

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

Monday 18 November 2024 at 7.00 pm

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

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MEMBERSHIP

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

CONTACT OFFICER: Charles Francis
Governance and Scrutiny
Tel: 07776 672945
E-mail: Charles.Francis@lbhf.gov.uk
Web: www.lbhf.gov.uk/committees

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Date Issued: 08 November 2024

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

18 November 2024

<u>Item</u>		<u>Pages</u>
1.	APOLOGIES FOR ABSENCE	
2.	DECLARATIONS OF INTEREST <p>If a Councillor has a disclosable pecuniary interest in a particular item, whether or not it is entered in the Authority's register of interests, or any other significant interest which they consider should be declared in the public interest, they should declare the existence and, unless it is a sensitive interest as defined in the Member Code of Conduct, the nature of the interest at the commencement of the consideration of that item or as soon as it becomes apparent.</p> <p>At meetings where members of the public are allowed to be in attendance and speak, any Councillor with a disclosable pecuniary interest or other significant interest may also make representations, give evidence or answer questions about the matter. The Councillor must then withdraw immediately from the meeting before the matter is discussed and any vote taken.</p> <p>Where Members of the public are not allowed to be in attendance and speak, then the Councillor with a disclosable pecuniary interest should withdraw from the meeting whilst the matter is under consideration. Councillors who have declared other significant interests should also withdraw from the meeting if they consider their continued participation in the matter would not be reasonable in the circumstances and may give rise to a perception of a conflict of interest.</p> <p>Councillors are not obliged to withdraw from the meeting where a dispensation to that effect has been obtained from the Standards Committee.</p>	
3.	MINUTES <p>To approve the minutes of the previous meeting and note any outstanding actions.</p>	4 - 15
4.	CULTURAL STRATEGY UPDATE <p>This report sets out the progress made on the implementation of the Cultural Strategy adopted by Cabinet in October 2023.</p>	16 - 26

- 5. PUBLIC REALM WORKS PROCUREMENT** 27 - 34
- This report outlines the strategic approach being developed for a Public Realm Maintenance & Project Works Contract for all Council Public Realm works from April 2026.
- 6. REVIEW OF PARKS SATISFACTION SURVEY 2024** 35 - 73
- This report provides an update to the Committee on the results of the annual Parks Satisfaction Survey via the council's 'Have you Say' platform. The report outlines the key results and the next steps towards bringing forward a Parks Improvement Plan to a future cycle of the Committee.
- 7. NEW LOCAL PLAN FOR HAMMERSMITH & FULHAM** 74 - 79
- This report provides further detail on the process to be followed in preparing the new Local Plan and the likely key issues a new Local Plan for the borough will need to address.

London Borough of Hammersmith & Fulham

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



Monday 22 July 2024

PRESENT

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

Officers:

Bram Kainth, Strategic Director of Environment
Mark Raisbeck, Director of Public Realm
Pat Cosgrave, Service Lead for Street Environmental Services
Ian Hawthorn, Assistant Director Highways
Simon Ingyon, Assistant Director, Parks, and Leisure
Charles Francis, Committee Coordinator

Before the formal meeting began, the Chair, Councillor Rory Vaughan, paid tribute to the former Mayor of Hammersmith and Fulham, Mr Charlie Treloggan who sadly passed away yesterday. Councillor Stephen Cowan, Leader of the Council also commended his service to the borough. A minute's silence was held at the start of the meeting.

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Andrew Jones (Cabinet Member for the Economy), Sharon Holder (Cabinet Member for Public Realm) and Councillor Zarar Qayyum (Cabinet Member for Enterprise and Skills).

In the absence of the Cabinet Members, Councillor Stephen Cowan, Leader of the Council attended the meeting.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES

The minutes of the Economy, Arts, Sports and Public Realm Policy and Accountability Committee meeting held on 22nd April 2024 were agreed.

4. UPDATE ON WASTE AND RECYCLING SERVICE DEVELOPMENTS

Pat Cosgrave, Service Lead for Street Environmental Services gave a presentation on waste and recycling service developments. This update set out the progress made in the council's waste and recycling services through the roll-out of food waste recycling, the introduction of wheeled bins and garden waste recycling and other service developments.

The presentation drew attention to the following:

- The context of where Hammersmith and Fulham stood for waste minimisation and recycling in comparison to other London Boroughs.
- The benefits of a wheeled bin and food collection service.
- Details of the service roll out, the community engagement work which had been conducted and flexibility of the service.
- A sample of the feedback the service had received from residents.
- Food waste – statistics of how this had increased.
- Household recycling – Noting a 5-7% increase to date, as well as future forecasts.
- Details on the garden waste recycling service, including the use of green vehicles.
- Details on the social value implications of the service and how this had benefited communities.

Councillor Adam Peter Lang commented that waste generation affected every resident and noted that 47,000 food waste bins were now being provided. He explained that while there was scope to improve the service, he had found the Waste and Recycling Team to be helpful and responsive. Referring to lived experience data, he explained that after the last waste update at committee, he had contacted the Team and had been trained by Veolia in waste management. He commented that he was impressed by the way in which Veolia thought about the health and well-being of their staff which he felt was important. He also provided details of a waste collection round in Brook Green that he attended with the team's supervisor which had gone well.

Turning to garden waste, Councillor Adam Peter Lang asked if officers felt the new charge associated with the service had been publicised enough. In response, Mark Raisbeck, Director of Public Realm confirmed that the service was about to come online and the Council were doing a soft launch, so it would be announced initially

just on the Council's website and then promoted more heavily from September when most residents had returned from the holiday period.

Councillor Adam Peter Lang asked if the roll-out had been completed in Hammersmith and Fulham. In response, Pat Cosgrave, Service Lead for Street Environmental Services explained that the roll-out for core deliveries had been completed in terms of the kerb side residential streets that the Council wished to deliver to, and the Council would be revisiting some of the main roads again, but where it was thought there would be a lower eligibility for wheeled bins. Pat Cosgrave also highlighted there had been plenty of opportunities for residents to swap bins to ensure they had the right capacity bin for their needs.

In relation to the food waste bins, Councillor Jackie Borland asked what percentage of the bins were being used, as she had seen many bins with new blue tape on them which meant they were not being used. She noted that 120 tonnes per month was currently being collected and enquired what percentage this was of the potential 47,000 food waste bin collections. In response, Pat Cosgrave acknowledged that he had seen some residents were not participating in the food waste collection service and what he was referring to, was those properties where bins had been delivered by the Council. So, as the key core delivery phase had been rolled out, the Council would be returning to those streets again to identify (visually, through information management systems and feedback from crews) those properties where food waste containers had been delivered to, but which were not being used. It would then be a case of investigating this further to understand why some residents did not want to use the service. Pat Cosgrave commented that some people did not like food waste as it smelled, and others might not produce much food waste. However, the Council needed to identify what their barriers to participation were, and then work with them to see if these barriers could be overcome.

Pat Cosgrave explained, the experience in other boroughs was that food waste performance (in terms of tonnes collected) would eventually plateau and drop off a little as it drove behavioural change as people saw how much they were wasting and this might change purchasing and food behaviours. Pat Cosgrave confirmed that officers would be happy to report back to the committee on the work they were doing after the roll out had been completed.

Councillor Jackie Borland commented that everyone was guilty of buying things they did not end up using, so hopefully the food waste collection would help highlight this issue. Turning to logistics, Councillor Jackie Borland noted that there would be one rubbish collection for wheelie bins, the crews then needed to identify those properties which did not have wheelie bins, and then separate recycling sacks, so she asked if all collections would be conducted on the same day with several collection vehicles. In response, Pat Cosgrave provided details of how the collection service operated and how collection rounds had been designed to reduce vehicle mileage by only going to the tip in Wandsworth once (per vehicle).

Councillor Jackie Borland asked how the operatives would know which properties did not have the bins. In response, Pat Cosgrave explained that the presentation point of the bins was within the property boundary and as many of the properties were close together, crews could see where most of the gaps were. However, he explained that

embracing new technology was fundamental to the new waste and recycling contract. This meant the contract included a management information system, so the crews had started to use in-cab technology whereby the driver used a tablet which identified what the collection requirements were for each individual property along a particular street. This also meant that if there were issues surrounding the presentation or contamination of waste, this could be captured on the in-cab devices so that it would enable the Council to target its interventions and improve waste behaviours.

With regards to food waste, Councillor Liz Collins asked if you had food which had gone off, were you meant to scrape the food out and dispose of the packaging and food waste separately. Officers confirmed this was the correct action to take. In relation to garden waste, Councillor Liz Collins asked if a resident had a small garden which did not generate much green waste, what would happen if garden waste was put into general waste. In response, Mark Raisbeck commented that it was difficult to try and anticipate the individual circumstances for every resident in the borough, however, the new service that was being introduced was designed to provide choice through all the change which had been implemented. If a resident had a garden they might be able to self-compost if they were an occasional producer of green waste, alternatively they might choose to occasionally drive to the tip where the disposal was free instead of taking part in paying for a green waste collection. Mark Raisbeck explained, that by offering this choice, the Council was aiming to discourage people from putting their garden waste into their general waste because incinerating mixed waste was not good for the environment. It also cost more to dispose of and officers wished to maximise recycling.

Councillor Ashok Patel commented that he thought the contractor Veolia was doing a first-class job. He asked if it was possible for the wheeled bins to be collected from the garden, rather than the pavement. The reason for this request was that several disabled residents had explained they had difficulty moving the bins, that they blighted the landscape and finally, due to the security concerns the movement or non-movement of bins raised. In relation to the collection point for bins, Pat Cosgrave confirmed these had only been delivered to households where there was sufficient outside space within the boundary of the property for them to be stored. And after the collection, then bins should be returned to a point within the boundary of the property. He explained that an assisted collection service was available through the Council's website for those residents that found manoeuvring the bins difficult.

In relation to green waste, Councillor Ashok Patel commented that the £90 per annum charge did not seem very much. However, if a resident was in receipt of benefits, then this was an added cost of living pressure. He asked if there were any exceptions to the charge and whether this had been means tested or if it was a universal charge. Councillor Ashok Patel acknowledged that forty-nine collections per year was good value, however, he commented that his personal green collection was only three or four times a year, so in his view, not many residents would require forty-nine collections.

In response, Mark Raisbeck confirmed that the Council was not planning on making any exceptions. He highlighted there were a number of options residents could follow

to avoid having to pay and these included self-composting their green waste or taking this to the tip. He explained the green waste collection was a new service and officers would be monitoring its uptake carefully, so any anomalies to collections would be captured.

Councillor Liz Collins highlighted circumstances where a resident had sadly passed away and their empty bins were still being collected. In response, Pat Cosgrave asked for the details to be provided to him so the issue could be resolved.

The Chair, Councillor Rory Vaughan asked for further details to be provided on collections and whether the green waste was being collected on the same day as other waste. In response Mark Raisbeck confirmed that all collections would be on the same day and that green waste would become integral to recycled waste in terms of the tonnage total, as recycling waste was less expensive to process than general waste.

Councillor Rory Vaughan asked about the opportunity for residents to swap bins should the need arise. In response, Mark Raisbeck confirmed bins could be swapped by contacting the new bins email address and many residents had already done so given the myriad of issues that might prompt a change in bin size. Mark Raisbeck confirmed that the approach the Council had taken was to assess each property as best it could, and suggested residents contact the Council (if need be) after they had experienced and had time to assess the service.

At the invitation of the Chair, two residents were invited to ask their questions. The first question related to the different bin sizes that were available, and how residents were made aware of the smaller bin size as there had been little publicity on this. The Chair asked the resident if he was aware of how many streets had indicated they wished to use the smaller bins. The resident listed a series of local streets in Brackenbury ward which contained three or four bedroom houses with very shallow front gardens.

In response, Mark Raisbeck confirmed that the Council had assessed individual properties and what their perceived needs were, and in most cases, the smaller sized bins were not practical given the amount of waste a typical home generated. Mark explained the logistics of the bin roll-out was complex and the Council would continue to assess and reassess the service. And with the tablets, each crew would be using in the collection lorries, the Council would be able to slowly generate an accurate picture of what waste each household was presenting.

The Chair reiterated that residents had the opportunity to contact the bins service with the new email address should the need arise. And Mark Raisbeck confirmed that the Council would continue to monitor the service.

The second resident asked a question on green waste. It was felt that the council had not taken into account the contribution individual households made to the greening of the borough (through their gardens). The £90 charge for green waste was deemed to be not inconsiderable given that previously garden waste was disposed of through general waste without any extra charge. What plans did the Council have to encourage residents to plant their own gardens. It was also noted

that many of the Council's services were only used by a minority of residents, although the general rule was that all residents paid for services whether they used them or not.

In response, Mark Raisbeck explained the garden waste collection was a brand-new service and it was important to recognise that the service was not free to the Council when green waste was put into general waste as there were significant disposal costs and also an environmental impact. He added that it was about encouraging residents to treat green waste in the correct way and for the Council to support this. He provided details of who the service was for (in terms of a regular collection service). He confirmed that the £90 charge was an optional charge which residents could either accept or not accept. This offered exceptional value as other London Boroughs charged similar fees for a fortnightly collection service.

Councillor Stephen Cowan, Leader of the Council, provided the context of the development of the green waste delivery service. He explained it was a new service which had been developed for residents who enjoyed gardening. He highlighted that any refuse service was expensive to provide. The aim was to get residents to do more recycling as this saved money and was good for the environment. He explained that all other Council's charged for green waste collections.

Councillor Stephen Cowan provided a series of examples of current spending priorities (including children's free breakfasts, LET and free adult social care) and explained this what was why the Council was charging for the green waste collection service. He confirmed that if there were any residents that could not pay, the Council might means-test in future.

In relation to the bin rollout, Councillor Stephen Cowan explained this process began in 2019 and the Council had listened to resident feedback which was why this had gone so smoothly. Asking the public to change behaviours was always a challenge but he confirmed that he been sent more compliments on the bin roll out than any other issue.

Closing the item, Councillor Rory Vaughan thanked the residents for their questions and for answers that had been provided. He confirmed there had been a considerable amount of praise for how things had gone and the roll-out had been smooth. In terms of the garden waste, he confirmed the Committee was interested in the advertising and the soft launch that officers had mentioned.

RESOLVED

1. For the Committee to note and comment on the paper and presentation.

5. CAFÉ CULTURE, PLAY STREETS AND STREET PARTIES INITIATIVE

Ian Hawthorn, Assistant Director Highways gave a presentation on café culture, play streets and the street parties initiative. This focused on the ongoing efforts in civic renewal to promote increased community activities, with a specific focus on play streets and community events across the borough.

The presentation covered the following points:

- An explanation of what the initiative was and what it sought to achieve.
- The mechanics and steps required to enable street activities to take place.
- An across the Council approach with a team of enablers from many service departments working together.
- Building partner support, including contractors / consultants, Developers, Hammersmith bid and Football Clubs based in the borough.
- Details of those projects which had been delivered, and those planned for the future.
- Details of the Fun Under the Flyover project and the types of activities this supported and delivered.

Councillor Adam Peter Lang commented that some of the street parties had taken place in the road where he lived and also in the ward where he was a councillor. He asked what was being done to engage with those harder to reach groups and whether officers were speaking to residents' groups to ensure they were aware events could be held. Given the complexity of arranging street parties, he suggested that residents may well need assistance in getting events up and running.

In response, Ian Hawthorn confirmed that at the end of the meeting, Councillors could have his email address, and any Committee Member could email him with a proposal which he would do his best to facilitate. Moving forwards, Ian Hawthorn confirmed the Council would be developing a communications strategy, including a website to promote these concepts, provide guidance on best practice and make events easier to realise.

Ian Hawthorn confirmed the Council had to consider its messaging and how this would be achieved, either through the website, by adapting and updating its current information and pro-formas, as well as the use of word of mouth to best effect. Ian Hawthorn commented that when civic renewal through the street parties and community events was first proposed, it seemed a significant challenge. However, events such as a theatre production in Brackenbury ward would be taking place soon which illustrated what could be achieved.

The Leader of the Council, Councillor Stephen Cowan, explained that the idea behind civic renewal (through events) was to activate people's goodwill and good neighbourliness in order to create greater social cohesiveness. He provided details of a street market which took place in Hammersmith Grove shortly after the Administration gained control of the borough and explained that residents had found they were a good way of people getting to know their neighbours. He commented that in any large city, there was a high degree of transience, so the question posed was whether there was a social benefit in making people feel a sense of belonging, which he felt there was. He commented that the Council was measuring the number of street parties that were taking place, and these had increased significantly. Councillor Stephen Cowan outlined what the challenges were in arranging street parties and the answer lay in trying to promote social entrepreneurialism. It was important to ensure residents knew across all communities, that if there was event they aspired to arrange, the Council would encourage it.

Councillor Jackie Borland thanked officers for the presentation and for the work they were doing. She also commented the ideas and concepts behind civic renewal were wholly positive. She encouraged event organisers to think big and small, so events did not necessarily mean the closure of large sections of a road. As it could just be something low key, like a barbeque, which still brought residents together.

Councillor Liz Collins echoed these sentiments and stated it was a great initiative. She praised the work of the Law Enforcement Team (LET) and commented on how the recent Wandsworth Bridge event had gone well. She explained she was particularly interested in the scope for further theatre productions and steps to encourage residents into the Arts.

Councillor Ashok Patel agreed with the positive aspects of the scheme but highlighted that negative factors also need to be considered such as issuing traffic orders, arranging physical barriers, engaging in agreements with the Local Authority, extra Policing and site clearance. These were factors which needed to be paid for, and while he acknowledged these were joint ventures between the Council and local communities, it would be interesting to learn how events were financed.

Councillor Ashok Patel commented that he enjoyed the Wandsworth Bridge event, however, he felt it had been a missed opportunity and he would have preferred to have seen less stalls and more educational stands.

Commenting on the use of green spaces, he noted that within a 10-minute radius, there was Eel Brook Common, South Park and Parsons Green. He stated that any events held there would be cost free, such as the recent Festival for English Wines (at Eel Brook Common), so the innovative use of parks could be investigated further.

In response, Councillor Stephen Cowan explained that some of these decisions were based on the Administration's political decisions. He confirmed that parks were being used, such as the Community Day in Ravenscourt Park and the wine tasting at Eel Brook Common. Part of the reason why the Council closed roads and had special days was because the High Street was facing challenging times and also to develop a sense of community based on two factors. Firstly, that residents would visit somewhere immediately outside their front door, and secondly, that it was possible to then support local businesses.

He provided details of when the Council first closed North End Road and the committee heard that some retailers had taken a month's takings in a single day. Councillor Stephen Cowan reiterated the Administration's pledge for Hammersmith and Fulham to be the best location in Europe for business, which meant in turn a hard stretched retail and hospitality sector. So, when events were staged, residents enjoyed them and businesses thrived. In a post pandemic world where businesses were still struggling, the impact of the internet / e-commerce and punitive business rates, this was why local events , supporting the local economy were vital.

The Chair, Councillor Rory Vaughan commended the presentation which had illustrated the huge number of events that were being held. He noted that the number of activities had grown over recent years, which in turn meant the teams supporting these events had become more developed, so future events were easier

to hold. The Chair praised the work done by the Events Team, Ian Hawthorn and the host of officers for facilitating these events, as well as the work being done to engage with hard-to-reach groups to ensure events were fully inclusive. The Chair confirmed that the committee would be interested in monitoring how civic renewal projects and events developed in the weeks and months ahead.

RESOLVED

For the Committee to note and comment on the report.

6. UPDATE ON THE SPORT AND PHYSICAL ACTIVITY STRATEGY FOR HAMMERSMITH & FULHAM

Simon Ingyon, Assistant Director, Parks, and Leisure, gave a presentation on the Sport and Physical Activity Strategy for Hammersmith and Fulham. This focused on the progress in developing the strategy following public consultation via the council's 'have your say' platform. The presentation outlined the next steps towards bringing forward a new strategy and action plan to a future cycle of the committee.

The presentation drew attention to the following:

- An overview of how the strategy was developing and details of the public consultation via the 'Have Your Say' platform.
- A reminder of the Five Strategic Themes of the Strategy.
- Details on the consultation feedback and the accessibility responses.
- An explanation of how other feedback: Beat the Streets, Playzones and GLL Annual User Survey would augment and feed into the Sports Strategy consultation feedback.
- Information on the co-production and community engagement initiatives.
- Details of what the next steps were.

Referring to the consultation, Councillor Jackie Borland enquired if the backbone of the strategy was going to be based on twenty-one consultation responses. She asked if the Council could re-run the consultation and why officers thought there had been such a low response rate. In response, Simon Ingyon, explained that the strategy would not be based on just the twenty-one responses, and highlighted that it would include the responses from: Beat the Streets, Playzones and the GLL Annual User Survey which provided a much-improved insight (over one thousand combined responses) into residents perceptions and thoughts on sports and physical activity in the borough. It was noted that over 13,000 residents had signed up to Beat the Streets, over 8,000 from GLL's research and 500 responses had been received from young people. Adding further comments, Simon Ingyon, mooted it may have been the time of year that the consultation went out, the impact of the European Football Championships and perhaps there could have been more publicity. However, he confirmed that the usual consultation process had been followed, key stakeholders had been written to and the consultation had been live for between five and six weeks from the end of April to the beginning of June. With this in mind, Simon Ingyon, confirmed that the Council did not want to delay the strategy any further as it had taken longer than anticipated to reach its current state of development.

Commenting further, Councillor Jackie Borland confirmed that it was fortunate the Council had the additional pieces of research to augment the consultation as the response had been so low. So few responses meant that any feedback in a specific area would have disproportionate weight. She acknowledged that there were some great facilities within the borough and a considerable amount of activities were taking place. In turn, this meant there were pressures on the Council's green spaces and challenges in balancing how these resources were used (paid for as opposed to community usage).

Councillor Adam Peter Lang remarked he was pleased with the strength of the co-production within the report, as its importance had been highlighted by the Chair at a previous meeting. He commented that he had been impressed by the work being done by the Youth Council and asked that officers sought its input. This organisation had good access to a range of partners and it was important to recognise the needs of young people which had been badly affected by the pandemic.

In terms of Play zones, Councillor Adam Peter Lang referred to the time he had recently been canvassing for the General Election and noted that he had discovered some areas which looked as though they could be possibilities (for Play zone sites) if the community was engaged. He acknowledged the timetable for the development of the strategy and thought this looked appropriate. He asked if the intention was for the final strategy to be presented back to the Committee in the new year. In response, Simon Ingyon, confirmed that the strategy would return to Committee in early February 2025.

Commenting on Playzones, Simon Ingyon confirmed that Young Hammersmith and Fulham did participate in the consultation (on Playzones) and he welcomed further feedback from Councillors on potential Playzone sites that they had identified within their individual wards.

Councillor Liz Collins asked what types of barriers had been identified for women to become more involved in sport and physical activity and what facilities had been identified as being under used, such as playgrounds. In response, Simon Ingyon confirmed that it was a challenging area and safety was integral to it. He highlighted the importance of the LET Team, how Community Champions could be used to promote well-being such as the use of the community gym in Hammersmith Park and how instructor led, well-advertised community sessions could be used to encourage participation. Apart from the role played by paid instructors, Simon Ingyon highlighted the valuable role played by the volunteer network to promote sports and physical activity. It was noted that it was important outside gyms were located in prominent places with good sight lines to improve public safety.

Councillor Ashok Patel commented that the consultation had taken the Council forwards, but further work needed to be done. He noted that only 22% of the responses were from ages groups 19 to 34 and 11% were from black British which was not reflective of the diversity within the borough. He explained that in relation to some sporting events, there was an opportunity to focus on groups where their religion / traditional values meant they could not participate in sports like other groups, so it was necessary there was wider consultation.

Councillor Rory Vaughan acknowledged the progress which had been made and asked if there were any quick wins that could happen between now and next March. He commented that the top priority was getting more residents physically active and the ways in which this could be achieved. Ideas included encouraging some of the voluntary networks to become involved, more instructor led outdoor gym sessions and advertising current facilities more.

In response, Simon Ingyon confirmed that the Council already had a range of sports development programmes (Active Minds, for example). He agreed that increasing participation in sport and physical activity was about getting the right information to the right people, at the right time, and that was where working with Public Health on the back of Beat the Streets and working through the Health and Well-Being Strategy were important. He confirmed the residents the Council wished to target through initiatives were the twenty to thirty percent that did not do any activity at the moment and to encourage them to become more active, without having to take part in any particular sport. Other work streams included the Council linking with GP referral schemes and health workers to identify those persons (including those with disabilities) that were at risk if they were not undertaking activity at the moment and then linking up and doing one to one sessions with them to help to encourage them to become more active. Simon Ingyon explained that Council had recently worked with a group of Somalian women to procure an additional hour at Fulham pool so there would a be a women-only session starting in the next month.

The Chair, Councillor Rory Vaughan was encouraged to hear about these types of initiatives and underlined that this needed to be advertised better and be brought to the attention of some of the community groups within the borough. On a grander scale, the Chair echoed Councillor Lang's previous comments that the summer of sport and in particular the Olympic Games in Paris would hopefully inspire more people to become more active.

In response, Simon Ingyon confirmed that Officers could develop a communications campaign on the back of the Olympics, as well as the tennis at Wimbledon and the ongoing Test Match. He highlighted there already was an A to Z of sports available within the borough and more needed to be done to signpost information that was already available on the internet. The Chair also highlighted the success of the short videos on the council's YouTube pages which promoted services and events and suggested more could be made of this outreach, especially by advertising them through social media.

Simon Ingyon also highlighted that the Council's bi-annual sports awards would be taking place in September and so officers were in the process of writing to all the boroughs sports clubs in search of nominees for the awards. This was also another valuable opportunity to promote both the volunteers, coaches, and the sports clubs across the borough and this was being promoted at the moment and throughout the summer for those nominations.

Concluding the item, the Chair confirmed the committee looked forward to the further development of the strategy and he encouraged officers to implement those quick wins where possible. The Chair explained he was interested in how an increase in physical activity would be measured. He was encouraged by the work on co-

production which was a vital mission of the Council. He thanked officers for all the work that was currently taking place and confirmed that the Committee looked forward to a further update in the new year.

RESOLVED

That the committee note and comment on the report and the presentation.

Meeting started: 7.00 pm
Meeting ended: 9.40 pm

Chair

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

Agenda Item 4

LONDON BOROUGH OF HAMMERSMITH & FULHAM

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

Date: 18/11/2024

Subject: Cultural Strategy Update

Report author: Val Birchall, Assistant Director, Cultural Services

Responsible Director: Bram Kainth, Executive Director of Place

SUMMARY

This report sets out the progress made on the implementation of the Cultural Strategy adopted by Cabinet in October 2023.

RECOMMENDATIONS

1. The Committee is recommended to review and comment on the report.

Wards Affected: ALL

Our Values	Summary of how this report aligns to the H&F Corporate Plan and the H&F Values
Building shared prosperity	The strategy supports local businesses and the creative sector by attracting investment and tourism, boosting the borough's cultural economy.
Creating a compassionate and inclusive council	By prioritising access and diversity through the theme of Inclusion, Where Culture Connects ensures cultural opportunities for all residents.
Doing things with local residents, not to them	Developed in partnership with the community, the strategy reflects local priorities and encourages resident-led cultural initiatives.
Being ruthlessly financially efficient	Through external funding and partnerships, the strategy achieves cultural impact with minimal cost to the Council, optimising resources.
Taking pride in H&F	The strategy celebrates local heritage and creativity, fostering a strong sense of community pride in Hammersmith & Fulham.

Rising to the challenge of the climate and ecological emergency	The strategy incorporates sustainable practices across cultural projects, promoting environmental awareness through its programming.
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Background Papers Used in Preparing This Report

None

DETAILED ANALYSIS

Background

1. The Cultural Strategy “Where Culture Connects” was approved in October 2023, following an extensive process of co-production with the cultural sector and related stakeholders. The strategy was a recommendation of the Borough’s Arts Commission.
2. Where Culture Connects sets a vision for “A place where our people celebrate together and feel they belong, where visitors are wowed and where local creativity supports innovation and drives investment, jobs and shared prosperity.
3. 55 actions were included in the strategy, which links to both the Industrial Strategy and the Council Business Plan, aligning it with wider strategic aims for the economy, sustainability, health and wellbeing, education and place-making.
4. The term “culture” is used to incorporate contemporary and traditional arts, local culture and community events, heritage and the cultural and creative industries. The strategy has four themes which are Inclusive, Creative, Destination and Together. Addressing climate change is a cross-cutting theme.

Foundation Actions

5. The strategy identified four Foundation Actions which were the initial enabling steps for delivery.
6. Governance – a Delivery Board has been established with diverse representation from local partners. This takes the form of a Cultural Compact, which is a nationally recognised model for a stakeholder partnership including cultural and community organisations, education, health and private sector colleagues. The Cabinet Member is the Council’s representative on the Compact, which is also called Where Culture Connects and which has met monthly since its inception. Discussion has been opened with Arts Council England concerning the potential to support the Compact’s work as part of the national network of Compacts.

7. While the Council is the lead organisation for delivery of discrete actions and has a role to play in many others, the responsibility for prioritisation and delivery of the partnership strategy sits with the Compact as a whole.
8. Work on a data framework to inform planning and monitor progress is currently under way. This framework aims to support data-driven decision-making across Cultural Services by establishing baseline metrics, setting measurable targets, and facilitating regular reporting on key performance indicators (KPIs). The framework will be finalised once the Compact has reviewed the priority actions, to ensure measures are relevant.
9. Promoting our Offer – the Arts Marketing Group established for the H&F bid to become London Borough of Culture has been amalgamated with the Tourism Network to form a strategic approach to Destination Management.
10. The Resource Plan – the Council has supported the initial setup of the Compact with officer time and resources to recruit an independent Chair. As it refines its immediate, mid and long term priorities, the Compact will need to raise funds to support delivery of the action plan, including raising funds from statutory, private and voluntary sector sources. The Council has agreed to act as the accountable body for the Compact and will align the funding of its own activities to support delivery.

Establishing the Compact's Related Partnerships

11. In order to deliver the strategy, a series of related specialist groups are being established, as set out below.

Cultural Forum

12. Through engagement with stakeholders during the development of the Borough of Culture bid in 2023, the need to build local capacity in the cultural sector was identified as being a barrier to fully realising its potential. Where Culture Connects has established a Cultural Forum which is open to any organisation or individual with an interest in developing culture in the Borough.
13. The Forum met for the first time on 8th October 2024 with 80 people attending round table discussions to inform its future programme. The priorities identified at this session were:
 - Collaboration on promotion
 - Mapping and sharing data on participation & inclusion, the Borough's arts organisations and artists, assets and resources
 - Creative and cultural education (including supporting young artists, early career opportunities and apprenticeships)
 - Raising funds and targeting existing funding to support the strategy
 - Using heritage to engage diverse groups and strengthen the local identity including amongst young people
 - Ensuring the Civic Campus complements, rather than competes with the existing offer

- Increasing accessibility by addressing barriers to participation arising from location and transport availability, low levels of awareness or lower levels of disposable income
 - Focussing on 2026 as a year between London Borough of Culture titles to collaborate on a high profile programme
14. The Council's Cultural Services team has launched a bi-monthly newsletter to keep stakeholders informed about arts and cultural developments across the borough, highlighting upcoming events, partnership opportunities and funding news. These regular updates aim to strengthen connections between the Council and the Cultural sector. The newsletter is promoted via the Council's website.

Destination Management Partnership

15. To enable the delivery of the Destination theme, a Destination Management Partnership (DMP) has been established. The DMP is the lead partnership for developing business and leisure visitor-oriented product, for effective promotion of H&F to the domestic and in-bound visitor market, and for improving the experience of visitors while in the Borough.
16. The DMP brings together commercial, retail, events, cultural, hospitality and business representatives and has taken early action to pilot a Countdown to Christmas in H&F campaign to test the effectiveness of collaborative working on cross-marketing and visitor itineraries.
17. The DMP will link to the national structures for the Visitor Economy which include the work of London & Partners and, as it collects and analyses data relating to the visitor market, it will become more effective in creating product and promotional activities which tap market potential.

Heritage Partnership

18. Both the Compact and the wider Forum have identified Heritage as being critical to the success of the cultural strategy. The strategy sets an ambition to create a Black History Museum and a more prominent Black History Month as part of the ambition for Inclusive cultural provision in the Borough, working with historical groups, members of the Windrush generation and others to progress feasibility of a Black History Museum - to review sites, content and funding options. A steering group for this project has recently been established.
19. The Forum meeting on 8th October suggested a new Heritage partnership within the Compact governance, which would consider how trails, built heritage, heritage events, significant sites such as Fulham Palace, national initiatives (eg Black History Month) and local archive and history collections could be optimised. A new Heritage Partnership is therefore in the planning, with the expectation of forming in early 2025.

Cultural & Creative Education & Skills Partnership

20. The Borough's former Cultural Education Partnership was dissolved during the pandemic. Both the Compact and the wider Forum have identified cultural and

creative education as a priority. Cultural and Creative Education and skills link closely to opportunities identified in the Industrial Strategy and the current national review of the curriculum. Higher and Further Education partners are working with the Compact and with the Council's teams in school effectiveness, cultural services and economic development to develop a fit-for-the-future model for a new partnership with support from Arts Council England.

Strategic Actions

21. The actions set out in the ten year strategy have been reviewed by both the Compact and the Cultural Forum to prioritise the tasks. Further work is planned by the Compact to sequence and plan the resources for delivery of the actions.
22. The different Council teams involved (including in Cultural Services, in Economic Development, the Civic Campus and Corporate Communications) have incorporated the actions into their work planning.
23. The Appendix to this report summarises the actions as Green (completed or incorporated into Business as Usual), Amber (work has begun) or Red (not yet started). 31 of the 55 actions are under way in some form. One action has been removed (duplicating another action). 23 Actions remain to be started.

LIST OF APPENDICES




















Cultural Strategy Action Status

Appendix

Economy, Arts, Sports & Public Realm Policy and Accountability Committee Cultural Strategy Update 18 November 2024

Theme - Creative

A place that taps its creative potential for cultural production and for innovation in all our sectors.

	Description	Progress		Lead
1	Engage with local artists and creatives to understand their workspace needs			Cultural Forum/Creative Enterprise Zone (CEZ)
2	Use our planning levers to incorporate the establishment of affordable creative workspaces in new developments in the borough			LBHF Planning team/CEZ
3	Work with our existing studio providers to support them to grow their memberships			LBHF Arts Development/CEZ
4	Work to retain existing and support creation of new affordable creative workspace, especially within our Creative Enterprise Zone and at the Civic Campus			CEZ and LBHF Civic Campus
5	Identify further external funding for the protection of at-risk creative space			LBHF Arts Development/CEZ with GLA Culture at Risk team
6	Identify and signpost opportunities for premises for small organisations and start-ups			CEZ and Planning team
7	Provide networking opportunities, in order to pollinate collaboration and encourage creative spill-over into other sectors, stimulating growth			Cultural Compact
8	Explore creation of a one stop shop for support, advice and training for arts, culture and heritage organisations and small business start-ups in the creative and cultural sector including through our libraries' universal offer			LBHF Libraries
9	Deepen the engagement of arts and cultural institutions with schools in the borough, to highlight the breadth of career opportunities in the sector, and routes into those			 Cultural & Creative Education and Skills Partnership (to be established by Compact with LBHF depts, HE, commercial and schools sectors)

10	Work with partners to draw on the successful 'creative challenge' approach of Imperial College's Makers Challenge format, linking this to investments in our public libraries – strengthening this creative ecosystem behind our major global innovations				Cultural & Creative Education and Skills Partnership as above
11	Work with schools, community groups and other partners to explore how approaches such as providing '19 cultural experiences for all young people by the time they are 19 years old' could work				Cultural & Creative Education and Skills Partnership as above
12	Improve signposting and support for young people to access education, training, skills, mentoring and employment in the creative industries				Cultural & Creative Education and Skills Partnership as above
13	Scope partnerships with local creative businesses to offer and apprenticeships work experience to the borough's young people				Cultural & Creative Education and Skills Partnership as above
14	Explore creation of a wider 'creative skills accelerator' programme for all ages, to support residents to translate creative ideas into cultural production, employment or starting a business				Compact to review
15	Establish links with HMP Wormwood Scrubs education team and Ministry of Justice to explore ways in which creativity can form a route into productive work on release from prison				LBHF Libraries
16	Seek investment for maker space provision, tablet loan schemes and digital literacy activities				LBHF Libraries
17	Provide a trusted source of advice and promote information about climate change in our libraries				LBHF Libraries
18	Seek support for an annual Create in Hammersmith & Fulham award				Compact to review
19	Initiate a programme for resident artists to work alongside council teams to use their collective imaginations and diverse perspectives to stimulate new ways of working in the public sector				LBHF with HE partners and Arts Council England

Theme – Destination

A place for quality culture, retail, food, green space and riverside, with an internationalist outlook. A place to attract people to live, work, visit, study and invest.

	Description	Progress	Lead
20	Through a place-shaping approach, ensure all aspects of the Civic Campus and its surroundings align with the aims of this strategy	Yellow	LBHF Civic Campus
21	Create a significant new cultural attraction, with quality public events with broad appeal	Red	LBHF Civic Campus/Cultural Services
22	Establish the Civic Campus as a central resource to for cultural and creative practitioners and organisations	Red	LBHF Civic Campus/Cultural Services
23	Work with developers to support the creation of affordable spaces for creative and cultural uses	Yellow	LBHF Planning
24	Drawing on our existing Supplementary Planning Document on Affordable Workspace and Section 106 agreements, where appropriate align plans for developments with the borough's wider arts, culture and heritage landscape	Yellow	LBHF Planning
25	Explore the potential for redevelopment of the Linford Christie stadium to include a major entertainment arena alongside enhanced sports facilities	Red	LBHF Sports & Active Wellbeing
26	Incorporate the borough's cultural offer as a central plank of our offer to potential inward investors across a range of key growth sectors	Yellow	LBHF Industrial Strategy team
27	Explore establishment of a destination management partnership with partners in the borough to include the visitor attraction offer, management of visitor experience and promotion of the borough as a destination for sustainable tourism	Green	Destination Management Partnership (DMP)
28	Identify key sites and work with communities, partners and developers to commission and maintain high quality interventions		Removed as duplicates 25 above
29	Expand use of indoor and outdoor spaces for pop-up and street events	Red	Compact/DMP
30	Develop new festivals and events where there are opportunities	Red	Compact/DMP
31	Foster good relationships between the Council and sports stakeholders	Red	LBHF Sport & Active Wellbeing
32	Promote active travel and public transport to events	Red	DMP
33	Develop a programme of public visual art, making use of our parks, public spaces and public buildings to promote the borough as a major artistic and cultural environment	Yellow	Compact and LBHF

34	Facilitate partnerships between local arts organisations and community groups to enable more arts and cultural events across our public spaces, including through a cross-service approach to support, led by the Council's Events Team			LBHF Events
35	Generate new approaches to how underused or vacant public spaces could be transformed into temporary pop-up art installations or performance venues			Compact
36	Ensure the borough is welcoming and safe for all young people to explore our culture and heritage, in particular when designing our expanding night-time economy, recognising the need to 'de-territorialise' the perception of culture held by sections of London's youth			DMP/Night-Time Economy strategy group
37	Make use of the borough's green spaces as a platform to showcase our arts and culture offer			Compact
38	Explore Purple Flag Status for the night-time economy			DMP/Night-Time Economy strategy group

Theme – Included

A place that tackles inequality head-on, respecting diversity and including all residents in the opportunities we create.

	Description	Progress	Lead
38	Work with historical groups, members of the Windrush generation and others to progress feasibility of a Black History Museum - to review sites, content and funding options		Compact/Heritage Partnership/Black History Steering Group
39	Deliver a programme that promotes outdoor community theatre and music events in local neighbourhoods		Compact
40	Explore a role for the Events Team in supporting different communities to celebrate, volunteer and showcase their culture		LBHF Events
41	Explore the potential for the Civic Campus to offer an inclusive programme engaging local people with issues in the area		LBHF Cultural Services
42	Use the civic collections to bring our past to life and stimulate debate about our collective future		Heritage Partnership

43	Build on our improved approach to data collection and analysis to better understand how our residents participate in arts, culture and heritage				Compact
44	Scale up our 'What's On' guide to further promote the borough's cultural offer				DMP/LBHF Communications
45	Collaborate with the Sands End Arts & Community Centre Trust to amplify opportunities for all residents to engage in all art forms				Compact
46	Work with partners including the Lyric and Bush theatres and LAMDA to increase opportunities for all local people to participate in creative and artistic activities				Compact
47	Work with local arts and entertainment venues to provide affordable and accessible arts and cultural experiences for residents who might otherwise find it difficult to participate				Compact
48	Use the presence of the Archives service at the Civic Campus to connect people to local history and the exciting future opportunities in our creative economy				LBHF Libraries
49	Formulate a comprehensive, shared plan with partners to increase participation in volunteering, aligning resources for maximum effect				Compact/LBHF Events
50	Develop and build on outreach programmes tailored for people with disabilities to include a focus on volunteering and foster inclusivity in cultural participation				Compact
51	Cultivate a network of volunteer champions for culture and the environment				Compact

Theme – Together

A place that works together as one, sharing leadership and responsibility for our future.

	Description	Progress			Lead
52	Establish a Cultural Compact to lead, champion, develop, deliver, resource and monitor the actions plan and develop collective approaches to supporting the sector's resilience				Compact
53	Seek investment to commission and promote arts and cultural activities as means to engage and educate people of all ages about environmental sustainability and the climate emergency				Compact
54	Develop an Investment Plan to increase and diversify investment in the arts, culture and heritage				Compact
55	Actively promote crowdfunding initiatives for community-led cultural projects, furthering cultural investment across the borough				Compact

56	Facilitate networks to foster a culture of knowledge-sharing and innovation				Compact/Cultural Forum
57	Work with partners to explore co-investment for capital improvements to cultural infrastructure to improve energy efficiency				Compact

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

Date: 18/11/2024

Subject: Public Realm Works Procurement

Report author: Ian Hawthorn, Assistant Director Highways

Responsible Director: Bram Kainth, Executive Director of Place

SUMMARY

This report outlines the strategic approach being developed for a Public Realm Maintenance & Project Works Contract for all Council Public Realm works from April 2026.

RECOMMENDATIONS

1. For the Committee to note and comment on the paper and presentation.

Wards Affected: All

Our Values	Summary of how this report aligns to the H&F Corporate Plan and the H&F Values
Building shared prosperity	Bringing the best outcomes to deliver quality works in public realm, regardless of where in the borough they sit.
Creating a compassionate and inclusive council	To incorporate social value and what the contract can deliver for communities across the borough.
Doing things with local residents, not to them	All schemes will be designed with residents and delivered with them in mind. Residents are key to any successful service and their feedback plays a part in how we develop, plan, and deliver works. Accessibility will be a key component of the contract procured.

Our Values	Summary of how this report aligns to the H&F Corporate Plan and the H&F Values
Being ruthlessly financially efficient	At the heart of the contract will be efficiency, innovation, and an ethos of right first-time.
Taking pride in H&F	This is a fundamental part of every aspect of works delivered by the contractors, which will be procured and assured through this contract.
Rising to the challenge of the climate and ecological emergency	The contract will be built around green initiatives, including recycling, decarbonisation, and sustainability.

DETAILED ANALYSIS

Background

1. We currently use the Royal Borough of Kensington and Chelsea (RBKC) Framework contract for Highways Works. FM Conway won five of the six Lots in 2017 on an assessment of cost and quality. Hammersmith and Fulham started using the framework in April of 2018. The contract was extended in 2023 for a further 3 years, scheduled to end on Wednesday, 1st April 2026 and cannot be extended further, so a new contract is required.
2. This framework contract has six lots listed below:
 - (1) Paving (FM Conway),
 - (2) Asphalt resurfacing (FM Conway),
 - (3) Lighting and electricals (FM Conway),
 - (4) Projects (FM Conway),
 - (5) Structures (FM Conway), and
 - (6) Drainage repairs (Cappagh), Drainage Cleansing (FM Conway).
3. The main objective of the new procurement is to provide the Council with a Public Realm works contract. This contract will provide the Council with direct access to suppliers for the completion of maintenance (planned & reactive) and capital projects that will deliver the works in alignment with the Council's core values and quality standards. Furthermore, the Council currently uses the Ealing Framework contract to procure professional design services. It is proposed to include the procurement of professional design services in this new Public Realm contract to have additional control on the suppliers and the procurement of services and avoid paying access fees. It is planned to engage with the market to seek views on whether this would be an attractive and effective approach to procure these services.
4. At present, the Council has no resilience as FM Conway Ltd hold five of the six Lots. We plan to change this dynamic with the new contract by potentially limiting

the number of Lots which a particular contractor can be awarded or by appointing more than one supplier. This will provide us with supplier resilience which will help scheme delivery.

5. Another driver is around efficiency and economies of scale in line with the Council's priority to be ruthlessly and financially efficient. The future contract will be capable of being used by the Parks and Housing teams because work delivered by Highways is also required by these services. For example, the construction and maintenance of footways and asphalt surfaces in Parks and Housing could be delivered by a contractor who is doing the same work on the highways, thereby reducing delivery time and cost of procurement.
6. Several options have been explored to assess the best vehicle for carrying out a range of highway works from April 2026 onwards. For several months, we worked with Westminster City Council, as part of a joint contract approach however Westminster's highway team decided to withdraw from this arrangement because their service requirements and timescales did not match our requirements. We are assessing the viability and compliance of the Transport for London (TfL) framework as we plan to use that as an alternative contract, if required, to add more agility to deliver works to programme.

Public Realm Works Contract - Proposed Approach

7. The TfL framework doesn't give us the confidence of resources or priority alone, which a bespoke contract for this borough would provide. That means we are now proposing to procure a LBHF only contract that is also accessible to Housing and Parks.
8. The procurement of the Public Realm Works contract will provide the Housing Department the option to use this term contract to provide works which could reduce the need to procure certain works separately, saving time and money.
9. The Council has a Grounds Maintenance Contract with Idverde that commenced in February 2022 for 5 years with the option of a 5-year extension. The grounds maintenance contract covers three Lots: Parks and Cemeteries; Housing and Wormwood Scrubs. With the increase in green infrastructure across public realm there is a requirement to have flexibility around ground maintenance provision. It is now significantly more than the 50 parks, open spaces and 4 cemeteries as there are over 100 highways sites requiring different skills and resources. In addition, improvement projects within the parks could often be undertaken by the highways term contractor rather than having to procure each project separately which can be inefficient. We are therefore proposing to add Grounds Maintenance as an option into the Public Realm Works Contract, with the start date being subject to discussions with the existing provider.
10. Professional Consultancy Services are currently procured through an Ealing framework contract, which has consultants available to provide project management and specialist design support for structures, highways, traffic schemes, drainage projects etc. This framework ends in 2027 so it is proposed the Council procures its own Professional Services framework through this

process which will also avoid a 2.5% uplift charged by Ealing on all fees. This proposal to have our consultancy contract will provide us more flexibility to have the scope of specialist design skills required and be more financially efficient.

Contract Specifications Summary

11. Following internal discussions and workshops with relevant departments in the Council, the following services are proposed to be included in the new Public Realm contract:
 - a. Asphalt reactive and planned works;
 - b. Paving works reactive and planned works;
 - c. Road markings;
 - d. Street lighting reactive and planned works;
 - e. Civil engineering projects (highways, streetscape, public realm);
 - f. Drainage services;
 - g. Structures;
 - h. Winter carriageways maintenance;
 - i. Ground maintenance (commencement date to be agreed);
 - j. Professional Services;

12. The length of contract must be designed to deliver the maximum efficiency and low costs, as well as ensuring it is attractive to the market when we publish the procurement opportunity. At the time this report is being prepared, the optimal contract term is envisaged to be 7 years with a potential extension of 3 additional years to provide the contractor the ability to invest in key assets and because we have no depot space to offer the successful contractor(s).

Procurement Route Analysis of Options

13. **Option 1: Undertake a full regulated procurement process, advertised to the market (Recommended)**

Due to the nuances and complexities of the Council's requirements, alongside its desire to seek the best value for money in line with its priority of being ruthlessly financially efficient, it is proposed the council procures the Public Realm contract using a full regulated procurement process, advertised to the market. The procurement will combine the group of services in lots to maximise attractiveness to suppliers, and it will allow the Council to have access to different suppliers for the completion of the works. A market engagement session will be arranged to capture the market's thoughts on the proposed procurement structure to confirm if the current strategy aligns with the industry. Following the engagement session the Council may adjust the procurement strategy with the aim to obtain best value through a manageable contract.

14. **Option 2: Procure using a compliant framework, Dynamic Purchasing System (DPS) or Dynamic Market (not recommended)**

There are not any established frameworks which meet the Council's needs. However, the Council is considering using the TfL Framework alongside its own procured Public Realm contract, to provide a further level of resilience, to ensure successful delivery of the required works.

Market Analysis, Local Economy, and Social Value

15. A new contract must be able to meet the challenges that we face in the coming years and climate change is one of the key areas we need to adapt our design and delivery of works to either maintain or improve our assets across public realm. This must align with our [Low Carbon Procurement Policy](#).
16. Social value has become a key component of any contract, and we have managed to build up several valuable deliverables for our communities using a contract with no social value clauses incorporated in it. Any new contract must incorporate social value as a fundamental component, building on previous successes. We will encourage the winning contractor to employ residents where possible – including apprentices.
17. The contract will encourage innovation across a wide range of areas. This could include a switch to the use of electric vehicles, where this does not negatively impact on service delivery, and use of sustainable transport, such as cargo bikes. In addition, we will be looking for improvements in digital management, sustainability, decarbonisation, circular economy, and the materials we use including increasing the use of recycled materials. This contract must embrace the greening the grey drive, as there will be much more works that feature planting and the installation and maintaining of this new green space.
18. The borough's Industrial Strategy and Streetsmart Guide will influence the new contract and help shape what we need to deliver in the future as we create quality public spaces that promote the local economy.
19. The contractors will also be required to embrace the core value of 'doing things with people, not to them' including how we communicate effectively with residents and businesses, which will be at the forefront of the new contract.

Risk Assessment and Proposed Mitigations

20. **Service value:** the procurement of services in lots that are not of significant value to the suppliers may deter them from bidding or they may provide rates that are not cost efficient. The services are to be grouped in a way that the financial value of the resulting lots is attractive to suppliers. The inclusion of works from Housing and Parks will contribute to make the provision of the services more attractive to potential suppliers.
21. **Resilience:** awarding most services to a single contractor, even though it could lead to efficient service costs and a simpler contract to manage, will increase the risks if the contractor fails to deliver the services to the expected performance standards. The proposed lot structure, and where appropriate the number of different contractors per lot, will be established to make sure the Council can mitigate this risk and ensure effective service delivery.
22. **Deviation from traditional Highways Maintenance contract:** suppliers may expect this contract to be a traditional contract for the maintenance and

construction of highways works. The market engagement will help to communicate the requirements and expectations from the Council and how the works in parks and housing estates will be of a similar nature to those carried out within the highway. Specialised services will be procured in different lots if this is decided to be the best option following market engagement.

23. **Time Scales:** the new contracts will need to go live in April 2026. Should the timeline slip for the new contracts to go live, for Projects and Planned Maintenance, we can use the TfL framework to deliver larger schemes. However, this is not suited to small, reactive work and therefore it is important the new contract is in place to avoid having to seek a contract extension.

Timetable

24. Estimated timetable for the competition process through to contact commencing.

Action	Date
1. Key Decision Entry (Strategy)	November 2024
2. Contracts Assurance Board (CAB) (Strategy)	December 2024
3. SLT/Cabinet Member/Cabinet Sign off (Strategy)	December 2024
4. Preliminary Market Engagement	December 2024
5. Tender Notice	May 2025
6. Closing Date for Clarifications	July 2025
7. Closing Date for Submissions	August 2025
8. Evaluation of Submissions	August & September 2025
9. Moderation	October to November 2025
10. Award Recommendation Report	November 2025
11. SLT/Cabinet Member (Award)	November 2025
12. Contracts Assurance Board (CAB) (Award)	November 2025
13. Key Decision Entry (Award)	November 2025
14. Assessment Summaries	November to December 2025
15. Contract Award Notice	December 2025
16. Standstill Period Ends	December 2025
17. Contract Engrossment	January 2026
18. Contract Detail Notice	January 2026
19. Contract Mobilisation and Implementation	January – April 2026

Action	Date
20. Contract Commencement Date	1 st April 2026

For project management tools you may use the H&F templates available at:
<https://officesharedservice.sharepoint.com/sites/Project2/docs/Forms/AllItems.aspx>

Selection and Award Criteria

25. The Award Criteria will be allocated as below in line with the requirements of the Council's Contract Standing Orders:
 Technical Envelope (Quality) 60%
Social Value (Part of Technical Envelope (Quality)) 20%
 Commercial Envelope (Price) 40%
 Total = 100%
26. The pricing mechanism will be established following agreement on the lot structure.
27. Using the criteria and any sub-criteria that will be used to score Quality, the Council will assess the suppliers' responses to a series of questions (strategic, service delivery and contract management) to evaluate the Quality element of the suppliers' submissions.
28. The relative weightings being given to each of the criteria and sub-criteria to be established following agreement on lot structure.
29. Suppliers will be asked to submit a Social Value Plan which will be weighted as 20% of the total evaluation. The suppliers will be asked to describe the commitments their organisations will make to ensure that opportunities under the contract deliver social value. This plan must be timed and include details of how they will monitor, measure and report the delivery of their commitments.

Contract Management

30. The new contract will include several Key Performance Indicators (KPIs) to manage the performance of the suppliers. The number of KPIs will be assessed to make sure the associated administrative burden on the Council is not significant.
31. The KPI extension model will be developed to give the opportunity for the Contractor to access the 3-year extension if all the Council's KPIs service requirements are achieved or exceeded.
32. KPIs will monitor quality assurance, effective stakeholder engagement and promote economic growth.
33. The Lump Sums & Schedule of Rates will be subject to annual indexation uplift in line with Building Cost Information Service (BCIS) construction data. This will

help to align the pricing with actual market value and minimise the risk of the supplier compromising quality.

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

Date: 18/11/2024

Subject: Review of Parks Satisfaction Survey 2024

Report author: Simon Ingyon, Assistant Director, Parks, and Leisure

Responsible Director: Bram Kainth, Executive Director Place

SUMMARY

This report provides an update to the Committee on the results of the annual Parks Satisfaction Survey via the council's 'Have you Say' platform. The report outlines the key results and the next steps towards bringing forward a Parks Improvement Plan to a future cycle of the Committee.

RECOMMENDATIONS

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

Wards Affected: All

Our Values	Summary of how this report aligns to the H&F Corporate Plan and the H&F Values
Building shared prosperity	Providing and maintaining high quality parks and green spaces will provide an attractive environment to employers and residents enabling them to thrive and prosper.
Creating a compassionate and inclusive council	Improving access and availability of high-quality parks and green spaces will improve the physical health and mental well-being of all residents
Doing things with residents, not to them	The annual parks survey will help reform our services to respond to the needs of our communities by maintaining links and actively engaging with all users, stakeholders, and Friends groups, using the Parks Forum to engage with our diverse communities

	and co-produce improvements to our parks.
Being ruthlessly financially efficient	The survey will improve quality and reduce costs associated with parks maintenance and repairs by transforming our services by making use of; resident's views, new technology, new partnerships, and innovation in delivery, securing external funding through funding bids and partnerships.
Taking pride in H&F	The survey raises the profile of the borough's parks and open spaces and celebrates how they are vital assets for building a happier and more resilient borough by hosting community events, enabling residents to stay active and engaged with nature.
Rising to the challenge of the climate and ecological emergency	The survey will help create climate aware and wildlife-friendly green spaces which residents can enjoy.

Background Papers Used in Preparing This Report

No Reports

Introduction

1. The Hammersmith & Fulham Council's Parks Team conducted a customer satisfaction survey from 29 July to 15 September 2024, to assess the performance of the parks service and identify areas for improvement. The survey, developed with the Parks Forum, who reviewed the 2023 survey and provided alterations and improvements to the questions, style, and layout. The survey was available online and promoted through various channels, resulting in 495 responses. This was an increase on the 2023 survey of 320 responses. A detailed report of the 2024 survey responses can be found at Appendix 1 to this report.
2. Respondents were asked to score their thoughts on the overall satisfaction and maintenance of the Council's managed parks and open spaces, how safe they felt, the cleanliness and the overall quality of the borough's parks and green spaces. The Key Findings from the survey were: -
 - Overall Satisfaction: 86.3% of respondents rated the overall quality of parks as satisfactory or above, an increase from 69% in 2023.
 - Maintenance: 83% of respondents were satisfied with the maintenance of parks, up from 61% in 2023.
 - Safety: 65.7% felt the parks were safe, a decrease from 73% in 2023.

- Cleanliness: 80% were satisfied with cleanliness, compared to 67% in 2023.
- Quality: 81% were satisfied with the quality of parks and open spaces.

Detailed Analysis

3. Respondents to the survey mentioned 38 of the 53 in-borough parks and open spaces (Mortlake and North Sheen Cemeteries are outside of the borough boundary) Eel brook Common was mentioned the most with 69 responses, and others that received more than 20 responses were Ravenscourt Park, Hammersmith Park, Wormwood Scrubs, Bishops Park, Wormholt Park, Margravine Cemetery and Hurlingham Park. A further seven parks received at least 10 responses or more included Normand Park, South Park, Shepherds Bush Green, Brook Green, Fulham Cemetery, Lillie Road Recreation Ground and Cathnor Park.
- Frequency of Visits: 83.4% of respondents visit parks at least once a week.
 - Over 90% of visitors to parks travelled on foot.
 - Top Reasons for Visits: Health and well-being, relaxation, commuting, exercise, and socialising were the primary reasons for visiting parks.

Desired Improvements

4. Respondents were asked to rank their top six (6) most wanted improvements in Hammersmith and Fulham's parks and open spaces. Not all respondents provided six responses.
 5. The top five improvements desired were reducing litter, promoting responsible dog ownership, improving security, planting more flowers/shrubs, and enhancing biodiversity.
- Litter: 141 responses highlighted litter issues, particularly in the larger parks
 - Dog Ownership: 135 responses called for more responsible dog ownership.
 - Security: 131 responses indicated a need for improved security.
 - Enhancing biodiversity: 124 responses called for new wildlife habitats, meadows, and pollinator projects.
 - Better tree maintenance and planting: 65 responses across 23 parks mentioned additional planting in several parks including Eel Brook common, Ravenscourt Park and Bishop's Park,

Park Features and Facilities

6. The boroughs parks contain many valuable features which enhance users visits to parks and many of them are often the reason for the visit. Many respondents called for more or improved play, sports pitches, outdoor gyms, toilets, and drinking fountains.
- Playgrounds: Significant issues have been raised about the state of playgrounds seeking upgrades and improved accessibility.
 - Outdoor Gyms: requests for new and additional outdoor gyms in parks including Wormholt park and Ravenscourt Park.
 - Toilets: 95 responses requested improved toilet facilities across several parks.
 - Picnic Tables: 92 responses called for more picnic tables.
 - Drinking Fountains: 90 responses requested additional drinking fountains.

Accessibility and Signage

7. The respondents have raised concerns with the condition of some of the footpaths in Hammersmith and Fulham's parks and open spaces and several of the parks and open spaces signage and wayfinding has fallen into a poor state or repair.
 - Footpaths: Several footpath improvement projects have been identified in parks and green spaces.
 - Signage: Improved signage and wayfinding are required in several parks.

Infrastructure

8. The respondents' requests for infrastructural improvements included calls for additional CCTV, (linked to earlier concerns with anti-social behaviour in some of our parks and open spaces) and improved lighting in parks, where parks or open spaces are walking routes. The condition of lights in parks is currently being assessed as part of a condition review programme and is expected to be completed by January.
 - CCTV and Lighting: Requests for additional CCTV and improved lighting were noted, subject to funding availability.

Key Individual Parks:

9. The report highlights several parks that feature most regularly based on the survey responses. Here are the key findings for those parks:

Eel Brook Common: 69 responses

Key Issues: Litter, responsible dog ownership, security, flower/shrub bed maintenance, tree maintenance.

Desired Improvements: Reduce litter, improve security, plant more flowers/shrubs, create more wildlife habitats, improve lighting, and install more drinking fountains.

Ravenscourt Park: 61 responses

Key Issues: Litter, responsible dog ownership, security, flower/shrub bed maintenance, tree maintenance.

Desired Improvements: Plant more flowers/shrubs, create more wildlife habitats, improve paths, install more drinking fountains, and improve lighting.

Hammersmith Park: 42 responses

Key Issues: Litter, responsible dog ownership, security, flower/shrub bed maintenance, tree maintenance.

Desired Improvements: Improve security, plant more flowers/shrubs, create more wildlife habitats, install more drinking fountains, and improve lighting.

Wormwood Scrubs: 38 responses

Key Issues: Litter, responsible dog ownership, security, flower/shrub bed maintenance, tree maintenance.

Desired Improvements: Create more wildlife habitats, plant more trees, improve paths, install more drinking fountains, and improve lighting.

Bishops Park: 37 responses

Key Issues: Litter, responsible dog ownership, security, flower/shrub bed maintenance, tree maintenance.

Desired Improvements: Improve security, plant more flowers/shrubs, create more wildlife habitats, improve paths, and install more drinking fountains.

Wormholt Park: 36 responses

Key Issues: Litter, responsible dog ownership, security, flower/shrub bed maintenance, tree maintenance.

Desired Improvements: Improve security, plant more flowers/shrubs, create more wildlife habitats, improve paths, and install more drinking fountains.

Margravine Cemetery: 21 responses

Key Issues: Responsible dog ownership, security, flower/shrub bed maintenance, tree maintenance.

Desired Improvements: Improve security, plant more flowers/shrubs, create more wildlife habitats, and improve paths.

Hurlingham Park: 20 responses

Key Issues: Litter, responsible dog ownership, security, flower/shrub bed maintenance, tree maintenance.

Desired Improvements: Improve security, plant more flowers/shrubs, create more wildlife habitats, and improve paths.

10. These parks were frequently mentioned by respondents, indicating areas where the Council can focus its efforts to improve the overall quality and user experience. The key issues and desired improvements provide a clear direction for future actions and projects.

Future Actions:

11. Based on the findings from the Parks Customer Satisfaction Survey, the Parks Service plans to take several actions to address the feedback and improve the parks and open spaces. Here are some of the key actions:

Desired Improvements:

Litter Reduction: Issues with litter will be reported to the relevant contractors for immediate action. Review requirements for litter cleansing in future contracts.

Grounds Maintenance: The Council will continue to manage and monitor the performance of maintenance contractors to ensure high standards are met.

Safety and Security: The LET conducted an average of 1,500 patrolling hours per month in parks and open spaces in the last year, however concerns about anti-social behaviour (ASB) will be addressed by targeting patrols from the Council's Law Enforcement Team (LET) and local police groups to address issues reported.

Security Improvements: There have been efforts recently to improve security in parks, including the installation of five additional CCTV cameras, any further efforts will be discussed with community safety and will be subject to funding.

Biodiversity and Ecology: The Council will continue to plant more trees and create new wildlife habitats, with specific projects planned for various parks. Ongoing projects to plant flowers and shrubs to support pollinators will be expanded. 82 trees were planted in the 2023/24 season, with plans for 80 more in 2024/25; this does not include whips.

Park features and facilities

Playground Upgrades: A detailed strategic review of playgrounds has recently been undertaken over the summer months and an action plan is being developed which will be reported to a future meeting of this Committee for comment. In the meantime, Section 106 funding has been secured to improve several playgrounds at Margravine Gardens, Normand Park, South Park, and William Parnell Park which will undergo refurbishments.

Outdoor Gyms: Two new gyms were installed in South Park and Hammersmith 2023/24 increasing the total to eight. Existing outdoor gym facilities will be maintained and upgraded as needed. New outdoor gyms will be subject to funding.

Toilet Facilities: The Council will look to maintain and improve the existing eight parks with toilet facilities and expand the Community Toilet Scheme, as resources allow.

Picnic Tables and Drinking Fountains: Additional picnic tables and drinking fountains will be installed where feasible.

Accessibility and Infrastructure

Footpath Improvements: We will conduct an inspection of the footpaths to identify an improvement programme based on tackling the worst locations first, so that available funds can be targeted to achieve best value.

Lighting and Signage: Efforts will be made to improve lighting and signage in parks, ensuring they are safe and user-friendly following an updated condition survey.

Enforcement and Community Engagement

Responsible Dog Ownership: The LET will continue to manage ASB concerns, enforce Public Space Protection Orders (PSPOs) for responsible dog ownership and increase engagement and awareness among park users.

Community Involvement: The Council will continue to collaborate with Friends Groups and other stakeholders to manage expectations and develop new projects.

12. These actions aim to address the key areas of concern highlighted by the survey respondents and improve the overall quality and user experience of the parks and open spaces in Hammersmith & Fulham.

Conclusion

13. The 2024 survey indicates increased user involvement and pleasing increases in satisfaction levels in most areas. However, concerns about cleanliness, safety and specific maintenance issues highlight areas to be addressed that will improve satisfaction levels even further. The Parks service plans to implement various improvement projects over the next 12 months and is developing a Parks Improvement Plan that will be aligned to investment to maintain and enhance the borough's valuable parks and green spaces.

LIST OF APPENDICES

Appendix 1 - Hammersmith & Fulham Parks Satisfaction Survey 2024 Results Report

PARKS CUSTOMER SATISFACTION SURVEY REPORT 2024



November 2024

Table of Contents:

1. Introduction – Page 3
2. Summary of Results – Page 4
3. Detailed Analysis – Page 9
4. Which improvements would you like to see in your park – Page 12
 - a. Grounds Maintenance, Litter and Enforcement – Page 12
 - b. Biodiversity and Ecology – Page 15
 - c. Playgrounds, Outdoor Gyms and other play features – Page 17
 - d. Accessibility and Signage – Page 20
 - e. Facilities – Page 22
 - f. Infrastructure – Page 25
 - g. Other – Page 27
5. Accessibility – Page 28
6. Events – Page 29
7. Common Themes from the Free Text Box – Page 29
8. Conclusion – Page 29
9. About You – Page 30
 - a. Friends Groups – Page 30
 - b. Demographics – Page 30

Introduction

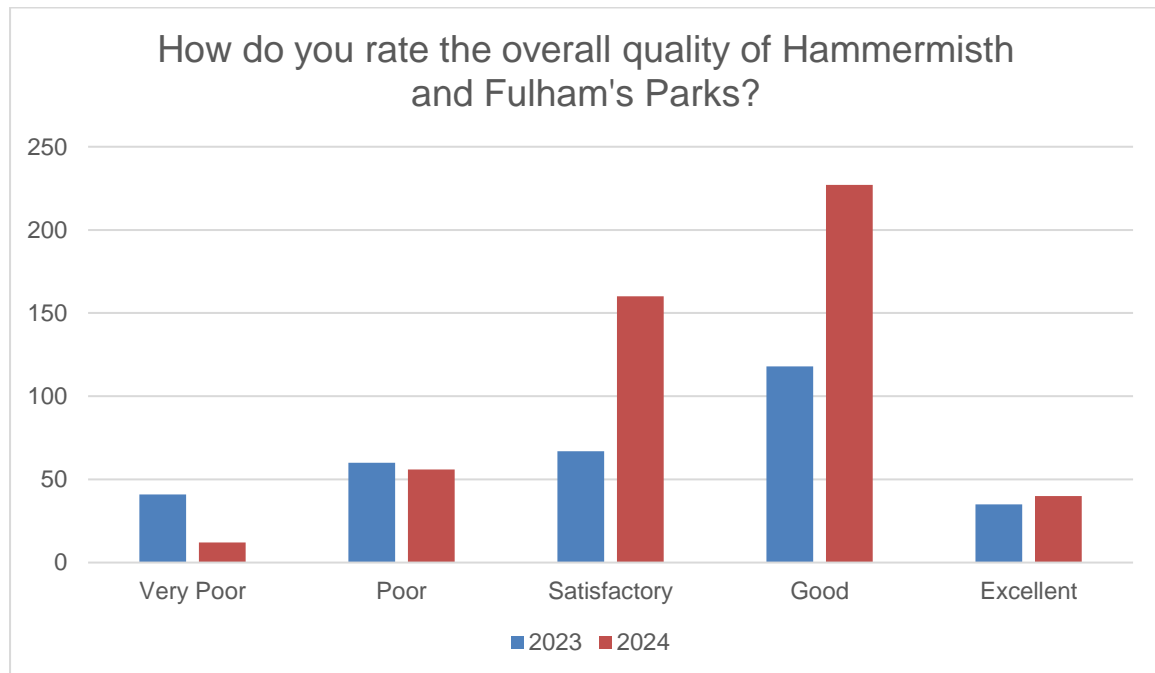
Aims:

Hammersmith & Fulham Council's Parks Team have conducted a parks customer satisfaction survey to gather feedback on the current performance of the parks service and to understand the areas that can be improved.

Methodology:

The survey was carried out between the 29th July and 15th September 2024. It was held online via the Council's [H&F Have Your Say \(lbhf.gov.uk\)](https://lbhf.gov.uk) consultation portal. The consultation was promoted online via the Council's website and through various social media and newsletter posts. The online survey was also shared with each existing Friends Group to be shared with their members.

Over the consultation period the Council received 495 responses, with 86.3% scoring the overall quality of all Council parks as satisfactory or above.



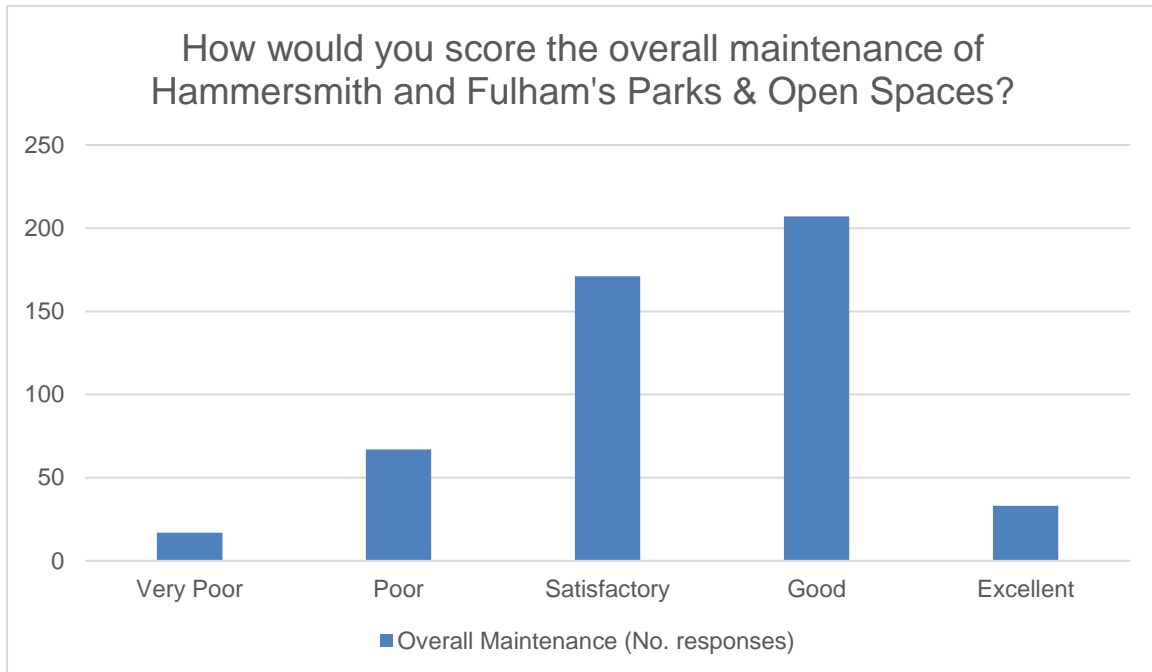
This is an increase on the 2023 survey which had 320 responses and an overall satisfaction rate for quality of 69%.

A further summary of the 2024 responses can be found in this report.

Summary of Results:

Overall Maintenance:

Respondents were asked to score their thoughts on the overall maintenance of the Council’s managed parks and open spaces.



Category	Number	Percentage
Very Poor	17	3.5%
Poor	67	13.5%
Satisfactory	171	34.5%
Good	207	41.8%
Excellent	33	6.7%

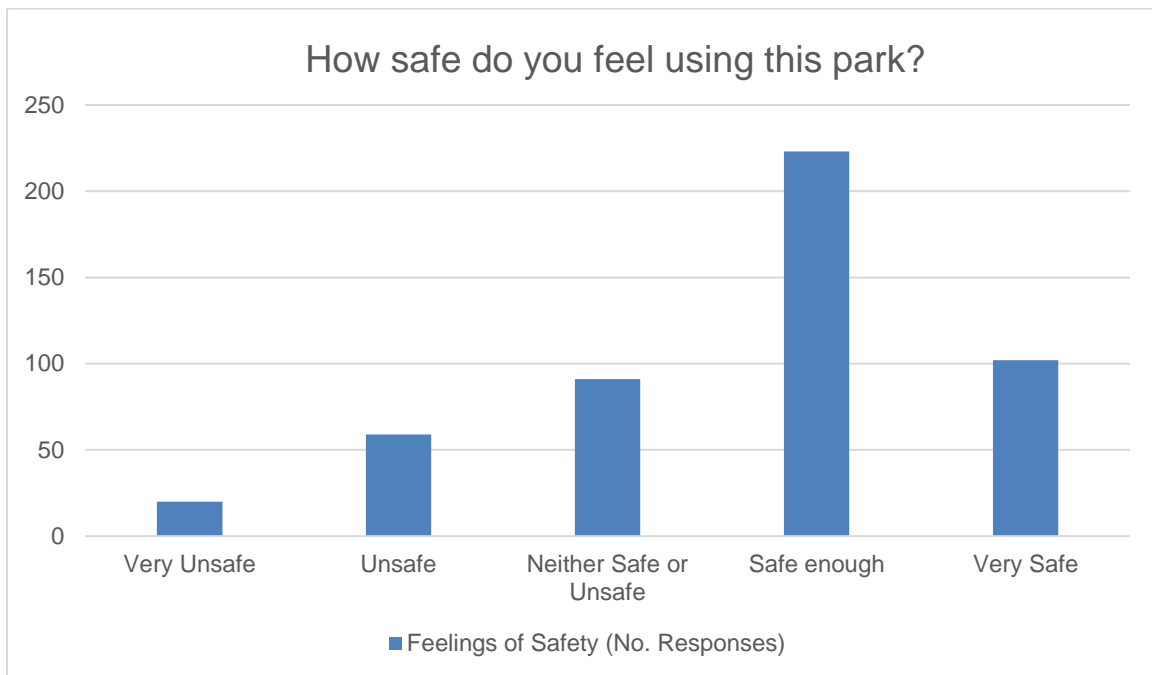
83% of respondents felt that the overall maintenance was satisfactory or above. In 2023 the satisfaction or above score was 61%

Overall Quality:

As highlighted on the previous page, respondents were asked to score their thoughts on the overall quality of Hammersmith and Fulham’s parks and open spaces and here is how the **86.3%** satisfaction score was broken down.

Category	Number	Percentage
Very Poor	12	2.4%
Poor	56	11.3%
Satisfactory	160	32.3%
Good	227	45.9%
Excellent	40	8.1%

Safety:

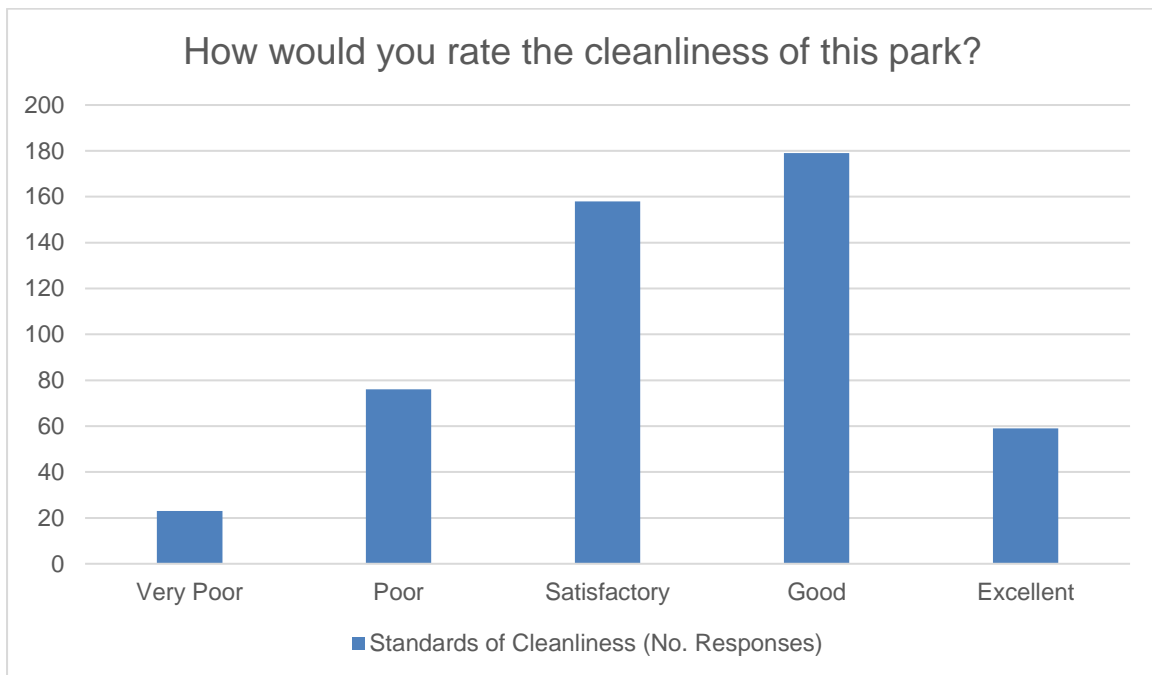


Category	Number	Percentage
Very unsafe	20	4%
Unsafe	59	11.9%
Neither safe or unsafe	91	18.4%
Safe enough	223	45.1%
Very safe	102	20.6%

The data suggests that **65.7%** of respondents (approximately 324 of 495) feel that the parks are safe enough or better. Those that have rated the parks as unsafe have reported concerns of ASB and these cases will be reported to the Council’s Law Enforcement Team (LET) to action and increase the number of patrols.

In 2023 the score was 73%.

Cleanliness:

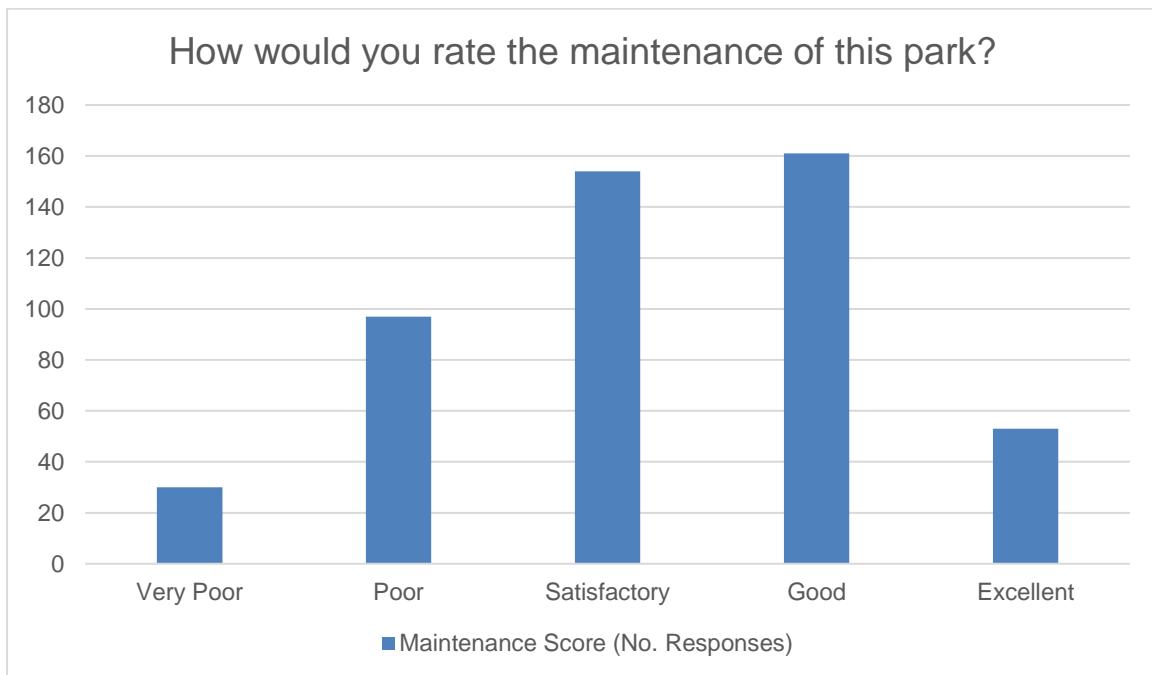


Category	Number	Percentage
Very Poor	23	4.6%
Poor	76	15.4 %
Satisfactory	158	31.9%
Good	179	36.2%
Excellent	59	11.9%

80% of respondents are satisfied with the cleanliness of the parks and open spaces in Hammersmith & Fulham. Where litter is reported to be a problem, this will be passed on to the appropriate contractor to investigate.

In 2023 it was 67%.

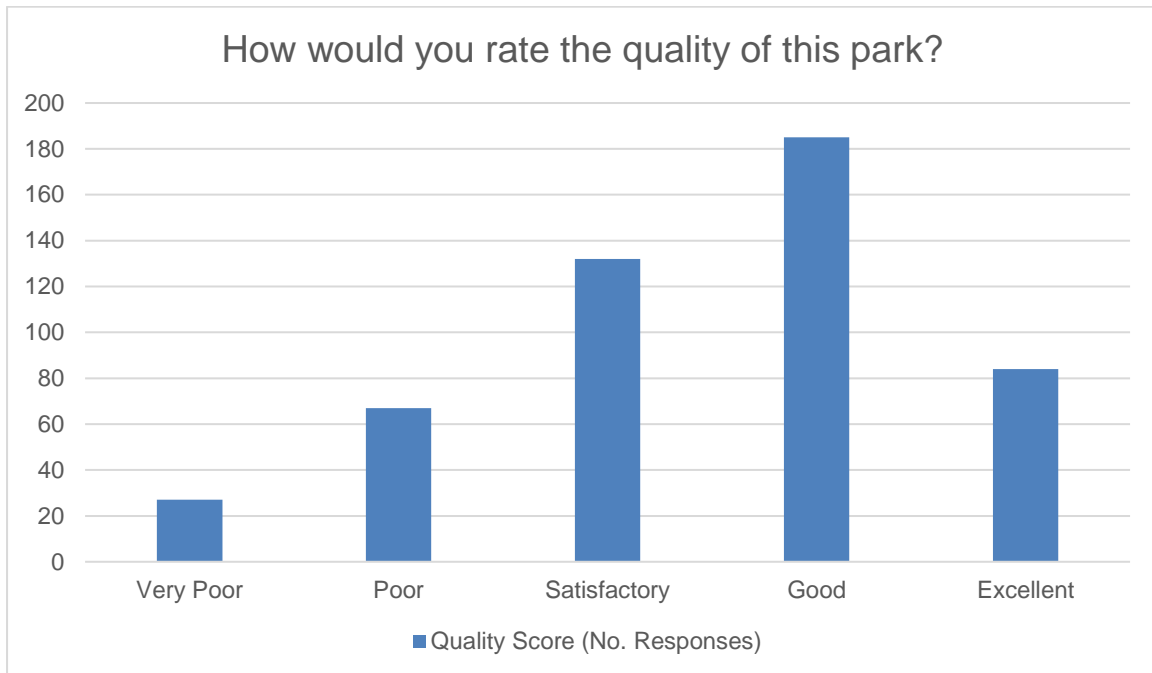
Maintenance:



Category	Number	Percentage
Very Poor	30	6.1%
Poor	97	19.6%
Satisfactory	154	31.1%
Good	161	32.5%
Excellent	53	10.7%

74.3% of respondents were satisfied with the maintenance of their park and open space. In 2023 it was 61%.

Quality:



Category	Number	Percentage
Very Poor	27	5.5%
Poor	67	13.5%
Satisfactory	132	26.6%
Good	185	37.4%
Excellent	84	17%

81% of respondents were satisfied with the quality of their park or open space. There was no 2023 question on perceived quality.



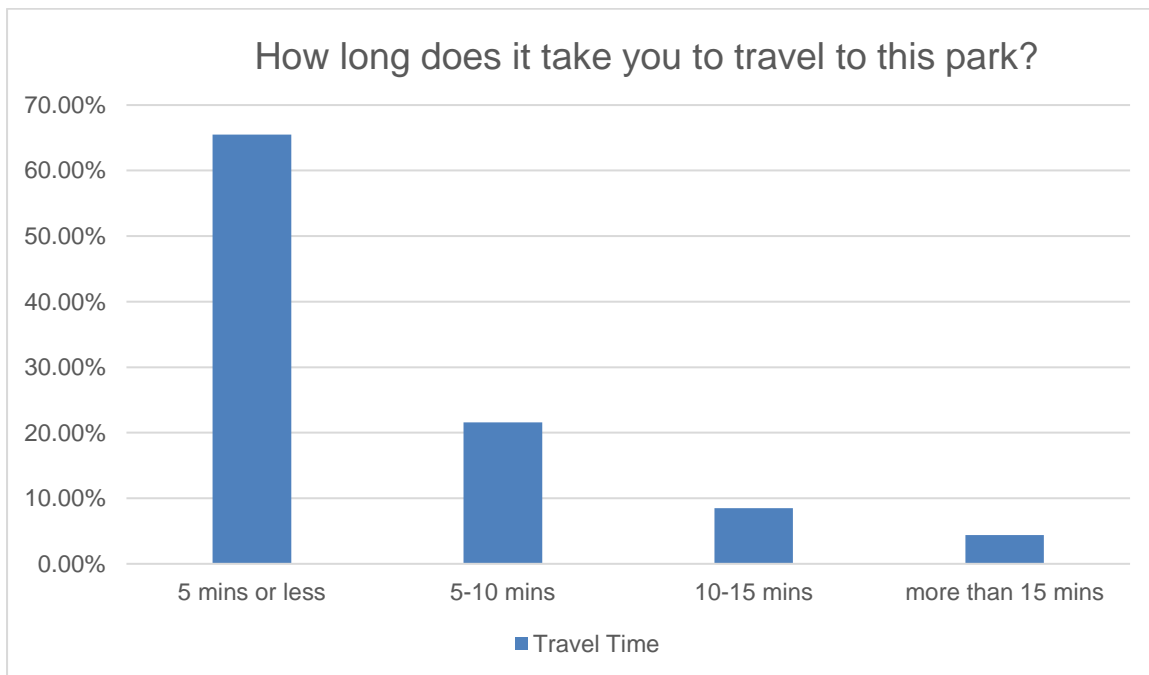
Parsons Green in Summer 2024

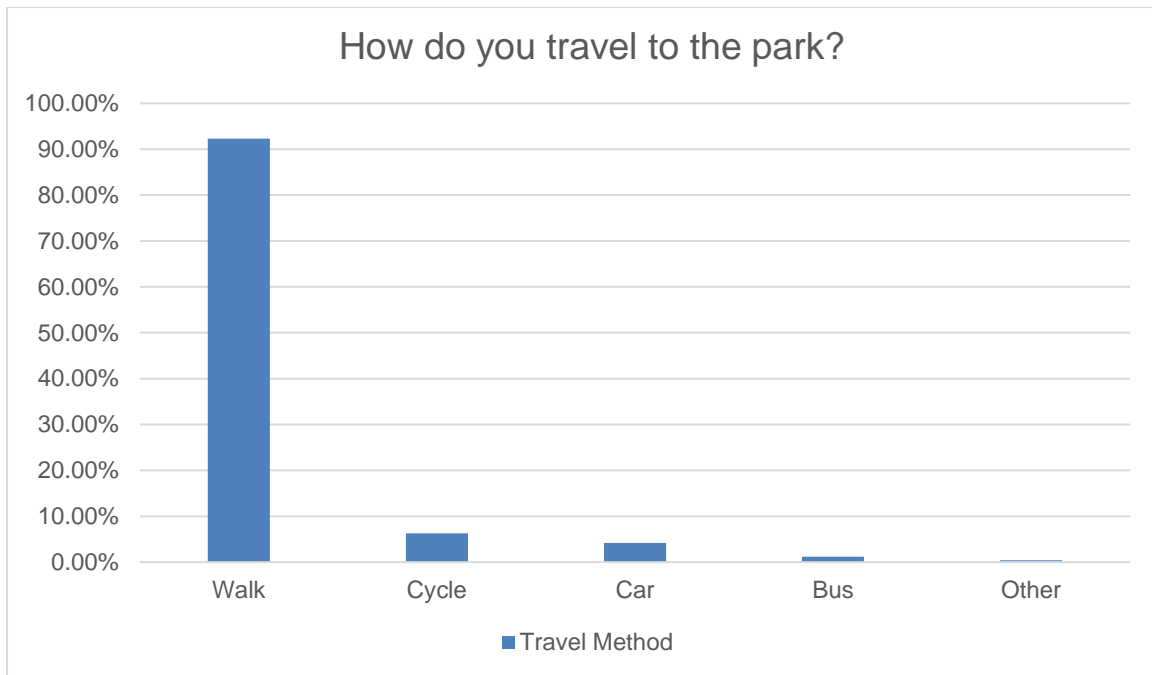
Detailed Analysis:

What is the name of the park or open space that you providing feedback for?

Name of Park (number of responses)			
Eelbrook Common (69)	Shepherds Bush Green (16)	Bayonne Park (4)	William Parnell Park – AKA Pineapple Park (2)
Ravenscourt Park (61)	Brook Green (12)	Godolphin Road Open Space (4)	Bentworth Road Open Space (1)
Hammersmith Park (42)	Fulham Cemetery (12)	Little Brook Green (4)	Dalling Road Open Space (1)
Wormwood Scrubs (38)	Lillie Road Recreation Ground (11)	Margravine Gardens (3)	Great West Road (1)
Bishops Park (37)	Cathnor Park (10)	Rowberry Mead Open Space (3)	Gwendwr Gardens (1)
Wormholt Park (36)	Wendell Park (9)	St Peter's Square (3)	Norland North Open Space (1)
Margravine Cemetery (21)	Parsons Green (8)	St Mary's Churchyard (2)	St Paul's Gardens (1)
Hurlingham Park (20)	Frank Banfield Park (7)	St Paul's Green (2)	Westcroft Square (1)
Normand Park (18)	Furnival Gardens (7)	Stevenage Park (2)	
South Park (18)	Marcus Garvey Park (5)	Upper Mall Open Space (2)	

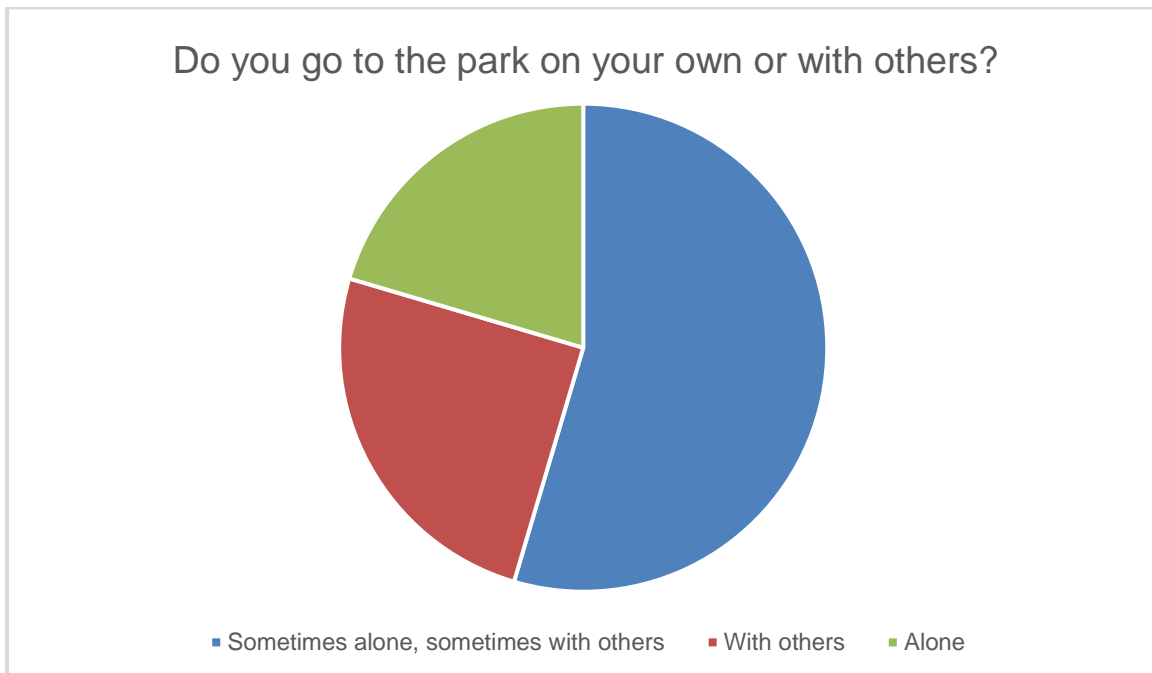
38 of the 53 in borough parks and open spaces (Mortlake and North Sheen Cemeteries are outside of the borough boundary) were mentioned by respondents of this survey.



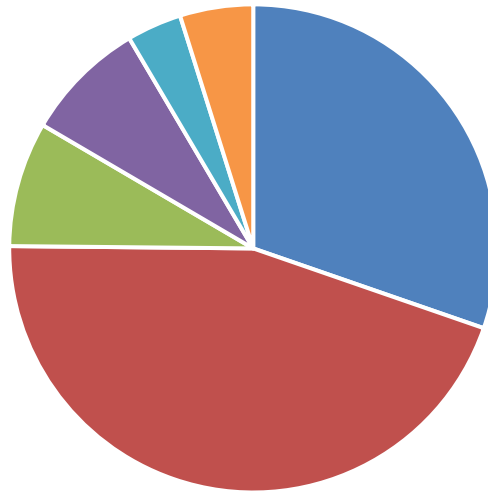


N.B. the total exceeds 100% as some respondents provided multiple answers.

'Other' included travelling by mobility scooters.



How often do you go to this park?



■ Everyday ■ A few times a week ■ Once a week ■ A few times a month ■ Once a month ■ Other

How often do you go to this park?	
Everyday	150 (30.3%)
Once a week	222 (44.8%)
A few times a week	41 (8.3%)
Once a week	40 (8.1%)
Once a month	18 (3.6%)
Other	24 (4.8%)

83.4% of respondents visit their park once a week or more.

Respondents were also asked to pick as many of the below reasons as to why they would visit a Hammersmith and Fulham managed park or open space.

Reason (Number of responses)		
For health and well-being (244)	Socialise with friends (138)	To attend an event (32)
To relax outside (226)	To walk the dog (non-professional) (116)	Community gardening (21)
On commuter route (213)	Sports pitches & courts (48)	Other (16)
To exercise (walking, jog, run) (209)	Visit the café (40)	Use outdoor gym (15)
Playground with children (159)	Participate in volunteer activity (37)	Personal trainer (12)
Enjoy biodiversity/wildlife (145)	To use dog exercise area (35)	Walk the dog (professional walker) (9)

Which improvements would you like to see in the park:

Reason (Number of responses)		
Other (160)	10. Add more play (88)	20. Improve/new splash pads (32)
1. Reduce litter (141)	11. Plant more trees (82)	21. More public art (25)
2. More responsible dog ownership (135)	12. Improve lighting (81)	22. More events (24)
3. Improve security (131)	13. Improve bed maintenance (72)	23. Increase grassed areas (24)
4. Plant more flowers/shrubs (124)	14. Better tree maintenance (65)	24. Improve signage (21)
5. Create more wildlife/encourage biodiversity (116)	15. Improve paths/create new (64)	25. Improve accessibility (11)
6. Improve toilets (95)	16. Improve boundary walls, railings, fences (52)	26. Improve/new skate park (8)
7. More benches/picnic tables (92)	17. More dog exercise areas (43)	
8. Install CCTV (91)	18. Improve sports pitches/courts (42)	
9. Install drinking fountain (90)	19. Improve/more outdoor gyms (39)	

Respondents were asked to rank their top 6 most wanted improvements in Hammersmith and Fulham's parks and open spaces. Not all respondents provided 6 options however the table above shows the breakdown of priorities.

Whilst 'Other' was the most listed option for future improvements, there is considerable overlap with the 26 alternative options that are listed above and therefore we will review these comments in greater detail later. The other options have been grouped into different categories.

Grounds maintenance, Litter and Enforcement:

Litter – 141 responses across 29 of the 38 parks mentioned in this survey		
Eelbrook Common (18)	Frank Banfield Park (3)	Great West Road (1)
Wormholt Park (15)	Furnivall Gardens (3)	Gwendwr Gardens (1)
Ravenscourt Park (14)	Hurlingham Park (3)	Lillie Road Recreation Ground (1)
Wormwood Scrubs (13)	Margravine Cemetery (3)	Norland North Open Space (1)
Bishops Park (12)	Parson Green (3)	Rowberry Mead Open Space (1)
Hammersmith Park (10)	South Park (3)	St Mary's Churchyard (1)
Shepherds Bush Green (10)	Bayonne Park (2)	St Paul's Gardens (1)
Normand Park (9)	Marcus Garvey Park (2)	Westcroft Square (1)
Brook Green (3)	Wendell Park (2)	William Parnell Park (1)
Cathnor Park (3)	Dalling Road Open Space (1)	

Responsible dog ownership – 135 responses across 25 parks mentioned in this survey		
Ravenscourt Park (20)	Cathnor Park (5)	Furnivall Gardens (1)
Margravine Cemetery (14)	Hurlingham Park (5)	Lillie Road Rec (1)
Wormwood Scrubs (14)	Brook Green (4)	Little Brook Green (1)
Hammersmith Park (12)	South Park (4)	Norland North (1)
Eelbrook Common (11)	Marcus Garvey Park (3)	St Peter's Square (1)
Wormholt Park (10)	Bayonne Park (2)	Stevenage Road (1)
Normand Park (8)	Parsons Green (2)	William Parnell Park (1)
Wendell Park (6)	Shepherds Bush Green (2)	
Bishops Park (5)	Fulham Cemetery (1)	

Improve Security – 131 responses across 22 parks mentioned in this survey		
Hammersmith Park 25	Ravenscourt Park 7	Fulham Cemetery 1
Eelbrook Common 12	Cathnor Park 6	Furnivall Gardens 1
Margravine Cemetery 12	Godolphin Open Space 4	Gwendwr Gardens 1
Wormholt Park 12	Marcus Garvey Park 3	Hurlingham Park 1
Bishops Park 10	Brook Green 2	Little Brook Green 1
Normand Park 10	Lillie Road Rec 2	South Park 1
Shepherds Bush Green 9	Bayonne Park 1	St Paul's Green 1
Wormwood Scrubs 9		

Improve Bed maintenance – 72 responses across 21 parks mentioned in this survey			
Eelbrook Common (15)	South Park (3)	Great West Road (1)	St Peter's Square (1)
Wormholt Park (14)	Fulham Cemetery (2)	Hammersmith Park (1)	Wendell Park (1)
Bishops Park (7)	Furnivall Gardens (2)	Lillie Road Recreation Ground (1)	Westcroft Square (1)
Ravenscourt Park (7)	Margravine Cemetery (2)	Normand Park (1)	
Hurlingham Park (5)	Dalling Road Open Space (1)	Rowberry Mead Open Space (1)	
Cathnor Park (4)	Frank Banfield Park (1)	St Mary's Churchyard (1)	

Better tree maintenance – 65 responses across 23 parks mentioned in this survey			
Eelbrook Common (13)	Cathnor Park (3)	Bentworth Road Open Space (1)	St Mary's Churchyard (1)
Ravenscourt Park (10)	Parsons Green (3)	Brook Green (1)	Stevenage Road Open Space (1)
Bishops Park (5)	Fulham Cemetery (2)	Frank Banfield Park (1)	Upper Mall Open Space (1)
Hurlingham Park (5)	Normand Park (2)	Furnivall Gardens (1)	Wendell Park (1)
Margravine Cemetery (4)	Wormwood Scrubs (2)	Rowberry Mead Open Space (1)	William Parnell Park (1)
Wormholt Park (4)	Bayonne Park (1)	South Park (1)	

It is considered by the Council that items such as *no. 1 reducing litter, no.2 more responsible dog ownership, no.3 improving security, no.13 improving bed maintenance* and *no.14 better tree maintenance* are contractual concerns. Whilst it is disappointing that they score higher than other suggested improvements, the Council will be reporting these directly to the associated contractor to review and take the necessary action.

Litter concerns will be reported to associated contractor to review. Enforcement issues for concerns around ASB, drug dealing, rough sleeping etc will be reported to the Law Enforcement Team (LET) and local police groups to co-ordinate an increase in patrols and address the issues raised.

The Public Space Protection Orders (PSPOs) for Responsible Dog Ownership were introduced in Hammersmith & Fulham in June 2023 and are enforceable until May 2026 where they will be reviewed. Certain restrictions are in place across the whole borough whereas other restrictions apply to only certain parks and open spaces. Further information can be found on our website [Responsible dog ownership protection order | London Borough of Hammersmith & Fulham](#) but all Responsible Dog Ownership PSPOs are enforceable by the Council's Law Enforcement Team who can issue fines.

Ground maintenance improvement programmes across the borough are being implemented and trees within parks are maintained in accordance with the Council's Street Tree maintenance conditions as per the Council's website - [Trees | London Borough of Hammersmith & Fulham](#). Officers will continue to manage these contracts and highlight the areas of concern to contractors.



Law Enforcement Team engaging with a park user on Eelbrook Common.

Biodiversity and Ecology:

Plant more flowers and shrubs – 124 across 25 parks		
Eelbrook Common (25)	Hurlingham Park (5)	Godolphin Gardens (1)
Ravenscourt Park (19)	Margravine Cemetery (4)	Margravine Gardens (1)
Fulham Cemetery (7)	Parsons Green (4)	St Peter's Square (1)
Hammersmith Park (7)	Brook Green (3)	Stevenage Road Open Space (1)
Shepherds Bush Green (7)	Cathnor Park (3)	Upper Mall Open Space (1)
Wormholt Park (7)	Furnivall Gardens (3)	Wendell Park (1)
Wormwood Scrubs (7)	Bayonne Park (2)	William Parnell Park (1)
South Park (6)	Normand Park (2)	
Bishops Park (5)	Dalling Road Open Space (1)	

Create more wildlife/biodiversity – 116 across 24 parks		
Wormwood Scrubs (21)	Bishops Park (3)	Parsons Green (2)
Eelbrook Common (14)	Brook Green (3)	Rowberry Mead Open Space (2)
Ravenscourt Park (14)	Shepherds Bush Green (3)	Stevenage Road Open Space (2)
Hammersmith Park (12)	Wendell Park (3)	Bayonne Park (1)
Fulham Cemetery (7)	Wormholt Park (3)	Bentworth Road Open Space (1)
Margravine Cemetery (7)	Furnivall Gardens (2)	Cathnor Park (1)
South Park (5)	Margravine Gardens (2)	Lillie Road Recreation Ground (1)
Hurlingham Park (4)	Normand Park (2)	St Paul's Green (1)

Plant more Trees – 82 responses across 23 parks		
Eelbrook Common (14)	Bayonne Park (2)	Furnivall Gardens (1)
Ravenscourt Park (12)	Brook Green (2)	Lillie Road Recreation Ground (1)
Wormwood Scrubs (10)	Cathnor Park (2)	Parsons Green (1)
Fulham Cemetery (7)	Hammersmith Park (2)	St Paul's Green (1)
Margravine Cemetery (6)	Normand Park (2)	St Peter's Square (1)
Hurlingham Park (4)	Rowberry Mead Open Space (2)	Stevenage Road Open Space (1)
Shepherds Bush Green (4)	South Park (2)	Upper Mall Open Space (1)
Wormholt Park (3)	Bishops Park (1)	

Increase grassed areas – 24 responses across 13 sites		
Eelbrook Common (4)	Normand Park (2)	Parsons Green (1)
Bishops Park (3)	Ravenscourt Park (2)	St Mary's Churchyard (1)
Wormwood Scrubs (3)	Brook Green (1)	Wormholt Park (1)
Hammersmith Park (2)	Cathnor Park (1)	
Margravine Gardens (2)	Frank Banfield Park (1)	

In the last 12 months Hammersmith and Fulham Council have created new wildlife habitats at Eelbrook Common, Normand Park, and Frank Banfield Park. Whereas the Council's Pollinator Pitstop project helps to plant new bulbs and plug gaps in existing flower beds to improve provision.

At Eelbrook Common and Normand Park, we transformed two disused features into new wildlife areas. At Eelbrook Common, we demolished an old paddling pool area and opened it up to create new vistas of the park and areas of wildflowers for the benefit of pollinators. At Normand Park we transformed an old disused bowling green, which already featured a Tiny Forest into a wildlife garden with new plantings and two wildflower meadow areas.



Volunteers at Normand Park Wildlife Garden, preparing to weed the wildflower meadow, Summer 2024.

At Frank Banfield Park, Hammersmith and Fulham Council constructed a new £400,000 community garden which consists of several new habitat areas. Here we have planted the Council's fourth Tiny Forest, created new nectar rich flower beds to benefit pollinators and have installed a new pond and habitat wall. Future projects at Frank Banfield Park include planting perimeter hedges and orchard trees. This large capital programme is a real community asset which will be managed by the Hammersmith Community Gardens Association for the first two years where we hope to create a new community garden group. If you are interested in learning more please contact info@hcga.org.uk



Planting of the Tiny Forest in Frank Banfield Park, March 2024.

In addition to these schemes the Council planted 82 trees in our parks and open spaces during the 2023/24 planting season and will plant 80 more during the 2024/25 planting season. With new tree planting, consideration must be made on the suitability of the location and how this may impact other parks services or users.

For future projects the Council will be creating new habitats at Purcell Crescent through a re-landscaping project. There will also be additional planting at the wildlife garden in Normand Park and new planting to complement the refurbished Leaning Lady statue at North Verbena Gardens along with further pollinator pitstop projects.

Future habitat improvement projects are derived from the management plans in consultation with Friends Groups and subject to funding being available. There is scope for more greening of Margravine Gardens whilst we refurbish the playground, and the Council will soon be going out to tender on the Wormwood Scrubs Masterplan which will see considerable improvements to biodiversity and ecology. The Council will also continue to work with stakeholders to develop new projects.

Playgrounds, Outdoor Gyms, and other play features:

Add more Play – 88 responses across 20 parks		
Normand Park (13)	Cathnor Park (4)	Wormwood Scrubs (2)
Wormholt Park (11)	Margravine Gardens (3)	Wendell Park (2)
Ravenscourt Park (10)	Rowberry Mead Open Space (3)	Bentworth Road Open Space (1)
Eelbrook Common (8)	South Park (3)	Godolphin Road Open Space (1)
Hammersmith Park (8)	Frank Banfield Park (2)	Hurlingham Park (1)

Lillie Road Recreation Ground (6)	Shepherds Bush Green (2)	Norland North Open Space (1)
Bishops Park (5)	Upper Mall Open Space (2)	

Improve sports pitches/courts – 42 responses across 14 parks		
Hurlingham Park (7)	Ravenscourt Park (4)	Frank Banfield Park (1)
Eelbrook Common (5)	Bishops Park (3)	South Park (1)
Hammersmith Park (5)	Lillie Road Recreation Ground (2)	William Parnell Park (1)
Wormholt Park (5)	Margravine Gardens (2)	Wormwood Scrubs (1)
Normand Park (4)	Bentworth Road Open Space (1)	

Improve/more outdoor gyms – 39 responses across 12 parks		
Ravenscourt Park (10)	Frank Banfield Park (2)	Shepherds Bush Green (2)
Wormholt Park (8)	Hurlingham Park (2)	Furnivall Gardens (1)
Eelbrook Common (6)	Lillie Road Recreation Ground (2)	Hammersmith Park (1)
Bishops Park (2)	Margravine Gardens (2)	Wormwood Scrubs (1)
Improve/new splash pads – 32 responses across 9 parks		
Ravenscourt Park (8)	Wormholt Park (5)	Hurlingham Park (1)
Eelbrook Common (6)	Bishops Park (4)	South Park (1)
Normand Park (5)	Cathnor Park (1)	Wormwood Scrubs 1

Improve/new skate park – 8 responses across 6 sites		
Bishops Park (2)	Bentworth Road Open Space (1)	Ravenscourt Park (1)
Eelbrook Common (2)	Lillie Road Recreation Ground (1)	Wormholt Park (1)

Playground facilities are important assets for any borough and for Hammersmith and Fulham it is no different. Within the borough there are now 55 playgrounds, outdoor gyms, multi-games areas and skate parks. The Council has recently carried out an audit of all playgrounds and are developing plans for a series of playground upgrades.

In the last 12 months the Council has delivered a significant play upgrade in Brook Green and Wormwood Scrubs due to a combination of Section 106 (S106) funding and other funding sources. The Brook Green project installed 13 new pieces of equipment, including new swings, springers and play panels. Other smaller scale upgrades took place at Lillie Road Recreation Ground and Rowberry Mead Open Space, whilst a major re-surfacing of the playground at Frank Banfield Park was also carried out.

Furthermore, the Council has also installed two new outdoor gym facilities, increasing the overall number from 6 to 8. The new gyms are found at South Park in the South of the borough and Hammersmith Park, towards the centre of the borough.

Lastly, the Council has conducted a refurbishment of the tennis and basketball courts at Hammersmith Park and the basketball court at South Park.



Hammersmith Park's tennis and basketball courts were refurbished in September 2024.

As a result of the ongoing review, the Council are intending to programme the refurbishments of several of our playgrounds in the coming months and years once funding has been secured. However, one such site where funding has already been secured is Margravine Gardens where currently the project scope is being developed to deliver a significant refurbishment in 2025. The works here will also include the multi-use games area which will be retained but reconfigured in order to include an area for wildlife.

The Council is also intending to resurface the tennis courts at Eelbrook Common and is reviewing the provision of the existing skate parks with the potential of working with the local community in improving these facilities.



Children enjoying the recently refurbished playground at Brook Green.

Accessibility and Signage:

Improve paths/create new – 64 responses across 22 parks			
Ravenscourt Park (13)	Wormwood Scrubs (4)	South Park (2)	Shepherds Bush Green (1)
Fulham Cemetery (6)	Eelbrook Common (3)	Wendell Park (2)	St Mary's Churchyard (1)
Lillie Road Recreation Ground (6)	Brook Green (2)	Cathnor Park (1)	St Peter's Square (1)
Bishops Park (4)	Furnivall Gardens (2)	Hurlingham Park (1)	Westcroft Square (1)
Hammersmith Park (4)	Margravine Cemetery (2)	Little Brook Green (1)	William Parnell Park (1)
Wormholt Park (4)	Parsons Green (2)	Normand Park (1)	

Improve signage – 21 responses across 14 sites		
Bishops Park (3)	Eelbrook Common (1)	St Mary's Churchyard (1)
Shepherds Bush Green (3)	Frank Banfield Park (1)	St Peter's Square (1)
Hammersmith Park (2)	Marcus Garvey Park (1)	Wendell Park (1)
Little Brook Green (2)	Margravine Cemetery (1)	Wormwood Scrubs (1)
Brook Green (1)	Ravenscourt Park (1)	

Improve accessibility – 11 responses across 8 sites		
Bishops Park (2)	Cathnor Park (1)	Ravenscourt Park (1)
Hammersmith Park (2)	Eelbrook Common (1)	Wendell Park (1)
Wormwood Scrubs (2)	Margravine Cemetery (1)	

Respondents have raised concerns with the condition of some of the footpaths in Hammersmith and Fulham's parks and open spaces.

In recent times, the Council has carried out several footpath improvement and de-pave projects. These include sections of footpath at Bishops Park, Brook Green and South Park amongst others. The Council also installed new footpaths at Wormwood Scrubs to improve connectivity at three access point onto the open space. The Parks Team are also actively seeking funding to carry out further repairs and upgrades of footpaths across the borough.

With regards to signage, the Council is developing a programme to upgrade signage in all parks and open spaces and in the last 12 months has installed new parks signage in Hammersmith Park, Hurlingham Park, Lillie Road Recreation Ground, South Park, William Parnell Park and Wormholt Park. The new signs have a community noticeboard and location maps as well as providing a brief history on the park or open space. The Council is aiming to continue this roll out of new signs across all of its parks and open spaces, but this is subject to suitable funding being allocated.

The Council has also conducted an accessibility survey of Wormwood Scrubs and will be rolling out the recommendations across all parks and open spaces going forward.



A park user enjoying the newly created footpath on Wormwood Scrubs

Facilities:

Improve Toilets – 95 across 19 parks		
Ravenscourt Park (18)	Lillie Road Recreation Ground (5)	Godolphin Road Open Space (1)
Wormwood Scrubs (13)	Hurlingham Park (4)	Margravine Gardens (1)
Hammersmith Park (10)	Wormholt Park (3)	Rowberry Mead Open Space (1)
South Park (10)	Brook Green (2)	Shepherds Bush Green (1)
Bishops Park (7)	Furnivall Gardens (2)	St Peters square (1)
Eelbrook Common (6)	Marcus Garvey Park (2)	
Normand Park (6)	Wendell Park (2)	

More Picnic Tables – 92 across 24 parks		
Eelbrook Common (21)	Rowberry Mead Open Space (3)	South Park (2)
Fulham Cemetery (10)	St Peter's Square (3)	Upper Mall Open Space (2)
Ravenscourt Park (8)	Wormwood Scrubs (3)	Wendell Park (2)
Wormholt Park (7)	Brook Green (2)	Cathnor Park (1)
Lillie Road Recreation Ground (5)	Frank Banfield Park (2)	Furnivall Gardens (1)
Bishops Park (4)	Hurlingham Park (2)	Godolphin Road Open Space (1)
Hammersmith Park (4)	Normand Park (2)	Marcus Garvey Park (1)
Margravine Cemetery (3)	Parsons Green (2)	Shepherds Bush Green 1

Install Drinking Fountain – 90 across 23 parks		
Eelbrook Common (20)	Bishops Park (3)	Shepherds Bush Green (2)
Wormholt Park (13)	South Park (3)	Brook Green (1)
Wormwood Scrubs (9)	Cathnor Park (2)	Godolphin Road Open Space (1)
Ravenscourt Park (6)	Frank Banfield Park (2)	Margravine Cemetery (1)
Hammersmith Park (4)	Fulham Cemetery (2)	Rowberry Mead Open Space (1)
Lillie Road Recreation Ground (4)	Furnivall Gardens (2)	St Paul's Gardens (1)
Marcus Garvey Park (4)	Hurlingham Park (2)	Upper Mall Open Space (1)
Normand Park (4)	Parsons Green (2)	

More dog exercise areas – 43 responses across 17 parks		
Wormwood Scrubs (10)	Cathnor Park (2)	Hammersmith Park (1)
Eelbrook Common (8)	Shepherds Bush Green (2)	Hurlingham Park (1)
Wormholt Park (4)	Brook Green (1)	Marcus Garvey Park (1)
Normand Park (3)	Dalling Road Open Space (1)	South Park (1)
Ravenscourt Park (3)	Frank Banfield Park (1)	Wendell Park (1)
Bishops Park (2)	Furnivall Gardens (1)	

More public art – 25 responses across 11 parks		
Ravenscourt Park (7)	Bishops Park (1)	Shepherds Bush Green (1)
Eelbrook Common (4)	Fulham Cemetery (1)	St Paul's Green (1)
Hammersmith Park (4)	Hurlingham Park (1)	Wormwood Scrubs (1)
Wormholt Park (3)	Lillie Road Recreation Ground (1)	

More events – 24 responses across 15 sites		
Ravenscourt Park (4)	Hammersmith Park (2)	Marcus Garvey Park (1)
Bishops Park (2)	Wormholt Park (2)	Normand Park (1)
Eelbrook Common (2)	Brook Green (1)	Parsons Green (1)
Frank Banfield Park (2)	Fulham Cemetery (1)	Shepherds Bush Green (1)
Furnivall Gardens (2)	Godolphin Road Open Space (1)	Wormwood Scrubs (1)



The Leaning Lady statue in North Verbena Gardens, following the restoration works in Summer 2024.

The Council currently provides toilet facilities in several of its parks and open spaces and these form part of the Council's Community Toilet Scheme. Details of which can be found on our website - [Community Toilet Scheme | London Borough of Hammersmith & Fulham](#) The Council is continuously looking to add new locations to this list so that residents and parks users can benefit from their availability.

The request for more public events will be shared with the Council's Events Team so that they can look to develop new activities and events where possible.

Regarding a request for more public art, should the Council receive requests to install public art we will carry out a public consultation to ensure that it is installed in the appropriate place. Currently there is no Council programme to install new artwork in our parks and open spaces. Earlier this year however, the Council did complete a project to restore the Heritage At Risk listed Leaning Lady statue in North Verbena Gardens. In addition to the restoration works the Council intends to carry out landscape improvements to the immediate vicinity of the statue which will be completed this winter.

The Council is also carrying out a review of other existing statues and monuments in the borough to further develop a programme of repairs and restorations subject to securing the appropriate funding.



A Community Day held in Ravenscourt Park in Summer 2024.

Regarding requests for more drinking fountains, dog exercise areas and picnic tables. The Council currently provides drinking fountains at eight of its parks and open spaces and is currently seeking S106 funding to install three new facilities at Eelbrook Common, Lillie Road Recreation Ground and Wormholt Park – subject to their being a suitable location and access point.

The request for additional dog exercise areas and picnic tables will be passed on to the operations team who will conduct a review of the current provision and if applicable develop new projects where funding can be sought as part of the individual management plans for those parks.

Infrastructure:

Install CCTV – 91 across 20 parks		
Hammersmith Park (18)	Ravenscourt Park (5)	Little Brook 1
Eelbrook Common (13)	Wormwood Scrubs (5)	Marcus Garvey 1
Normand Park (8)	Shepherds Bush Green (4)	Norland North 1
Wormholt Park (8)	Godolphin Road Open Space (2)	St Mary's Churchyard (1)
Bishops Park (7)	Hurlingham Park (2)	Upper Mall Open Space (1)
Cathnor Park (5)	Wendell Park (2)	William Parnell Park (1)
Margravine Cemetery (5)	Gwendwr Gardens (1)	

Improve lighting – 81 responses across 24 parks			
Eelbrook Common (19)	Wormwood Scrubs (4)	Parsons Green (2)	Marcus Garvey Park (1)
Ravenscourt Park (12)	Lillie Road Recreation Ground (3)	Bentworth Road Open Space (1)	Rowberry Mead Open Space (1)
Bishops Park (8)	Cathnor Park (2)	Brook Green (1)	South Park (1)
Shepherds Bush Green (5)	Frank Banfield Park (2)	Dalling Road Open Space (1)	Upper Mall Open Space (1)
Wormholt Park (5)	Margravine Cemetery (2)	Fulham Cemetery (1)	Wendell Park (1)
Hammersmith Park (4)	Normand Park (2)	Hurlingham Park (1)	William Parnell Park (1)

Improve boundary walls etc – 52 responses across 17 parks		
Eelbrook Common (13)	Ravenscourt Park (3)	Normand Park (1)
Margravine Cemetery (7)	Wormwood Scrubs (3)	St Mary's Churchyard (1)
Bishops Park (5)	South Park (2)	St Paul's Gardens (1)
Brook Green (4)	Cathnor Park (1)	Stevenage Road Open Space (1)
Shepherds Bush Green (4)	Godolphin Road Open Space (1)	Upper Mall Open Space (1)
Fulham Cemetery (3)	Hurlingham Park (1)	

Regarding respondents' requests for infrastructural improvements. These are subject to the availability of suitable funding, particularly concerning additional CCTV and lighting. Calls for additional CCTV are linked to earlier concerns with anti-social behaviour in some of our parks and open spaces and will be reported to the Council's Law Enforcement Team (LET). We will request that there is an increase in visibility of the LET to deter any unwanted behaviour.

Lighting in parks is not always suitable as this has cost implications and can impact local fauna such as bats. Many of the borough's parks are locked at nightfall and Police advice is walk along well-lit routes at nighttime rather than through parks and open spaces. However, where parks or open spaces are walking routes with existing street lighting, the condition of these lights will be incorporated into a review programme and request for funding to upgrade these will be sought.

The Council is currently reviewing the condition of the street lighting in Eelbrook Common with a view to upgrading the lighting columns, subject to sufficient funding. Other parks will be reviewed based on their condition, necessity to upgrade and available funding.

The condition of boundary walls and railings will be reviewed with a priority given to those with a higher health and safety implications. A project to repair walls at Fulham Cemetery and Normand Park are underway, where condition surveys have been carried out and we are looking to appoint a suitable contractor. At Bishops Park, thanks to secured funding from the development of Fulham Football Club, the Council has been able to source a contractor to refurbish the 1km of riverside railings.



Refurbishment of 1km of riverside railings at Bishops Park, Spring 2024

Other:

The 160 'other' responses were across 28 of the 38 parks.			
Eelbrook Common (22)	Lillie Road Recreation Ground (7)	Fulham Cemetery (4)	Bayonne Park (1)
Ravenscourt Park (17)	Margravine Cemetery (7)	Little Brook Green (4)	Godolphin Road Open Space (1)
Bishops Park (13)	Furnivall Gardens (6)	Parsons Green (4)	Norland North Open Space (1)
Hammersmith Park (13)	Brook Green (5)	Normand Park (3)	St Mary's Churchyard (1)
Hurlingham Park (9)	Frank Banfield Park (5)	Cathnor Park (2)	St Paul's Green (1)
Wormholt Park (9)	Shepherds Bush Green (5)	Marcus Garvey Park (2)	St Peter's Square (1)
Wormwood Scrubs (9)	South Park (5)	Wendell Park (2)	Westcroft (1)

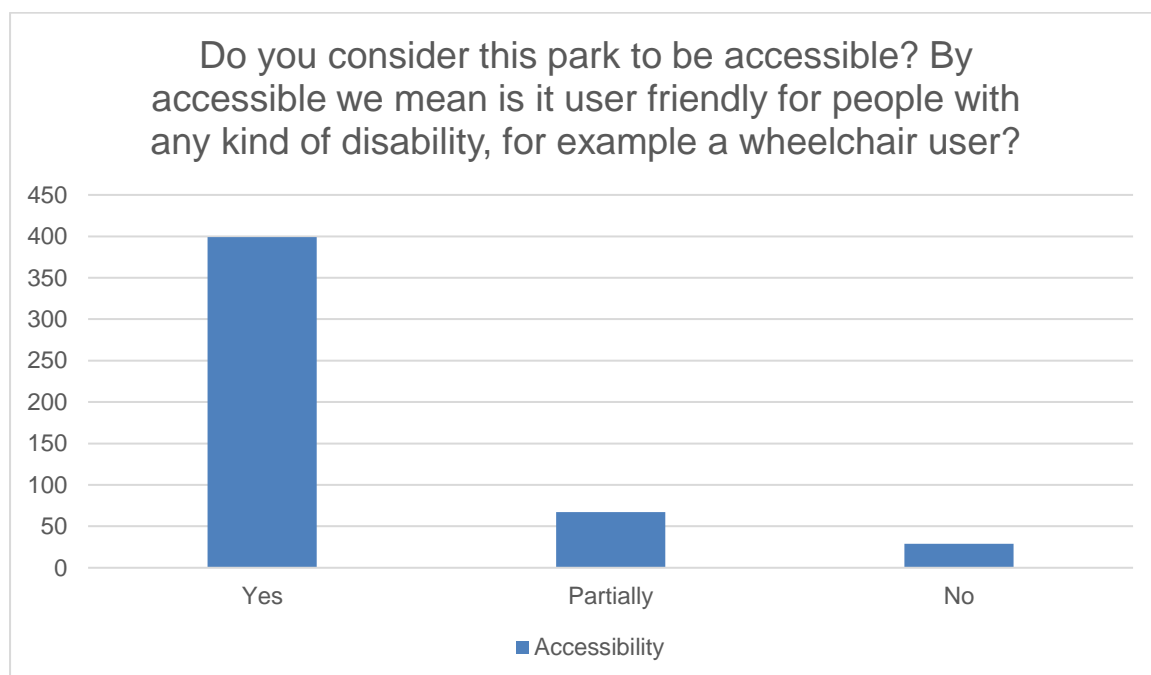
Whilst the Other box was the most selected item in terms of what improvements respondents would like to see, many of these can be put into common themes which overlap topics mentioned above.

Of the 160 comments, topics such as decreased ASB and increased visits by the LET were mentioned several times across a lot of the previously mentioned sites. There were also calls for improved tree maintenance and grounds maintenance, again in parks that were previously mentioned. This information will also be passed on to the relevant department or team.

Other areas of overlap were requests for new drinking fountains as mentioned above, dog free areas and lighting. There were suggestions for new Tiny Forests which coincides with the Council pledge to grow 10 Tiny Forests by 2030. A separate public consultation concerning the proposed location of new Tiny Forests was carried out earlier in 2024 with 3 new possible locations identified. These are at Wormholt Park, Bayonne Park and Lillie Road Recreation Ground.

There were also calls for playground improvements at several parks with the inclusion of accessible items. The Council is committed to including accessible play equipment in all future playground refurbishments, including the upcoming refurbishment at Margravine Gardens and during the recent upgrade of Brook Green.

Accessibility:



Category	Number	Percentage
Yes	399	80.6%
Partially	67	13.5%
No	29	5.9%

96 respondents, almost 20% felt that Hammersmith and Fulham’s parks and open spaces were either partially or not accessible. These respondents were invited to provide further information and comments on how the Council could improve accessibility in our parks and their responses were categorised into common themes, pathways furniture and play.

The most frequently mentioned issue was the condition of the footpaths within our parks and open spaces, followed by play equipment and then furniture such as an increase in the provision of picnic tables. For the pathways and as touched on earlier in the report, the Council is developing projects to carry out repairs to those footpaths which are in the worst condition. However, this is subject to funding being available. The Parks Team will continue to seek funding so as to improve all footpaths as necessary.

Regarding accessible play equipment, the Councils website lists parks where there is accessible equipment available - [Playgrounds in H&F parks | London Borough of Hammersmith & Fulham](#) coupled with this, the Council is committed to reviewing and improving the level of accessible play within the borough. This will be achieved through the delivery of playground improvement projects which are being developed and where funding is being sought for.

As for improved provision of accessible benches, this will be grouped with the review of picnic table provision as mentioned earlier.

Other comments surrounding accessibility issues were low lying branches impeding pedestrians, dangerous cycling and uncontrolled dogs. The Council's Parks Arboriculture Officer will be informed about low lying branches which can be addressed through the routine maintenance programmes and the ASB will be reported to the Council's LET.

Events:

Respondents were asked if they had attended a Council event. 165 of the 495 respondents said that they had attended an event in a Council park or open space.

Of the events that people had attended the most popular were Community days, fun fairs, firework displays, light shows, events organised by Friends Groups, bat walks, and the various mini festivals and boat race. It is felt by respondents that there is a good variation of events on offer throughout the year but as listed above, there could be other locations in the borough which could be new additions.

Common Themes from the Free Text Box:

Similarly to the 160 'other' comments. Respondents were asked if they had any further comments and 281 of the 495 respondents left additional comments. Again, these have been grouped into common themes and there are several overlaps with the previously discussed categories for improvements.

Respondents were keen for:

- Increased enforcement of irresponsible dog owners
- Tackling of ASB issues
- Investment in play facilities
- Investment in the condition of footpaths
- Improved Grounds Maintenance
- Reduction in Litter
- Improved tree management
- Increase in provision of public toilets
- Increase in recycling bins

Many of the topics listed have already been addressed in this report and there are programmes/projects in place to deliver improvements to our parks and open spaces. The Council will continue to develop new projects to improve our parks and open spaces further.

Conclusion:

Overall, the 2024 survey has shown an increase in park user involvement and a majority increase in satisfaction for most key themes. The disappointment of seeing a reduction in respondents' perceptions of overall safety in parks will be addressed through collaborative working with the Council's Law Enforcement Team and local police groups.

An 86.3% overall satisfaction rate for quality is a significant improvement on the 2023 score of 69% but equally shows that work still need to be done to improve

further. The increase in overall maintenance and cleanliness scores are also a positive but the Council must strive for better.

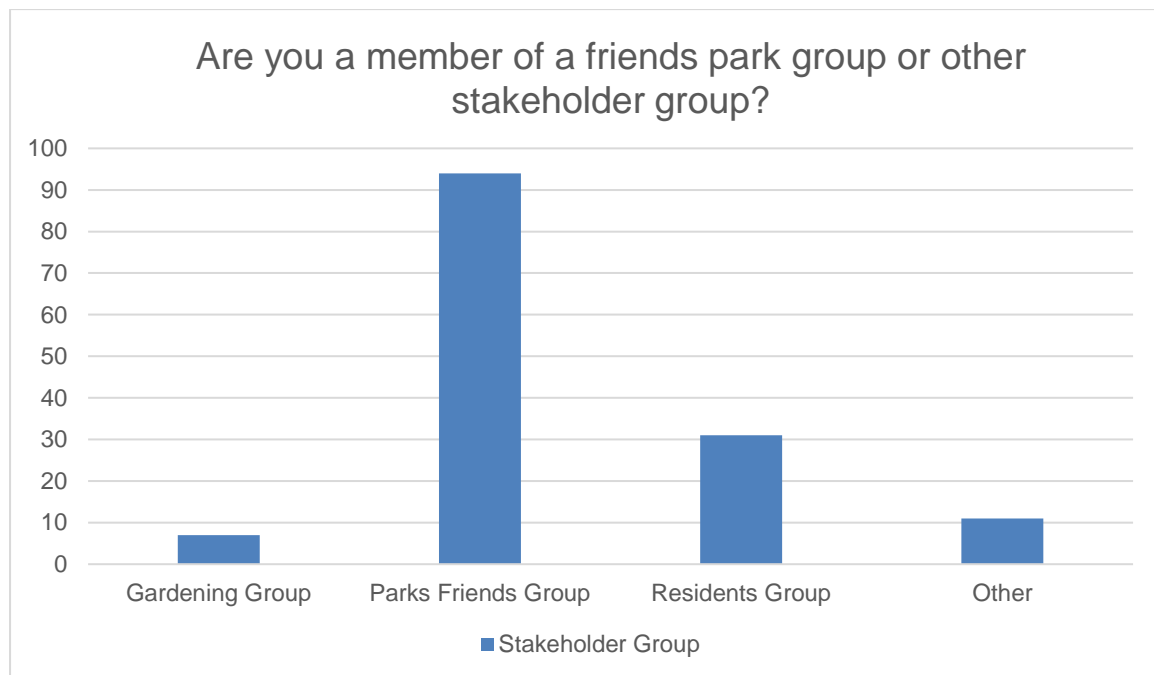
Regarding the key themes of where Hammersmith and Fulham's parks and open spaces could be improved. It is considered that with the number of improvement projects planned for the next 12 months and the continued aspirations to seek more funding for additional schemes, it is hoped that many of the suggested improvements can be achieved.

The Council will continue to work with our contractors to address shortfalls and areas of concern whilst also working with Friends groups to manage expectations where resources are limited.

About You:

Friends Group:

143 of the 495 respondents advised that they were a member of a Friends Group or other stakeholder group. 343 were not and 9 did not answer. Of the Friends Group members:



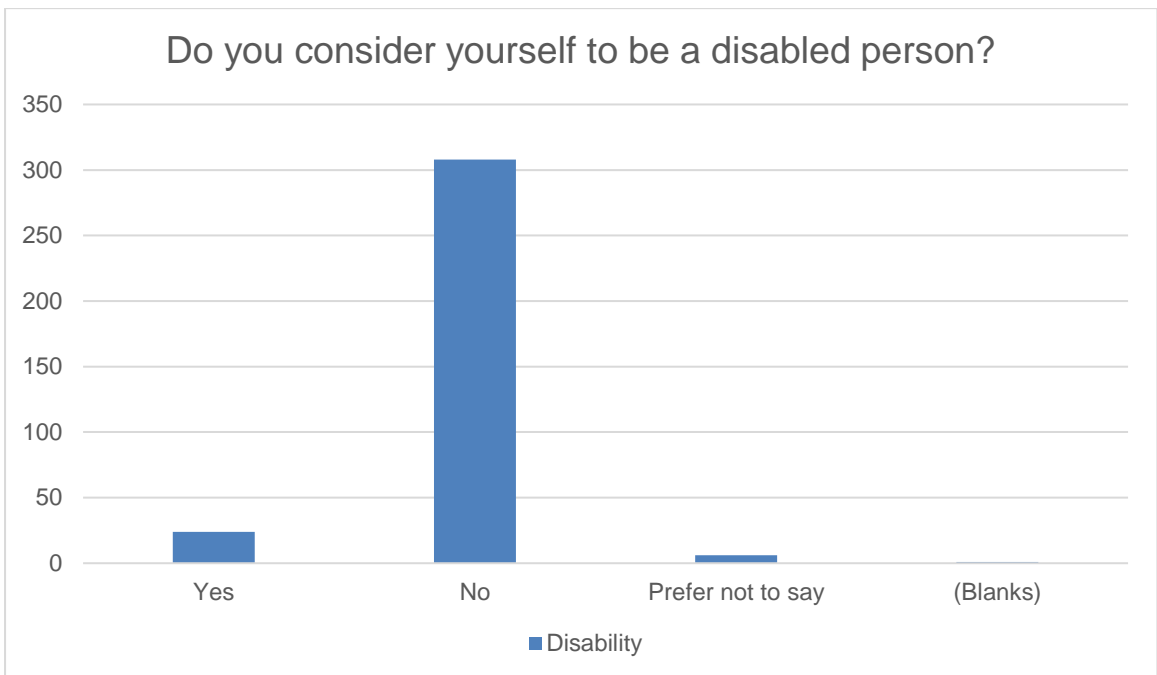
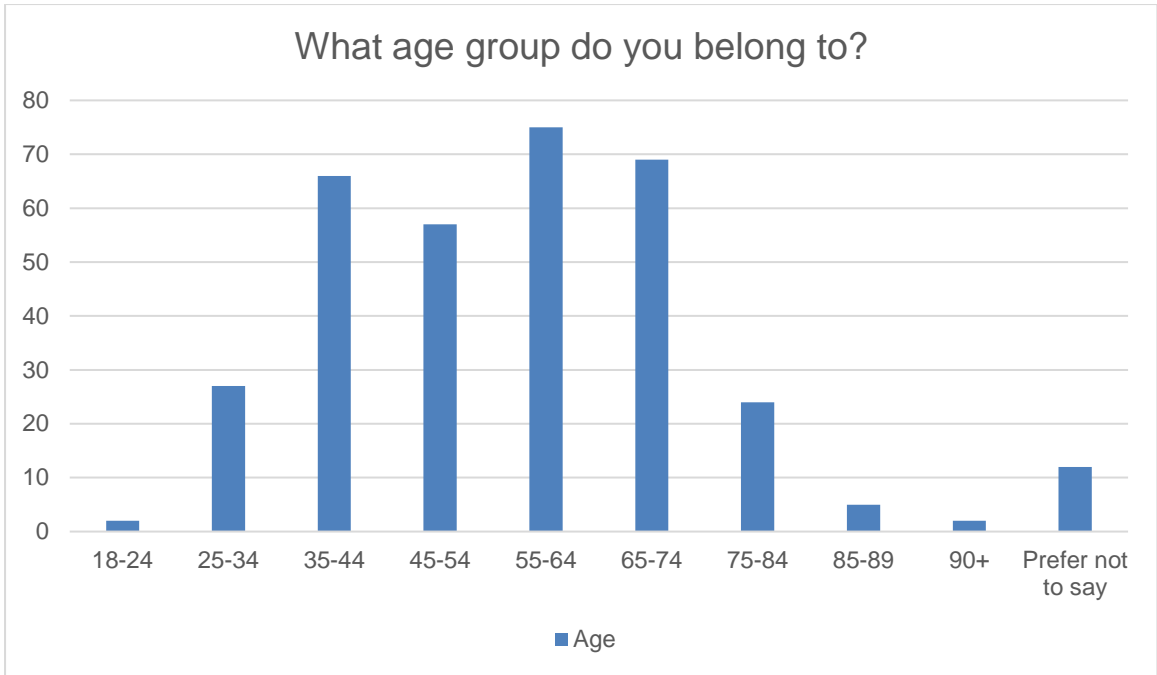
Other consisted of members of volunteer groups, neighbourhood watch and dog groups.

Demographics:

339 of the 495 respondents provided information about themselves. The breakdown of demographics from respondents is as follows.



Please tell us your ethnic group	
Another – White background	52
Another Asian or Asian British background	1
Another Black or Black British background	1
Another Mixed background	4
Asian or Asian British – Bangladeshi	1
Asian or Asian British – Chinese	3
Asian or Asian British – Indian	4
Asian or Asian British – Pakistani	1
Black or Black British – African	3
Mixed – Asian and White	1
Mixed – Black African and White	2
Mixed – Black Caribbean and White	3
Other ethnic group – Arab	2
Prefer not to say	17
White – British, English, Northern Irish, Scottish or Welsh	217
White – Irish	17
White – Irish Traveller, Gypsy or Roma	1
(Blanks)	8
White, Slav	1
White – English/Spanish	1



Agenda Item 7

LONDON BOROUGH OF HAMMERSMITH & FULHAM

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

Date: 18/11/2024

Subject: New Local Plan for Hammersmith & Fulham

Report author: Matt Paterson, Assistant Director for Spatial Planning

Responsible Director: Bram Kainth, Executive Director of Place

SUMMARY

At its meeting of 7th October 2024, Cabinet approved the preparation of a new Local Plan for Hammersmith and Fulham. The new Local Plan will need to provide for the development needs of the borough, including housing and employment needs, for the 15-year period from 2025/26 to 2040/41.

This report provides further detail on the process to be followed in preparing the new Local Plan and the likely key issues a new Local Plan for the borough will need to address.

RECOMMENDATIONS

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

Wards Affected: All wards.

Our Values	Summary of how this report aligns to the H&F Values
Building shared prosperity	The new local plan will seek to ensure the benefits of housing and employment growth are realised for local residents and businesses through the upgrading of local infrastructure, securing new job opportunities, and directing development to those parts of the borough that require investment, such as our town centres.
Creating a compassionate council	The new local plan will provide for residents housing, employment, retail, leisure and cultural needs.
Doing things with local residents, not to them	The local community will have the opportunity to help shape the new local

	plan, including strategic options for where development needs will be met within the borough, and the planning policies we will need to ensure new development delivers on our shared vision and strategic objectives for the borough and places within it.
Being ruthlessly financially efficient	The new local plan will seek to ensure that new development contributes financially or in kind towards mitigating the burden of growth on local infrastructure and services.
Taking pride in H&F	The new local plan provides a framework for residents and businesses to shape the future growth strategy for the borough and specific place outcomes, including the opportunity to address existing issues.
Rising to the challenge of the climate and ecological emergency	The new local plan will seek to embed the objectives of the Council's Climate and Biodiversity Strategy in planning policy, ensuring all new development meets the highest levels of sustainability.

Background Papers Used in Preparing This Report

[Cabinet Report of 7th October 2024 – Local Plan Review](#)

[Local Development Scheme 2024-2027](#)

[Draft Updated Statement of Community Involvement 2024](#)

KEY STAGES IN PREPARING A NEW LOCAL PLAN

1. The process for preparing local plans is prescribed in the Planning & Compulsory Purchase Act 2004 as amended. The detail of the main stages is set out below:

Evidence Gathering

2. The initial stage is concerned with gathering the evidence required to help identify the issues that need to be considered. This includes assessments of local needs and supply, alongside surveys, analysis of existing information and monitoring of existing policies. In addition, policy options are the subject of an integrated sustainability appraisal and financial viability testing to ensure the policy requirements to be put on new development, such as affordable housing or affordable workspace, do not render schemes unviable. The policy position the Council wishes to take on a particular planning matter will need to be supported by evidence to be justified.

3. Each evidence base document is required to be published alongside the draft of the local plan and comments invited.

Draft Plan Stage (Regulation 18)

4. The next stage of plan-making involves the early consideration of the issues that need to be addressed and the policy options available to address them, including the Councils preferred option for taking forward into the final draft of the Plan. This stage of plan-making involves substantial engagement with stakeholders and interest groups, both internal and external, as this stage provides the greatest opportunity to influence the final growth strategy or policy approach on a particular matter. At this stage, the possible need to include proposals for particular sites will be considered.
5. Alongside informal engagement, this stage includes a requirement for formal consultation, where the early draft of the plan, including policy options available and supporting evidence, are published for a period of no less than six weeks. Further details on how we intend to engage local residents and businesses in the drafting of the Local Plan are set out in the [Statement of Community Involvement](#) (SCI). LBHF's SCI has recently been updated to make more of digital engagement platforms and current best practice. It was reported to Cabinet on 7th October 2024 and has subsequently been published to invite comments on the proposed engagement methods.

Pre-Submission Draft Plan Stage (Regulation 19)

6. Comments received to the draft plan stage (Regulation 18) consultation are used alongside the findings of the evidence base studies to inform the final drafting of the spatial strategy, site allocations, and the detailed planning policies. Further evidence may also be produced to address matters raised through the earlier consultation or to assist with policy formulation, and a final integrated sustainability assessment undertaken.
7. Once a final draft of the Local Plan and its supporting evidence has been produced this requires Full Council endorsement to move forward to publication for consultation and subsequent submission to the Secretary of State.
8. Unlike the earlier draft Local Plan, consultation on the Pre-Submission draft is concerned with whether the proposals and policies are 'effective', 'deliverable', and 'legal compliant'. Again, there is a minimum six-week period during which anyone may make representations.

Conformity with London Plan (Regulation 21)

9. A request is made of the Mayor of London's opinion as to the general conformity of the Pre-Submission Draft Local Plan with the London Plan.

Submission to the Secretary of State (Regulation 22)

10. The council is required to submit the Local Plan to the Secretary of State together with all supporting evidence and representations received in accordance with Regulation 20.

Independent Examination in Public (Regulation 24)

11. The Secretary of State will appoint an independent planning inspector to oversee the examination in public and the consideration of any representations and objections received. The planning inspector will consider whether the proposed Local Plan is sound and in general conformity with the London Plan (taking account of any representations from the Mayor of London) and national planning policy. The planning inspector will also consider the sustainability appraisal/strategic environmental appraisal processes that accompanied preparation of the Local Plan.
12. Those persons who made representations to the Regulation 18 or 19 consultation can make a request of the planning inspector that they be offered the opportunity to be heard at the hearing sessions. Likewise, the planning inspector can invite respondents to attend the hearings if they wish to explore a matter further.

Inspector's Report and Adoption of Local Plan (Regulation 25 and 26)

13. The planning inspector will prepare his report setting out any recommendations for amendments. The Inspector's recommendations are no longer binding, but the council can only adopt if the Inspector has recommended that the document overall is sound and capable of being adopted. The Inspector can recommend changes only if invited to by the council. These changes or modifications will be advertised by the council to allow comments to be made before finalisation of the Inspector's Report.
14. Once the council receives the Planning Inspector's report, it has to formally adopt the Local Plan and bring it into effect. Again, this requires a decision of Full Council to do so.

Monitoring report (Reg. 34 Monitoring Report)

15. Following implementation of the Local Plan, the council must monitor the performance of the policies and prepare an annual monitoring report. The monitoring report outlines performance against the timetable the Local Development Scheme and the extent to which policies set out in the Local Plan are being achieved. The monitoring report is normally produced in January and will be published on the Council's website.

KEY MATTERS FOR THE NEW LOCAL PLAN

Housing need and land supply

16. There is increasing pressure on the local housing market. The borough will have to accommodate significant housing growth and provide additional housing choice in the market. We need a clear strategy for bringing sufficient land forward, to address objectively assessed housing needs. Key priorities are allocating strategic sites for housing and finding new ways to deliver affordable housing for those on lower incomes.

17. H&F's Strategic Housing Requirement has exponentially increased through each new London Plan since 2008.

London Plan 2008	450 p.a. (2007/8 – 2016/17)
London Plan 2011	615 p.a. (2011/12 – 2021/22)
London Plan 2016	1,031 p.a. (2015/16 – 2025/26)
London Plan 2021	1,609 p.a. (2019/20 – 2028/29)

18. The London Plan is to be revised at the same time as we prepare our own Local Plan. A key benefit of the London Plan is that it has a role in redistributing London's housing growth needs from where it arises to where London has land supply to accommodate it. This may mean that LBHF is not required to meet its full housing requirement as derived using the Government's Standard Method. Nevertheless, the expectation is that LHBF's Strategic Housing Requirement will likely be higher than the current London Plan requirement of 1,609 units per annum.

Taking action on climate change mitigation and adaptation

19. Delivering a sustainable built environment is crucial for H&F's long-term sustainability and prosperity. We need to ensure that the borough is prepared for the adverse impacts of climate change. Key priorities are a clear path to zero carbon standards for all types of developments, guidance for retrofitting of properties in the borough, and signalling to the work Council is doing on adaptation.

Supporting our town and local centres as they adapt to change

20. A crucial role of the new Local Plan will be to create the optimal balance of uses that support healthy town centres, contribute to meeting the borough's housing, retail, employment, nighttime economy and community needs, and enhance the special character of our towns. Priorities are a strategy for individual centres which reflect the specific local context and wider Industrial Strategy objectives.

Increasing employment and jobs

21. The council has developed an internationally acclaimed Industrial Strategy which has exciting ambitions for economic growth in the borough and which the Local Plan will need to strive to realise through the delivery of new development.
22. Key priorities are promoting mixed use schemes that recognise the existing strengths in the borough in creative industries, health services, bio-medical and other research-based industries and the continued provision of affordable, flexible and/or managed workspace to support local enterprise and business. It will also need to deal with surpluses in the office stock within Hammersmith Central.

Protecting our heritage and designing high-quality safe, accessible, and inclusive communities

23. The borough's unique and locally distinctive natural, built and historic and cultural environment is highly valued, and we want to protect what is special and improve our areas for residents, businesses and visitors by taking account of how places look and feel, including the interaction of buildings and how they sit within a wider context. The Plan will also need to identify appropriate locations for tall buildings and areas with urban capacity to enhance our existing built environment.
24. A place-led approach has been adopted more recently by the Council, and the new Local Plan should reflect and reinforce this approach.

Increasing biodiversity and the quality of our open spaces

25. In a densely built-up area like Hammersmith and Fulham, the local environment and public spaces are very important. There is a need to tackle the climate emergency and recognise the contribution that urban greening can make to this. The diminishing quality of the green space provided and the paving over of front gardens are key issues, along with further enhancements to the Riverwalk and its environs and to our aging community facilities.

Reducing the need to travel and promoting sustainable travel

26. The Council has a role to play in influencing the behaviour of residents in the borough and encouraging 'modal shift' away from the highest emitting forms of transport towards the lower emitting forms of transport where possible. Priorities are to make it easier for people to choose sustainable forms of travel as their preferred mode of transport, and make use of new systems and technologies, to reduce car dependence.

Securing new social and community infrastructure

27. Development pressures and high land values in the borough mean there is pressure to redevelop sites and it can be difficult to find new sites for community use, especially for use by voluntary groups. Priorities are to upgrade our existing facilities to meet the needs for community, nursery, education and health provision across the borough and promote flexibility in new community buildings so that these can be used by multiple users groups and deliver inclusive access.

LIST OF APPENDICES

None