look at how money is being spent. This should show how money and other resources are being spent on co-production, engagement and consultation.

6.2. The Co-production hub looks at how resources are used to make sure that Disabled residents can lead on contributing to decision making.

In 2022 the Strategic Lead for Co-production was joined by a part time Co-production officer funded until September 2023 and in 2021 two Co-production co-ordinators were recruited, one based in the Economy to support the Civic Campus and the other in Environment to support the resident led Digital Accessibility Group. Encouragingly, the council's Digital team has also recruited a Digital Accessibility Lead.

HFCIFG has had a budget of £10K per year since 2019 to support the running of the group, meeting access costs, running internal/ external events and producing some promotional video clips, which are all fully accessible with British Sign Language (BSL) and subtitling.

Services are required to fund their coproduction activity from their own budgets, to enable continuity and embedding of the practice. This will form part of a clear and sustainable financial plan for co-production.

It should be noted that the H&F investment in co-production has brought added benefits and resources. On the back of the commitment to co-production and Independent Living, Children's Services, the Planning service as well as AoD have secured considerable external funding (in excess of £2M in 2022).

*Work with local Disabled People's Organisations (DPOs) and their network to identify and agree a long-term funding strategy, which will ensure that local Disabled residents' rights are upheld, inclusion and equality advanced and that Disabled residents can lead on co-production.*

**How we will know things are getting better for this recommendation.**

7.1. A long-term funding plan is agreed with Disabled People's Organisations and is put in place by the Council

7.2. Disabled People's Organisations work well, are independent and a real voice of local Disabled residents.

7.3. The Council pays for Disabled People's Organisations to tell Disabled residents about their rights and support Disabled residents to use them.



7.4 Co-production can show that Disabled residents are leading on ideas and all areas of policy and setting up and running services.

DPOs are primarily funded to deliver services. This approach enables them to also build community capacity – investing in Disabled residents and helping to shape service design, commissioning and delivery.

AoD works in close partnership with the Council so that local Disabled residents' rights are upheld, inclusion and equality advanced and that Disabled residents can actively get involved in co-production. The Council awarded a ten-year grant agreement to AoD to provide long-term funding certainty for their important work.

AoD moved to a much more accessible and inclusive centre at Mo Mowlam House in 2022 to further progress the join up and coherence of the services they deliver and community representation. We have jointly worked on delivering a cultural change on Independent Living and co-production that did not exist before the work of the DPC.

Safety Net People First (local DPO run by people with learning difficulties) is now represented on HFCIG by one of their trustees and alongside AoD, SNPF have been involved in co-hosting three high profile community events in 2022. This included events for International Day of Disabled people, UK Disabled People History Month and National Co-production Week.

We are partnering with AoD to establish and recruit to the Independent Living (IL) Steering Group. The co-production group will develop an Delivery Plan and help oversee the development of an IL focused community support offer. This work will promote the IL vision across the borough with the community sector. Governance wise, this enables a new model for H&F with a core co-production group being supported outside of the Council. The Group will also be represented on the newly reconfigured HFCIG.

## 8. Evaluating & Monitoring co-production

*Carry out robust monitoring and evaluation of the implementation of the recommendations and associated co-production work to evidence the impact and share learning within and beyond Hammersmith and Fulham.*

### **How we will know things are getting better for this recommendation.**

8.1. Hammersmith and Fulham Council can give information about how using co-production has affected their decision making and policy. This is to show that the experience of co-production can help other communities both locally and nationally.

8.2. Learning is shared in regions and nationally with policy makers and government to show what can be done.

Our progress is regularly highlighted on a national, regional level for prioritising the inclusion of Disabled people in decision making and delivery of change that Disabled people have long campaigned for and was expressed eloquently by our own, first local Disabled People's Commission in the country.

The H&F approach to co-production is cited as best practice in a number of resources and reports including:

- SCIE – Social Care Institute for Excellence - Co-production resources – Practice Example
- A “gloriously ordinary life”: Spotlight on adult social care - House of Lords Adult Social Care Committee
- SCIE – Commissioning Guide – COVID-19 and beyond
- Think Local Act Personal publication 'Ten Actions for an Asset-Based Area' - with H&F good practice example.
- TLAP – Think Local Act Personal – various Direct Payment Resources – co-producing Direct Payment support
- Social Care Innovation Network - SCIE, Think Local Act Personal (TLAP) and Shared Lives Plus

We are regularly cited as an example of best practice in relation to the journey of Disabled residents in co-producing the Civic Campus to a high standard of inclusive and accessible design & build. This work is already award-winning for its approach.

Within H&F, there has been considerable sharing of learning through information events, lunch and learn sessions, and incorporation into ongoing training. Training sessions to external trainers (ASC) have ensured they understand co-production and incorporate this into their own delivery for H&F.

Once set up, the staff co-production network will enable more shared learning. Resources to support learning about and practical application of co-production in H&F include presentations, training materials, co-production checklist and guidance, draft co-production & commissioning cycle guide.

We facilitated work with Disability Law Service for national research on the impact of charging on Disabled people as H&F is the only council in England not to charge for community-based support.

**Independent Evaluation of Co-production** –we are actively seeking external funding to carry out independent evaluation.

Using Building Trust monies, we worked with W12 Together (community organisation based in White City) to recruit and train a team of community researchers and co-producers in and for the north of Hammersmith and Fulham. A group of residents with support will develop a research project using the Community Researcher and co-producer model.

The funding will be used to bring together a group of residents from the area surrounding Parkview to develop their research and co-production skills and to work with community and statutory partners based in Parkview, to get the best collaborative approaches for the future.

This initiative is open, particularly, to residents who experience a range of intersectional barriers including Disabled people, older and young people, people with English as an additional language, refugees and asylum seekers. These are people who are furthest away from decision making – including from the decisions that affect their daily lives. Many faces multiple barriers often compounded by wider discrimination and intersectionality, along with digital poverty which further isolates people.

This type of model is closer to framework that we would like to see developed for independent evaluation that is led by local residents.

## **Conclusion**

This report provides a detailed outline of the good work being done across H&F to realise the strategic priority of 'Doing things with residents, not to them' through co-production. There is still much to do, but we have strong foundations and successes on which to build. This will be supported through the creation of a new co-ordinated hub in Corporate Resources.

Kevin Caulfield & Tara Flood, Strategic Lead for Co-production.

**Report to:** Policy and Oversight Board

**Date:** 20 June 2023

**Subject:** Introduction of Voter ID requirements.

**Report author:** Zoe Wilkins, Electoral Services Manager

**Responsible Director:** Sharon Lea, Returning Officer and Electoral Registration Officer/ Nicola Ellis, Strategic Director, Chief Operating Officer, Corporate Services

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### SUMMARY

The Elections Act 2022 introduced a requirement for voters to provide photo identification in polling stations.

To accommodate this change, Electoral Services are reviewing facilities in all polling stations, providing information and training for polling station staff, and providing additional information and publicity for voters on the new requirements ahead of the next scheduled polls.

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### RECOMMENDATIONS

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

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**Wards Affected:** ALL

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Our Values	Summary of how this report aligns to the H&F Values
Being ruthlessly financially efficient	Our publicity, staff briefings will be by electronic methods where possible, and our review of facilities in polling stations to incorporate the legislation will ensure that additional spend is incurred only where necessary for the efficient implementation of the requirements.

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### BACKGROUND AND SUMMARY OF NEW RULES

1. The Elections Act 2022 requires voters to show photo ID before being issued a ballot paper in polling stations at local elections including parliamentary by-elections, mayoral and local referendums in England.

2. This first set of local council elections under the new rules were held on 4 May at local council elections, and the rules will also apply to Parliamentary General Elections from October 2023.
3. The Electoral Commission is expected to produce an interim report on the impact of voter ID on the May elections in June 2023, with a full report later in the autumn. Early reports suggests that there were people who had intended to vote who were not able to do so due to the new Voter ID provisions.

### **Forms of acceptable ID**

4. Voters can use passports, full and provisional driving licences, Proof of Age Standards Scheme (PASS) cards, Blue badges, and some concessionary travel cards. The full list is given in Appendix 1.
5. The ID used in a polling station must be original.
6. The ID can be expired. If the photo on the expired ID is still a good likeness then it will be acceptable.

### **Provision of free ID**

7. Voters who do not have their own acceptable form of voter ID can apply online or by post for a free Voter Authority Certificate (VAC). A VAC shows the name and photo of a voter.

### **Privacy requirements**

8. Any voter may request that their ID is inspected in private and do not have to provide any reason for their request, so all polling stations must have sufficient space for allowing this.

### **ADDRESSING THE CHALLENGES FOR H&F COUNCIL AND OUR RESIDENTS**

9. Broadly speaking there are three challenges in meeting the new requirements:
  - i. Ensuring polling stations are suitable and properly outfitted to enable the process to take place
  - ii. Ensuring sufficient, trained, and well-informed staff to provide the service in polling stations
  - iii. Informing and reminding residents about the new requirements and supporting them to access free ID (called Voter Authority Certificates) if needed.

### **Polling Stations – suitability and outfitting**

10. The new rules allow voters to ask for their ID to be checked privately. Voters do not have to explain why they want to do this.

11. There are two ways of accommodating this – either a polling station has a separate room available, or some kinds of screens can be provided (in some stations it may be possible to screen an area with a polling booth)
12. Informal feedback from electoral services colleagues in other authorities is that privacy screens/private areas are very seldom requested, and other authorities have used existing station provision with a small number of screens purchased for individual polling stations where required.
13. Utilising quiet areas of the polling room itself have generally been favoured over private rooms because this ensures safeguarding. Screens (which may simply be a polling booth angled for this purpose) ensure that although faces cannot be seen, the overall interaction can be, providing security for both voters and witnesses.
14. As a result we intend to advise polling staff to utilise space in the polling station rather than closed off rooms where possible.

### **Electoral Services visits to polling stations**

15. Electoral Services have visited all bar three of our polling stations this year to ascertain venues have sufficient space to accommodate a private area for checking voter ID. We expect to conclude the visits by the end of June, but at the time of writing we are confident that our current venues are of sufficient capacity/configuration to support the new processes.
16. There are three stations (Parsons Green Club, All Saints Church Hall and the Childerley Centre) that we have been informed will not be available for various reasons, and we are looking for replacements.

### **Outfitting of stations**

17. The new process means that we will need to provide all polling stations with hand-mirrors (so that voters can ensure that, for example, face coverings are put back in place correctly), and in some cases privacy screens may be necessary.
18. Although we are planning to utilise polling booths for this purpose in most stations, we expect to purchase a small number of screens for contingency purposes if our regular stations cannot be used and we need to use other, potentially less suitably sized or configured options.
19. The costs for both screens and hand-mirrors will be met by DHLUC, either through grant funding or through a Justification Led Bid process.

### **Polling station staffing**

20. It is critical that polling staff are confident about any new legislation and processes in the voting process. We rely on them to be able to support and

inform voters about the new rules and to ensure that they are implemented fairly and consistently across the borough.

21. Although it is outside the scope of this report, it needs to be acknowledged that the next scheduled elections will produce additional challenges for polling staff, other than the introduction of voter ID requirements, as other changes will also be implemented at the same time, particularly for voters handing in ballots. To address this we will hire some additional staff.
22. There is some concern that this increase in responsibility may make recruitment and retention of polling staff, particularly of Presiding Officers, more difficult.
23. Other authorities recruited additional “meet and greet” staff outside stations to ensure that electors were reminded to have ID ready before entering the polling station, so minimising delays and queues in the polling station proper, and as a result we are intending to implement the same in H&F in our busier stations.
24. We previously had “meet and greet” staff at the 2021 GLA elections to ensure COVID measures were complied with, and we will use the feedback from that election to determine which stations might benefit, as it was of limited assistance for some of our smallest venues.
25. Electoral Services contacted all 2022 polling station staff on 23 May to enquire about their availability to work on next year’s elections. About 450 staff members were contacted and 235 people have responded to our initial contact, and most responses have been positive.

### **Training and sharing information with our polling station teams**

26. Electoral Services have already shared information with Presiding Officers (the officers in charge at polling stations) about the voter ID changes via “Sway” presentations/newsletter.
27. Electoral Services will also be providing voluntary briefing sessions for all polling staff over the summer and during the autumn as we move more fully into our recruitment phase.
28. We believe that providing additional information and briefing / question and answer session will both embed knowledge about the new requirements but also allay some fears staff may have about how the processes work and the additional burden it places on them when administering the new rules.
29. There will be mandatory training for all polling staff that in the early part of 2024, ahead of the Greater London Authority Mayor and Assembly elections in May 2024. (GLA Elections)
30. At the time of writing, it has not been decided whether the Greater London Returning Officer will be providing an online training package, but it is anticipated that there will be some London-wide materials and messaging to ensure that there is consistency in the delivery of the May 2024 GLA elections.



## **Voter awareness and support**

31. The Electoral Commission's interim report on the May elections will provide evidenced detail when published in June.

## **Initial reports**

32. This is expected to provide data about how many people may have attended a station but were denied a vote, and to provide some research about those who chose to stay away from the process entirely who may usually have expected to participate.
33. There has been some research on the impact of the changes, published in the aftermath of the elections. Reports from the BBC (20 May) show that over 160 council areas 26,165 voters were denied a vote at a polling station due to not having a valid ID. A survey of 202 of the 230 authorities in England that held elections this year by Reuters (26 May) found that 33,509 voters were turned away for not having ID. While many returned later with ID and were able to vote 13,085 did not.
34. The phenomenon is particularly acute in urban areas, which is a concern for Hammersmith & Fulham. In Walsall of the 48,713 people who voted at polling stations, 1,240 (2.6%) were initially turned away for not having ID. Of these 473 returned but 767 (1.6% of those voting at polling stations) did not. In Knowsley, of the 16,413 people voting at polling stations, 322 (2%) were turned away. Of these 158 returned with ID but 174 (1.1%) did not.
35. The GLA and the Electoral Commission will be providing advertising and engagement activities, and we will be utilising and promoting their messaging on social media as well as providing information directly ourselves.
36. Without anticipating learning or guidance that may come from the Electoral Commission, Electoral Services, in conjunction with the Communications team, have planned to deliver several sets of messaging for residents over the coming months, as we approach the GLA elections in May
37. We have already been posting on Facebook, Instagram, Twitter and Nextdoor, reminding people that they will need ID for future elections, along with instructions on how to apply if they need ID, and we plan to continue this indefinitely, with increased frequency as polls approach next year. Examples of our messaging can be seen in Appendix 2.
38. The Council's website also explains the new Voter ID requirements and how to apply for a free Voter Authority Certificate.
39. Despite our campaign, and the national campaign by the Electoral Commission, take up of the free voter ID, the Voter Authority Certificate, has remained low at 101 applications. This is consistent with the rest of London and is likely due to the fact that voters have not needed to apply for ID given that there have not

been any elections in the borough since the certificates became available in January 2023.

### **Further campaigns**

40. We intend to include information on Voter ID with the annual voter registration documents that are sent to all households. Options are still being discussed with our print supplier, and is estimated to be around £5000.
41. This additional information will probably be in the form of a flyer enclosed with forms and letters (where hard copies are already sent to residents). Where households would normally receive emails, then the additional information will be included in those emails.
42. An August 2022 YouGov poll commissioned by the GLA reported that, in London, young people are less likely to have acceptable ID than older voters, with as many as 1 in 5 not responding that they did not possess any of the ID listed as acceptable in the regulations.
43. The same poll also showed that awareness of the requirement was also low, but particularly amongst Black and minority ethnic voters and young voters, although that may have improved in the intervening period given the national publicity that the requirements have received since then.
44. Advertising on electoral matters is more likely to be effective when it can be tied into a forthcoming election, so we will carry out Facebook and Instagram advertising in the new year, as well as advertising targeting borough residents, with an increase in frequency as the election approaches.
45. This will cost around £500 (minimum) per month, and we would expect to do at least three months' worth of campaigns.
46. We will have a one page advert in the Winter Update booklet and a page in the Annual Report booklet. These will cost £2000 per page.
47. There is still uncertainty about whether the costs for such advertising as described above can be recouped from DHLUC's grant due to competing calls on the pot.
48. We will actively engage with the GLA's Active Citizenship and Democratic Participation team to promote and distribute materials to our local community organisations, especially during Local Democracy Week.

### **Poll cards**

49. We will have additional reminders about voter ID requirements on poll cards, and this will probably mean making them a larger size, and potentially enclosing them in envelopes at an additional cost
50. At the time of writing the matter of the form of poll cards for next year's GLA elections is still being considered by the Greater London Returning Officer

(GLRO), and a decision will be taken following her guidance/direction as appropriate when available.

51. Additional costs for changes to poll card size is expected to be met by DHLUC grant, either directly or via the GLRO as part of the reclaim of our election expenditure from them.

### **Funding for activities to promote awareness and deliver the new requirements**

52. We have received a small grant of £6154 in 2022/23 for “expenditure lawfully incurred or to be incurred through implementation of the Elections Act 2022”. A further £3839 was received in 2023/2024 to cover administrative costs for processing Voter Authority Certificate applications.
53. We expect to receive a further, more substantial, grant from DHLUC ahead of the May 2024 polls, to cover the costs of staff training, additional staff in polling stations, changes to poll cards and general implementation costs. However, we do not know how much this is likely to be and we are awaiting figures from DHLUC.

### **Activities that may be possible with additional funding**

54. All the activities listed above will need to be paid for through existing funding. However, the Council, Electoral Registration Officer and Returning Officer would recommend the following activities to promote the need for Voter ID:

### **Increasing the frequency of paid for promotions on Facebook and Instagram**

55. We currently intend to do three or four paid for promotions, but a higher frequency or longer term campaign would be helpful in raising additional awareness and retention of our messaging.

### **Household Notification Letter (HNL)**

56. Providing a “Household Notification Letter” (HNL) to all households in the early part of 2024, showing who is registered to vote, offering information about how to obtain a postal vote using the new online application service, and explaining the new Voter ID requirements may be very useful. This would be likely to cost between £30,000-£40,000.
57. Given there have been no elections this year, it is likely that some new residents have not yet registered who would normally be prompted to do so by an election. An HNL would give electors a further reminder to ensure they were registered, had their voting arrangements in place, and also provide an opportunity for us to explain the new rules around both voter ID and postal voting to all the households in the borough.

### **Nextdoor paid promotion**

58. Providing a “paid for promotion” on Nextdoor is also recommended by the communications team if funds allow. The minimum cost would be £15,000 for three months. This approach was successfully used by H&F for the Clean Air Neighbourhoods campaign, where the reach was some 198,000 people.

### **Additional hard copy materials**

59. Additional “standalone” double-sided A5 Flyers could be printed and distributed to every address in the borough for approximately £20,000.

### **LIST OF APPENDICES**

- Appendix 1 – List of acceptable Voter Identity Documentation  
Appendix 2 – Samples of Voter ID awareness publicity

## Appendix 1: Accepted forms of ID

### International travel

- Passport issued in the UK, any of the Channel Islands, the Isle of Man, a British Overseas Territory, an EEA state or a Commonwealth country (including an Irish passport card)

### Driving

- Driving license issued in the UK, Northern Ireland, the Channel Islands, the Isle of Man, or an EEA state
- A blue badge (prescribed under section 21 of the Chronically Sick and Disabled Persons Act 1970 or section 14 of the Chronically Sick and Disabled Persons (Northern Ireland) Act 1978)

### Local travel

- Older Person's Bus Pass funded by the Government of the United Kingdom
- Disabled Person's Bus Pass funded by the Government of the United Kingdom
- Oyster 60+ Card funded by the Government of the United Kingdom Freedom Pass
- Scottish National Entitlement Card (an 'older person's buss pass')
- 60 and Over Welsh Concessionary Travel Card
- Disabled Person's Welsh Concessionary Travel Card
- Senior SmartPass issued in Northern Ireland
- Registered Blind SmartPass or Blind Person's SmartPass issued in Northern Ireland

- War Disablement SmartPass or War Disabled SmartPass issued in Northern Ireland
- 60+ SmartPass issued in Northern Ireland
- Half Fare SmartPass issued in Northern Ireland

### **Proof of age**

- Identity card bearing the Proof of Age Standards Scheme hologram (a PASS card), including the 'Young Scot' card

### ***Other government issued document***

- Biometric immigration document (issued in accordance with regulations under section 5 of the UK Borders Act 2007)
- Ministry of Defence Form 90 (Defence Identity Card)
- National identity card issued by an EEA state

### ***Electoral Identity Document***

- Voter Authority Certificate
- Temporary Voter Authority Certificate
- Anonymous Elector's Document
- Electoral Identity Card issued in Northern Ireland

**Source : Electoral Commission “Voter ID Resource - Staff Guide and Voter Booklet”**

# Appendix 2

## Voter ID campaigns



Hammersmith & Fulham Council

4 May · 🌐

There are no elections in H&F today – but general and by-elections can be called at any time.

You now need ID to vote in some elections.

Don't have one? Apply for free voter ID: <https://www.electoralcommission.org.uk/i-am-a/voter/voter-id>

Make sure you are ready and don't miss out on making your voice heard.



ELECTORALCOMMISSION.ORG.UK

### **Voter ID**

Find out about the new requirement to take photo ID to some elections in England, Scotland and Wales

Facebook advert



## Instagram advert

Page 41



Remember,  
I need  
photo ID  
to vote

hfcouncil • [Follow](#)

hfcouncil You will now need photo ID to vote in some elections.

If you don't have photo ID, you can apply for free voter ID now.


Elections can be called at any time, so find out what is accepted and apply for free voter ID if you need to - use the link in our bio to apply and for more info.

6 d



## Twitter advert


← Tweet

 H&F Council  
@LBHF

You will now need photo ID to vote in some elections.

No ID? You can apply for free voter ID now.

General elections and by-elections can happen at any time, so find out what is accepted and apply for free voter ID if you need to:  
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**Report to:** Policy and Oversight Board

**Date:** 20 June 2023

**Subject:** Forward Plan

**Report author:** Matthew Sales, Assistant Director, Programmes, Assurance and Analytics

**Responsible Director:** Sukvinder Kalsi, Director of Finance

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### SUMMARY

This report reviews the forward plan of the Policy and Oversight Board in 2023/24 and seeks Members views on any further key strategic issues within its remit to programme for consideration in 2023/24.

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### RECOMMENDATIONS

1. For the Board to note the forward plan for 2023/24 and comment on additional key strategic issues within its remit to programme for consideration.
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**Wards Affected:** All

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<b>Our Values</b>	<b>Summary of how this report aligns to the H&amp;F Values</b>
Building shared prosperity	The forward plan provides an opportunity to programme strategic issues for the Board's consideration, to support this, and other values. The current work programme includes exploration of childcare in the borough.
Creating a compassionate council	The forward plan provides an opportunity to programme strategic issues for the Board's consideration, to support this, and other values. The current work programme includes exploration of intergenerational practices in the borough.
Doing things with local residents, not to them	The forward plan provides an opportunity to programme strategic issues for the Board's consideration, to support this, and other values. The

	current work programme includes a report on the Council's cost of living response.
Being ruthlessly financially efficient	The forward plan provides an opportunity to programme strategic issues for the Board's consideration, to support this, and other values. The current work programme includes a mid-year review of the financial strategy and scrutiny of the revenue budget for 2024/25.
Taking pride in H&F	The forward plan provides an opportunity to programme strategic issues for the Board's consideration, to support this, and other values.
Rising to the challenge of the climate and ecological emergency	The forward plan provides an opportunity to programme strategic issues for the Board's consideration, to support this, and other values. The programme includes a review of the developing fuel poverty strategy.

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## Background Papers Used in Preparing This Report

None.

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## DETAILED ANALYSIS

### Looking forward to 2023/24

1. The Board has the following provisional future items for its forward plan:
  - 11 September 2023
    - Approach to intergenerational practices at H&F
    - Fuel poverty strategy
    - Digital Inclusion strategy
    - Mid-year financial strategy report.
  - 11 December 2023
    - Affordable and flexible childcare in H&F
    - Cost of Living report
    - Corporate performance
  - 23 January 2024
    - Revenue Budget for 2024/25.
2. The following areas of collaboration were formerly identified for the Board's consideration in the PAC Chair reports at April's Board:

- Improving data sharing and collaboration between the Council and partners
  - The Council providing co-production support and guidance to partners
  - Physical and mental health and wellbeing
  - Air quality and greening
  - Development of a borough food strategy
  - Cost of living support
  - Digital inclusion.
3. In light of the above, Members of the Board are invited to identify key strategic issues within its remit to programme for consideration in 2023/24 beyond the items in the above work programme.

## **LIST OF APPENDICES**

### **Appendix 1 – Policy and Oversight Board Terms of Reference**

## **Policy and Oversight Board Terms of Reference**

### **Members**

8 voting Councillors

### **Quorum**

3 Members of the Committee

### **Political proportionality**

7 Administration Members

1 Opposition Member

### **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, and in particular:

- The coordination, and development of the Council's Policy and Scrutiny function and the monitoring of its performance.
- To develop policy and make recommendations to the Cabinet.
- Monitor the administration and spending of Council services.
- To review the impact of decisions and policies implemented by the Council.
- Scrutinising the relevant Cabinet Member(s).

### **Scope**

- Creation and monitoring of new policy development via the Policy and Accountability Committees (PACs).
- Consideration and approval of requests for Task and Finish Groups by the PACs.
- Considering the corporate budget.
- Development of long-term savings plans within the Medium-Term Financial Strategy.
- Oversight of finance and use of resources.
- Performance management (including external assessment of the Authority and its services).
- Managed and shared services and other joint working with outside bodies.
- Electoral and other registration services.
- The Council's communication strategy.
- Procurement and management of IT services.
- The development, implementation and operation of the governance, structure, and processes in respect of joint working with other authorities, save for matters within specific service areas which fall within the remit of the PACs.
- Research, innovation, and the Council's continuous improvement and cultural change agenda.
- All human resources and organisation development functions.
- The Council's customer care and complaints services.
- Corporate Programmes and assurance.
- Other major cross-cutting functions of the Council.