

Social Inclusion and Community Safety Policy and Accountability Committee Agenda

Tuesday 18 November 2025 at 7.00 pm

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

Watch the meeting live: youtube.com/hammersmithandfulham

MEMBERSHIP

Administration	Opposition
Councillor Stala Antoniadou (Chair) Councillor Omid Miri Councillor Lucy Richardson Councillor Sally Taylor	Councillor Victoria Brocklebank-Fowler

CONTACT OFFICER: Debbie Yau
Committee Coordinator
Corporate Services
E-mail: Debbie.yau@lbhf.gov.uk
Web: www.lbhf.gov.uk/committees

This meeting is open to the public and press. The building has disabled access.

Members of the public are welcome to attend but spaces are limited. If you would like to attend, please contact: Debbie.Yau@lbhf.gov.uk

Date Issued: 10 November 2025
Date Updated: 12 November 2025

Social Inclusion and Community Safety Policy and Accountability Committee Agenda

18 November 2025

<u>Item</u>	<u>Pages</u>
1. APOLOGIES FOR ABSENCE	
2. DECLARATIONS OF INTEREST If a Councillor has a disclosable pecuniary interest in a particular item, whether or not it is entered in the Authority's register of interests, or any other significant interest which they consider should be declared in the public interest, they should declare the existence and, unless it is a sensitive interest as defined in the Member Code of Conduct, the nature of the interest at the commencement of the consideration of that item or as soon as it becomes apparent. At meetings where members of the public are allowed to be in attendance and speak, any Councillor with a disclosable pecuniary interest or other significant interest may also make representations, give evidence or answer questions about the matter. The Councillor must then withdraw immediately from the meeting before the matter is discussed and any vote taken. Where Members of the public are not allowed to be in attendance and speak, then the Councillor with a disclosable pecuniary interest should withdraw from the meeting whilst the matter is under consideration. Councillors who have declared other significant interests should also withdraw from the meeting if they consider their continued participation in the matter would not be reasonable in the circumstances and may give rise to a perception of a conflict of interest. Councillors are not obliged to withdraw from the meeting where a dispensation to that effect has been obtained from the Standards Committee.	
3. MINUTES OF THE PREVIOUS MEETING	4 - 9
To approve the minutes of the previous meeting on 18 June 2025 as an accurate record.	
4. UPDATE REPORT ON POLICING IN HAMMERSMITH AND FULHAM	10 - 15
This report updates the Committee on the work of the Metropolitan Police regarding overall crime, highlighting some key partnership work undertaken between the Metropolitan Police and Hammersmith and Fulham Council.	

5. BRIEFING NOTE ON CO-PRODUCTION IN VAWG COMMISSIONING AND DESIGNING OF PROJECTS (FOR INFORMATION ONLY)

16 - 20

This briefing note is for information only.

The note outlines how co-production is embedded in Hammersmith & Fulham Council's approach to tackling Violence Against Women and Girls (VAWG). It highlights the central role of co-production in the commissioning and oversight of VAWG services, with a particular focus on the current procurement process for recommissioning key services. The note also references other initiatives where the VAWG team has worked collaboratively with residents and partners to design and deliver impactful projects.

6. DATE OF FUTURE MEETINGS

To note the following dates of future meetings:

- 2 February 2026
- 27 April 2026

London Borough of Hammersmith & Fulham

Social Inclusion and Community Safety Policy and Accountability Committee Minutes



Wednesday 18 June 2025

NOTE: This was held as an informal meeting

PRESENT

Committee members: Councillors Stala Antoniadou (Chair), Lucy Richardson and Victoria Brocklebank-Fowler (attended remotely)

Other Councillors: Councillor Rebecca Harvey (Cabinet Member for Social Inclusion and Community Safety)

Officers

Mark Raisbeck (Director of Public Realm)

Neil Thurlow (Assistant Director of Community Safety, Resilience and CCTV)

Mo Basith (Law Enforcement Manager)

Debbie Yau (Committee Coordinator)

1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor Omid Miri.

The new Chair took the opportunity to welcome Councillor Victoria Brocklebank-Fowler who had newly joined the Committee and was attending remotely.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES OF THE PREVIOUS MEETING

RESOLVED

That the minutes of the meeting held on 30 April 2025 were agreed as accurate record.

4. ANNUAL PERFORMANCE REPORT FOR THE LAW ENFORCEMENT TEAM

Mo Basith (Law Enforcement Manager) highlighted the performance of the Law Enforcement Team (LET) in the last quarter of 2024/25, including:

- Local ward councillors had been invited to the joint operations conducted throughout the borough to have a first-hand observation of the vast array of LET's work and to meet with ward officers on local affairs.
- The LET had worked closely with the homelessness and rough sleeping teams especially during the extreme cold weather at the turn of the year to help remove the service clients from any harm and bed them down in temporary accommodation/hostels. The team also worked with outreach workers from Turning Point to support anyone across the borough on substance misuse.
- To ensure women and girls in the borough felt safe regardless it was 2 am or during the days, the LET had undertaken engagement work and conducted additional women's safety patrols in town centres and transport hubs throughout March to coincide with Women's History Month. Opportunities had also been taken to promote the borough's Street Harassment Public Spaces Protection Order (PSPO).
- With effect from 01 April 2025, a new App had been in use by the LET officers to enable them to log all LET inspections and manage cases whilst onsite, including ensuring service requests received were responded to and investigated more effectively without the need to accessing them from the office laptops.

On Councillor Lucy Richardson's question about the LET's key areas of concerns, Mo Basith highlighted the team's three priorities, i.e. safety, cleanliness and safety of women and girls. All LET officers had been trained to handle all kinds of complaints and to follow individual suspects whose anti-social behaviour had caused nuisances to the residents. All teams, including community safety, CCTV, anti-social behaviour and gangs, worked together to analyse the outcomes of incidents with a view to resolving them or moving on in collaboration with internal and/or external partners. For persistent cases happening in the same location for 2 to 3 months, these unresolved cases would be referred to the Police.

As regards the details of referral to the Met Police, Neil Thurlow (Assistant Director of Community Safety, Resilience and CCTV) noted that to maximise the benefits of H&F's residents, the LET and the Police provided mutual support for each other on a day-to-day practical level. For LET officers out on the ground requiring support, they would radio over to the CCTV control room officers who would then rotate the CCTV

camera to observe what was going on, assess the risks and if deemed necessary, connect the ground officers to the Police for direct conversation through the police radio.

Taking the example depicted by Councillor Richardson that a resident, noting a drug dealer outside their house and having been held in a queue on a call to the Police, contacted the LET instead, Neil Thurlow explained what would happen next. The LET officer in the area would request the CCTV team to help record the incident while having direct conversation with the Police. Noting the Police's dispatch, the CCTV team would follow the suspect through H&F camera network and direct the Police officers to the hiding place to make the arrest. He added that the rate of successful arrest was around 90%.

Neil Thurlow highlighted the Police's compliment on the quality of CCTV and LET officers and their statements, and the quality of the footages seized, downloaded and shared through the most extensive CCTV network across the country. The CCTV operators had helped in the last two years identify crimes and deliver close to 15,500 arrests by the Police. He suggested organising a visit to the CCTV control room for Committee members to see it in action.

ACTION: Neil Thurlow

Neil Thurlow also referred to the multi-layered approach in enhancing community safety in H&F. There was a strategic meeting between the Met's superintendent and Neil to look at high levels of crime, shared opportunities and risks. The monthly tactical operational meeting where the middle management of LET and Met would look at all intelligence information from both teams and review shared areas of concerns.

Councillor Victoria Brocklebank Fowler asked about recruitment of LET officers in each ward as she observed that a vacancy in Fulham Town was not filled for most of the last year. She was also concerned about the quality of some LET officers who lived outside the borough.

Mo Basith responded that since inception of the LET service, each ward, including Fulham Town, had a named officer in situ. Apart from the dedicated officer, departure of any officer in the same ward would be replaced and during the interim would be covered by officers in another ward. As regards quality of LET officers, efforts had been made to bring on board officers that had experience and legal knowledge in this field with the graded score increasing gradually over the years to uplift the standard.

Councillor Rebecca Harvey (Cabinet Member for Social Inclusion and Community Safety) remarked that all LET officers were accredited by the Community Safety Accreditation Services for the professional training received on how to use their powers. The Council was proud of the quality of the LET officers whose services were much valued by residents.

Councillor Brocklebank-Fowler asked about LET's attendance to the quarterly Ward Panel meetings as they used to be attending along with housing officers in Fulham Town. She considered that if the LET was meant to be helping the Police, their attendance to Ward Panel meetings would be very useful for the ward community. Through these regular meetings, residents would understand more the lines of responsibility of the LET and Met.

Councillor Harvey remarked that one of the aims of the Ward Panel meetings, which were held between residents and the Met Police on issues around crimes in the borough, was to hold the Police to account. Hence, it was not appropriate for the LET to attend for their work to be scrutinised which could take place at another forum with the residents.

Councillor Brocklebank-Fowler noted that she and other councillors were receiving more complaints from residents who felt it was a mistake for the LET to issue them fixed penalty notice (FPN). Some of them had just taken their waste out slightly too early. As some residents had received refund for the fines they had paid, she asked for the percentage of FPNs being cancelled over the last year.

Mo Basith briefed members on the types of FPN that were issued by the LET. He said that environmental offences were criminal offences, and large-scale fly tipping might affect other residents and cost the Council a lot in clearing them up. He noted that only a very small percentage of people who had taken their waste bins outside the advised hours had been issued FPNs. Mo undertook to provide the data after the meeting.

ACTION: Mo Basith

Mark Raisbeck (Director of Public Realm) remarked that the LET officers, instead of issuing FPN, would firstly try to educate the residents and help them understand how they should be presenting their waste and comply with the rules. Notwithstanding this, the Council also needed to balance the inconvenience and disruption caused by those who did not comply with those rules. For those residents who failed to respond to the LET's emails or other ways of contact for an extended period of time, the LET had to issue FPN as a last resort. He added that some residents did provide valid reason explaining why they had a problem resulting in their FPN being cancelled.

In response to Councillor Richardson's enquiry about capturing customer satisfaction by the new App, Mo Basith noted that the LET management was considering deploying in near future a small survey at the end of each contact to reflect residents' level of satisfaction with the service provided. This would enable the management to obtain residents' feedback for service improvements and to provide training and development for individual officers. However, as Mo clarified, this was not done through the new App which was used solely by LET officers for work.

On the possibility for residents to contact the LET through a resident App as raised by the Chair, Mo Basith highlighted the LET's 24/7 email contact service which was the most preferable way of communication with residents who might also phone the service during daytime. An officer would be assigned to monitor the inbox and send

the service request to the right team through the new App. In addition, LET officers stationed at all H&F libraries on a fixed Monday of every month, and attended the monthly surgeries and the Tenancy/Residents' Association meetings regularly.

The Chair considered it necessary to step up communications in a wider way. Councillor Rebecca Harvey echoed her view and agreed to review what more could be done to further enhance the communications with residents. Neil Thurlow referred to the feature articles on community safety and the LET on the Council's summer and winter magazines delivered to every household. He also recalled the campaign when the LET was first launched four years ago making use of telephone kiosks' digital screens to advertise its contacts and the QR code linking to the website. Mo highlighted that LET officers met a lot of residents during their daily patrols, which might be good opportunities to promote the contact points of the service.

ACTION: Mo Basith

Councillor Richardson referred to Appendix 1 on statistical information on service performance. She considered it helpful to list next to the monthly statistics the total number of patrols, service requests, referrals/interventions etc for the year and provide a note under the charts analysing the trend and projecting the future targets. She was also concerned about the decline in the number of housing patrols this year as this was much valued by the residents.

In response, Mo Basith referred to last year's persistent issue at certain sites on housing lands across the borough. He said that some people had gained access to the housing estates. They slept in the communal areas due to adverse weather and caused nuisance to the residents. To tackle these persistent issues, the LET had worked closely with the housing repairs team to strengthen the targeted area with stronger doors and locks, and earlier completion of the repairs work. Mo said those issues did not come up again this year and the successful intervention had brought down the number of housing patrols. He agreed to provide the requested data and an explanatory note below the charts in future reports to illustrate the situations more clearly.

ACTION: Mo Basith

As regards LET's performance between April and June this year, Mo Basith noted that since the use of the new App in April, there was an increase in the number of logged patrols. Some of the previous loggings were lost due to the unavailability of Wi-Fi but the new App stored the data in a cache and uploaded them to the network when there was a connection. Because the LET officers out on the ground could now respond to service requests without the need to go back to the office, there was also an increase in the number of service requests being handled.

The Chair asked about LET's role in identifying drug dens and helping the Police with the removal of drugs therein. Neil Thurlow outlined the issues involved in this national problem of drug misuse from modern slavery and exploitation of vulnerable people to detrimental impacts on residents. Based on residents' reports, the ward officers who knew the area and its people well might notice a change in vulnerable people's approach in drug using. If the report involved increased number of visitors

to a property, it might suggest cuckooing that the vulnerable people's property had been taken over as a drug den. The Community Safety unit would work with partners on the intelligence information gathered from the Council's internal teams and work with the Police to present CCTV evidence and build up a case for a premises closure order granted by the court. Neil highlighted that there were now roughly one to two closures being carried out each week across both the Council and the Police. He said that the figure was rising because the LET and the Police were taking action more robustly against these properties that perpetrated the crimes. Neil undertook to provide year-on-year data on premises closure related to drug misuse in recent years.

ACTION: Neil Thurlow

On tackling the drug problem in the borough, Councillor Harvey mentioned about a recent seizure of huge amount of cannabis by LET officers at a fighting scene in a pub near a park. She stressed that while drug was a matter for the Police, the LET officers were dedicated to ensuring H&F streets were safe.

RESOLVED

That the Committee noted the report.

5. DATE OF NEXT MEETING

The Committee noted that the next meeting of the Committee would be held on 18 November 2025.

Meeting started: 7.02 pm
Meeting ended: 8.03 pm

Chair

Contact officer: Debbie Yau
Committee Co-ordinator
Corporate Services
E-mail: Debbie.Yau@lbhf.gov.uk

Agenda Item 4

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Social Inclusion and Community Safety Policy and Accountability Committee

Date: 18/11/2025

Subject: Update report on Policing in Hammersmith and Fulham

Report author: Pali Grewal, Superintendent Neighbourhoods, Met Police

Responsible Director: Detective Chief Superintendent Chrissy Jessah, Met Police

SUMMARY

This report comes to the attention of the Social Inclusion and Community Safety Policy and Accountability Committee at the request of the of the panel.

Following previous attendance at the PAC, this report and attendance on the evening of the meeting, is intended to update the board on the work of the Metropolitan Police regarding overall crime and highlighting some key partnership work undertaken between the Metropolitan Police and Hammersmith and Fulham Council.

RECOMMENDATIONS

For the Committee to note and comment on the report

Wards Affected: All

Background Papers Used in Preparing This Report

None

DETAILED ANALYSIS

I am delighted to present this report as part of our partnership to reduce crime and Anti-Social Behaviour (ASB) across Hammersmith & Fulham. I look forward to our discussion and continued joint activity serving our communities.

This document represents more than a summary of data and outcomes – it reflects the honest, constructive dialogue between the police and the communities we serve.

Context of this report:

1. Policing in Hammersmith and Fulham

Our priorities for reform, as set out in New Met for London (NMfL), includes:

- Community crime-fighting – how we cut crime, rebuild trust and restore our bond with communities.
- Culture change – will be delivered across the Met to embed the values of policing by consent.
- Fixing our foundations – how we will set up our people to succeed.

Hammersmith and Fulham Neighbourhood Policing Teams (NPTs) are determined to deliver community crime-fighting focus within the borough, and this is based on data-led policing and working closely with partners.

Some of the examples include:

- Op Martello – focusing on Violence and Robbery within Shepherds Bush Green (SBG).
- Op Lineatus – focussing on Robbery in Hammersmith Broadway (HB).
- Op Kinbrae – focussing on Violence within Fulham.
- Seasonal plans – Summertime, Autumn Nights – focussing on ASB and crime hotspots.

This has contributed towards tackling Neighbourhood crimes within the borough.

Crime in Hammersmith and Fulham

Overall Neighbourhood crimes across the Borough compared to the previous FYTD period (Apr-Oct 2024 compared to Apr-Oct 2025) has reduced by **4.52%**. This amounts to **409** fewer incidents in that period.

Neighbourhood crime figures in comparison to the same period last year.

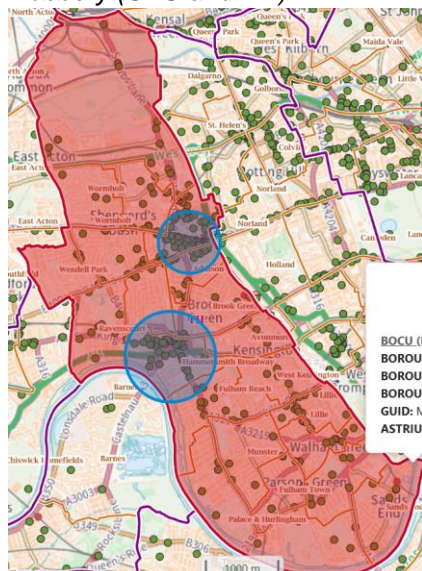
Classification	Current FYTD (April to Oct 25)	Prev FYTD (April to Oct 24)	Change
Incidents ASB	3,576	3,690	-114
Personal Robbery	239	257	-18
Theft From Person	548	704	-156
Residential Burglary	503	479	+24
Theft of Motor Vehicle	329	372	-43
Theft From Motor Vehicle	577	672	-95
Interfering with MV	98	84	+14
Shoplifting	1,405	1,424	-19
Business Robbery	145	93	+52
Hate Crime	432	362	+70
Vehicle Offences	1,004	1,128	-125
Total	8,856	9,265	-409

Knife crime offences

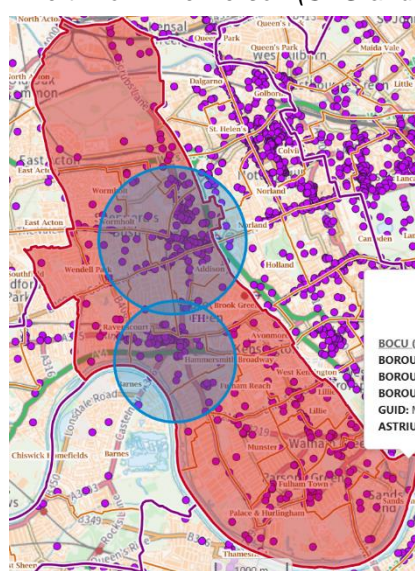
Classification	Current FYTD (April to Oct 25)	Prev FYTD (April to Oct 24)	Change
Knife enabled Robbery	88	79	+9
Knife enabled violence against the person	77	73	+4
Possession of knife/bladed article	32	20	+12
Total	197	172	+25

Hotspots for crimes remain predominantly within SBG and HB as shown on heatmaps below. There is a joint focus together with the council and their Local Enforcement Teams (LET) to reduce crime and ASB. Local taskings are discussed during the monthly meeting together with the council. Deployments are data-led to ensure we align our patrols to peak days and time.

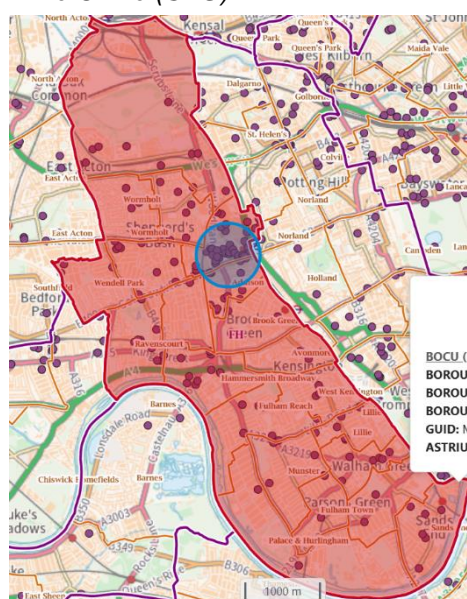
Robbery (SBG and HB)



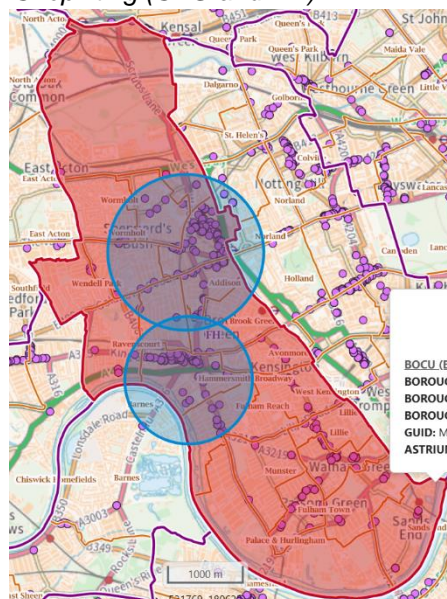
Theft From The Person (SBG and HB)



Knife Crime (SBG)



Shoplifting (SBG and HB)



2. Live Facial Recognition (LFR)

LFR is a real-time crime-fighting system that can help officers identify a person by comparing those who pass a LFR system with a watchlist of pre-authorised digital images. The LFR system will help officers with their work by flagging-up matches for officers to review and take further action as necessary.

Since April 2025, there have been 5 LFR deployments between SBG and HB. This led to c.23 arrests.

3. Stop and Search

Between April – October 2025, the top 2 wards where we conducted most stop and searches were:

- SBG with c.20% of all stops.
- HB with c.9% of all stops.
- The 3rd highest is the Addison ward with c.8.5% of all stops.

Stop and search numbers compared to the same period last year have increased by 5.1% (1748 to 1837) with a 34.9% positive outcome rate.

4. Response times

Emergency calls in Hammersmith and Fulham are serviced by the Emergency Response Teams based at Hammersmith Police Station.

From November 2024 – Oct 2025, we received 7,840 high priority calls and 85.6% of the calls were attended within the target time of 15 minutes. The MPS average for this period is 85.7%.

Challenges

Operational demand created by ongoing protests remains high in central London and other parts of London.

Through mobilising other departments across the MPS to fulfil the policing requirement, we have reduced our reliance on neighbourhood and other frontline officers to manage these events.

The expectation is that operational uniform officers from across the MPS commit to 6 days of aid (central policing) per year to reduce the demand on Basic Command Units (BCUs). Over the last year, this has resulted in a reduction of BCU abstractions by c.15,000 officer shifts.

5. Tough Choices

The MPS budget for 2025/26 is £4.9 billion, of which c£700 million is ringfenced for MPS counter terrorism and protective security responsibilities. This means £4.2 billion is available for the frontline policing of London.

To deliver a balanced budget we have had to identify tough choices that will change the design of our organisation that accounts for the net reduction of the workforce strength. This includes significant civilianisation of around 500 posts, deploying officers into priority operational posts. This will require large scale workforce reorganisation including redeployment, retraining and reskilling of officers and staff.

Front counters have also been part of Tough Choices and has been discussed in recent months. Hammersmith Police Station's Front Counter will remain open but with reduced hours:

- Monday to Friday 1000 – 2200.
- Saturday – Sunday 0900 – 1900.

The new model balances the savings with the desire for local access with the need to focus stretched resources on operational policing. The location of front counters is better aligned with the location of our custody suites and demand.

6. Safer Schools Officer transition and Youth Engagement Officer changes

Several secondary education settings in Hammersmith and Fulham have previously had a dedicated Safer Schools Officer (SSO). The role of SSO was removed on 2nd May 2025 and replaced with a new role; Dedicated Ward Officer – Children and Young People (DWO – CYP).

The Youth Engagement and Diversion Officer roles have also been removed as part of our transition to this new model. Unlike SSOs, the new role of DWO – CYP is fully integrated into local Safer Neighbourhood Teams to deliver a more community-focused approach to youth-based policing.

Most importantly, we are following an evidence-based approach, targeting our resources where children and young people are at most risk. The primary risk exists outside the school grounds, for example, in the travel corridor between school and home. That is why we are changing our approach to ensure our efforts are focused on the wider community. As this model matures, it is expected that neighbourhood teams will take a more holistic and cohesive approach to keeping children and young people safe within the community.

7. Ward priorities

Ward priorities are placed on our internet for public visibility and are a core performance indicator for monthly internal performance meetings. Ward teams update activity undertaken at each ward panel meeting.

8. Joint Patrols and operational deployments

The LET and Police continue to co-operate closely with joint patrolling in critical areas. Like last year, there will be a focus on Neighbourhood crimes and ASB within the Borough. As well as crime and ASB patrols, another example of joint working with the council includes:

- closure of a premise that was involved in drugs and generated ASB within West Kensington.
- Joint Trading Standards operations.
- pro-active operations to tackle issues around E-bikes. During the joint operation along the Thames Path, E-bikes were stopped, and subsequent action was taken for any Road Traffic Act breaches.

This co-operation is closely aligned to our joint monthly community crime-fighting meetings, focussing on strategic objectives and longer-term solutions.

9. Submitted to facilitate discussion and debate at Scrutiny Panel.

Agenda Item 5

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Social Inclusion and Community Safety Policy and Accountability Committee

Date: 18/11/2025

Subject: Co-production in VAWG commissioning and designing of projects

Report author: Annabel Moores Ending VAWG Lead and Claire Horn VAWG Commissioning and Programme Lead

Responsible Director: Mark Raisbeck, Director of Public Realm

SUMMARY

This report outlines how co-production is embedded in Hammersmith & Fulham Council's approach to tackling Violence Against Women and Girls (VAWG). It highlights the central role of co-production in the commissioning and oversight of VAWG services, with a particular focus on the current procurement process for recommissioning key services. The report also references other initiatives where the VAWG team has worked collaboratively with residents and partners to design and deliver impactful projects

RECOMMENDATIONS

For the PAC to note and comment on the report and its contents.

Wards Affected: All

Our Values	Summary of how this report aligns to the H&F Values
Building shared prosperity	The VAWG tri-borough commissioning model enables efficient use of pooled resources and maximises value for money, supporting a thriving local third sector and creating stable employment in specialist VAWG services.
Creating a compassionate council	The council's commissioned services offer trauma-informed, intersectional support that reflects the diverse needs of local communities, including 'by and for' provision for marginalised groups.
Doing things with local residents, not to them	Survivor voices have shaped the needs assessment and specification development for our VAWG commissioning exercises. Ongoing engagement ensures the services are co-designed and responsive to real experiences. Preventing VAWG and Supporting survivors are two of the key

	objectives in the council's Ending VAWG strategy 2022-2027 which was co-produced with survivors and residents. Additionally, the VAWG team collaborated with the H&F Youth Council to co-produce the "Let's Talk About It" podcast series, raising awareness among young people and contributing to long-term prevention effort.
Being ruthlessly financially efficient	Joint commissioning on VAWG projects achieves economies of scale while maintaining sovereign control, delivering high-quality services within current budget constraints and avoiding duplication.
Taking pride in H&F	The Angelou Partnership is recognised as best practice and has been shortlisted for national awards. This work reinforces H&F's reputation for delivering high-impact, progressive support for survivors. The council's VAWG strategy contributes to the council's commitment to end violence against women and girls and make H&F a safe borough for residents.
Rising to the challenge of the climate and ecological emergency	Providers are expected to minimise environmental impact through responsible contract delivery.

Background Papers Used in Preparing This Report

None

DETAILED ANALYSIS

BACKGROUND

1. Hammersmith & Fulham (H&F), Royal Borough of Kensington and Chelsea (RBKC), and Westminster City Council (WCC) currently jointly commission VAWG services. However, each borough holds and manages its own individual contract. These contracts are set to expire in October 2026, and H&F is leading the recommissioning process across the three boroughs
2. The commissioned services address the critical needs of survivors of domestic abuse and other forms of VAWG. The PAC heard from both providers in a previous meeting where they presented updates on their work.
3. The support services for VAWG survivors are delivered through two main contracts:
 - **Coordination Services:** Currently provided by *Standing Together Against Domestic Abuse (STADA)*.

- **Front Door Services:** Currently delivered by the *Angelou Partnership*, with *Advance* as the lead agency

COPRODUCTION IN VAWG – SHAPING OUR COMMISSIONING

4. Over the past year, officers have undertaken work to ensure that our recommissioning process is evidence-based and shaped by the voices of those who use and deliver VAWG services. This has included engagement with survivors, professionals across statutory services, and third sector organisations, to understand their experiences of the current system and their priorities for the future.
5. As part of this review, we engaged directly with 19 survivors and held multiple sessions with professionals and service providers across the three boroughs to understand their experiences of VAWG services. Survivors spoke about the transformative impact of specialist support, particularly from “by and for” organisations that provide culturally competent, language-accessible services.
6. Survivors also shared where they thought service provision could improve such as improving coordination between agencies, increasing understanding and visibility of services in some communities, and shared the emotional burden of repeatedly retelling their stories.
7. The impact of the coproduction work is that it allows us to respond to this feedback and redesign services to meet the needs of survivors.
8. We will strengthen “by and for” provision and improve outreach by introducing a specialist Harmful Practices Coordinator lot with a strong community engagement mandate and a formal voice at MARAC (our Multi-Agency Risk Assessment Conference) which we encourage these “by and for” organisations to tender for. Specifications will require providers to embed trauma-informed and intersectional approaches while ensuring consistency and visibility across all services. In addition, governance frameworks will be strengthened through the inclusion of a MARAC Steering Group requirement in the specification, ensuring partners critically review processes and drive improvements in multi-agency coordination.
9. Responding to feedback our future contracts will move towards multi-year agreements to provide stability and enable better planning and mechanisms for survivor feedback will be built into service design and evaluation.
10. Whilst we rightly centre the voices of service users and providers, we also ensure we are intelligence and evidence lead in our commissioning. We also completed a comprehensive needs assessment, offering both quantitative and qualitative insights. This assessment highlighted strengths in current service delivery and presented us with considerations for future provision such as longer-term therapeutic support and services for men and boys affected by domestic abuse. The needs assessment will allow us to shape and develop future funding bids, across the three boroughs, should external grants become available.

11. H&F has consistently prioritised co-production in its VAWG commissioning processes. This includes extensive survivor consultation during the 2021 three borough VAWG commissioning, the 2022 single borough Refuge contract and 2023 co-located IDVA services.
12. The Council remains committed to ensuring that victims, survivors, and specialist services are central to shaping the local response to VAWG. Additional examples of co-production include:
 - The H&F Ending VAWG Strategy 2022–2027, and
 - The “Let’s Talk About It” initiative, co-produced with the H&F Youth Council.

COPRODUCING OUR VAWG STRATEGY

13. The H&F Ending VAWG Strategy 2022–2027 was co-produced with a wide range of partners, including survivors, residents, and local businesses. It sets out a shared vision to make the borough safe for everyone living, working, studying, or travelling in H&F.
14. Survivors with lived experience played a key role in shaping the strategy, highlighting four priority areas:
 - Asking the question
 - Sustainability of support
 - Training for professionals
 - Responding to children
15. Survivors were engaged throughout the process—from initial design to reviewing drafts and recommendations. The strategy also drew on a borough-wide resident survey and multiple stakeholder sessions with statutory and voluntary sector partners.
16. When work commences on our next strategy we will, again, do this in collaboration with our survivors

COPRODUCTION WITH YOUNG PEOPLE

17. Promoting education on healthy relationships has emerged as a key priority for young people in H&F, as identified through extensive consultation led by the Youth Council between June and October 2023, which received over 3,000 responses.
18. In response, the VAWG team supported the Youth Council to create a podcast series titled “Let’s Talk About It”, developed by young people for young people, covering:
 - Healthy relationships
 - Harassment and online safety
 - Positive masculinity
 - Sexual health and consent

19. The podcasts feature interviews with experts, support services, and local figures such as the H&F Neighbourhoods Police Superintendent and a QPR Youth Coach, launched during the 2024 16 Days of Activism.
20. A borough-wide campaign promoted the series via BT links, shopping centre screens, and YouTube, reaching over 3,000 young people. The Youth Council is now developing lesson plans to accompany the podcasts, enabling teachers and youth workers to facilitate education and discussion on these topics
21. Engaging and educating our communities, especially our young people, is essential in creating awareness, promoting support available and ensuring protection of victims not only now but in the longer term. This aligns with our local commitment and the Governments commitments, to reduce VAWG, in the long term.