

Policy and Oversight Board Agenda

Wednesday 18 September 2024 at 7.00 pm

145 King Street (Ground Floor), Hammersmith, W6 9XY

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

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

CONTACT OFFICER: David Abbott
Governance and Scrutiny
Tel: 07776 672877
Email: David.Abbott@lbhf.gov.uk
Web: www.lbhf.gov.uk/committees

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

Date Issued: 10 September 2024

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<u>Item</u>		<u>Pages</u>
1. APOLOGIES FOR ABSENCE		
2. DECLARATIONS OF INTERESTS		
	<p>If a Councillor has a disclosable pecuniary interest in a particular item, whether or not it is entered in the Authority's register of interests, or any other significant interest which they consider should be declared in the public interest, they should declare the existence and, unless it is a sensitive interest as defined in the Member Code of Conduct, the nature of the interest at the commencement of the consideration of that item or as soon as it becomes apparent.</p> <p>At meetings where members of the public are allowed to be in attendance and speak, any Councillor with a disclosable pecuniary interest or other significant interest may also make representations, give evidence or answer questions about the matter. The Councillor must then withdraw immediately from the meeting before the matter is discussed and any vote taken.</p> <p>Where Members of the public are not allowed to be in attendance and speak, then the Councillor with a disclosable pecuniary interest should withdraw from the meeting whilst the matter is under consideration. Councillors who have declared other significant interests should also withdraw from the meeting if they consider their continued participation in the matter would not be reasonable in the circumstances and may give rise to a perception of a conflict of interest.</p> <p>Councillors are not obliged to withdraw from the meeting where a dispensation to that effect has been obtained from the Standards Committee.</p>	
3. MINUTES OF THE PREVIOUS MEETING		4 - 21
	<p>To approve the minutes of the previous meeting as an accurate record and note any outstanding actions.</p>	
4. RESIDENT EXPERIENCE BRIEFING		22 - 44
	<p>This briefing paper provides a summary of the resident experience when accessing services at H&F. It provides an overview of:</p> <ul style="list-style-type: none">• Customer access journey• Resident Experience Access Programme original aims and objectives• REAP Refresh• Digital Inclusion Strategy current position• Resident experience culture change work• Co-production work	

5. CHANGES TO VOTING ENTITLEMENTS AND UPDATES TO ELECTIONS ACT 2022 IMPLEMENTATION 45 - 57

This report updates the Board on the implementation of Elections Act 2022, including the imminent review of voting and candidacy entitlements for European Union citizens resident in the borough, and the results of changes to absent voting and voter ID rules at the recent elections.

6. WORK PROGRAMME 58

For the Board to discuss future items for inclusion in the work programme.

7. DATES OF FUTURE MEETINGS

To note the following dates of future meetings:

- 25 November 2024
- 5 February 2025
- 6 May 2025