

Policy and Oversight Board Action Sheet 2023/24

20 June 2023

No.	Item	Item / Action	Response / Update	Officer	Status
1.	Item 4 – Update on Co-production	<p>Jane Wilmot said the Council wrote a statement for every (Civic Campus) contractor that set out its expectations around inclusivity. The Chair suggested these elements could be written into a range of contracts and activities undertaken by the Council. She asked officers to investigate potential areas where this could be done.</p>	<p>Response from the procurement team:</p> <p>When we seek to buy goods, works and services, the specification identifies the context and requirements. Co-production allows for joint development of the specification. Engagement supports understanding of requirements and formal consultation may also be involved for some regulated areas.</p> <p>Any contractual requirements will be derived from the specification and align with H&F contractual clauses regarding equalities.</p> <p>Based on the specification, our procurements can then include:</p> <ul style="list-style-type: none"> • specific questions relating to inclusion in the evaluation of tenders for goods, works or services we are buying. • social/added value for contracts over £100k, where some measures are aimed 	Julian Eccles	Done

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			at enhancing inclusion e.g. care experienced residents, lone parents, those with poor mental health etc.		
2.	Item 4 – Update on Co-production	Cllr Nikos Souslous asked if there were lessons from working with organisations like the police. The Chair suggested inviting the police and the co-production team to a future meeting.	Item added to the Social Inclusion and Community Safety PAC long list for consideration.	David Abbott	Done
3.	Item 4 – Update on Co-production	Cllr Nicole Trehy noted that the Met Police wouldn't be responding to mental health calls beyond September 2023 and raised concerns about the impact on neurodiverse people. The Chair suggested this could be considered at a future meeting.	Item added to the Social Inclusion and Community Safety long list for consideration.	David Abbott	Done
4.	Item 4 – Update on Co-production	It was agreed that each PAC receive a quarterly update on previous and planned co-production activity. And the Board would consider a summary of such reports biannually.	The first updates have been scheduled for the November PAC meetings.	Julian Eccles	Done
5.	Item 5 – Introduction of Voter ID Requirements	Re producing elections materials in different languages - Kayode Adewumi said if members were aware of community organisations the team	Cllr Perez emailed the Elections team with community group contacts.	Committee Members / Kayode Adewumi	Done

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		could work with, they could send him the details.			
6.	Item 5 – Introduction of Voter ID Requirements	Cllr Jacolyn Daly thought Voter ID awareness needed a Council-wide approach and asked PAC Chairs to think about how different departments could respond.	PAC Chairs have been contacted to think about how different areas of the Council could respond.	PAC Chairs	Done
7.	Item 5 – Introduction of Voter ID Requirements	Elections officers to work with the co-production team to ensure all materials being sent out were accessible.	Actioned. Elections send all public materials to the co-production team for comment prior to circulation.	Zoe Wilkins	Done
8.	Item 5 – Introduction of Voter ID Requirements	Officers to circulate the Electoral Commission's report to members.	The EC's interim analysis report was circulated by email on 26/03/2023. The full report was circulated on 23/11/2023.	Zoe Wilkins	Done

18 September 2023

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9.	Item 4 – Intergenerational Practice	Officers to investigate London-based charity that matched young people looking for somewhere to stay with older people who had a spare room. Suggested the Council could promote.	In Adult Social Care a scheme that is similar to this is Shared Lives Plus (sharedlivesplus.org.uk) and officers are in the process of developing a business case for starting this in H&F. Shared Lives is a care and support service which is for people aged 16+ (in England and Scotland) and 18+ (in Wales and Northern Ireland) who want to live independently in their community, with the support of a family and community network. It's an alternative to supported living or residential care. Shared Lives carers use their own home and family life to share it with someone who needs support around the UK.	Julius Olu	Done
	Item 4 – Intergenerational Practice	Officers to explore: <ul style="list-style-type: none"> • how the Council could highlight services available to charities and other groups. • programmes where students helped out in care homes (see Hammersmith Academy and the Elgin Centre). 	Officers are working on the following areas: <ul style="list-style-type: none"> • Infusing intergenerational practice into relevant developing strategies or strategies under review – e.g. the draft 3SIF strategy. • Turn the policy team's research briefing into a 	Julius Olu	Done

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			<p>guidance document for third sector organisations to consider as part of the future 3SIF investment programme.</p> <ul style="list-style-type: none"> Meeting with Sobus about actions following their meeting with the Youth Council. 		
11.	Item 4 – Intergenerational Practice	Chair to develop idea around engaging young people in voluntary work.	Made links between the Youth Council and Nubian Life. Third sector programme lead tasked with exploring how to better promote young people volunteering through discussion with The Volunteer Centre and linking them to the Youth Council.	Cllr Homan	Done
12.	Item 5 – Digital Inclusion Strategy for H&F	Officers to circulate list of sheltered housing schemes with free Wi-Fi.	List circulated on 25 Oct 2023.	Tina Akpogheneta / Darren Persaud	Done
13.	Item 5 – Digital Inclusion Strategy for H&F	Officers to provide clear measures to track progress and include member involvement.	<ul style="list-style-type: none"> Officers contacted key internal stakeholders to pull together their specific key metrics. Digital Accessibility Group workshop 18/10/23 to get views on key measurements. 	Tina Akpogheneta / Darren Persaud	In progress

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			<ul style="list-style-type: none"> • Third Sector workshop on 22/11/23 at Shortlands with 15 orgs attending to review work to date, and firm up key measurements. Stakeholder workshop with internal colleagues on 30/11/23. • The final strategy with key measurements will then go through internal governance before Cabinet approval in October 2024. One of the recommendations is a delivery group to be chaired by Cllr Chevoppe-Verdier. 		
14.	Item 5 – Digital Inclusion Strategy for H&F	Item for Health PAC – Connectivity and assistive technologies in day centres.	Item sent to Health PAC Chair / added to work programme long list for consideration.	David Abbott	Done

11 December 2023

No.	Item	Item / Action	Response / Update	Officer	Status
15.	Item 4 – Update on Youth Voice	Item for Health PAC - Healthy relationships and health and wellbeing to be given more consideration when procuring health services	Item was added to the Health and Adult Social Care PAC long list for consideration.	David Abbott	Done
16.	Item 4 – Update on Youth Voice	Housing and homelessness suggested as priority for the Youth Council.	Item added to list for consideration as part of the 2024 priorities.	Brenda Whinnett	Done
17.	Item 4 – Update on Youth Voice	Members requested input from the Youth Council on PAC work programmes.	Strategic leads have been tasked with taking the areas discussed forward and will refer items to the relevant PACs / PAC Chairs.	Strategic leads	Done
18.	Item 4 – Update on Youth Voice	The Chair asked that PAC reports include a section to record whether the Youth Council have been involved.	The PAC report template has been updated.	David Abbott	Done
19.	Item 5 - Continuing Response to the Cost-of-Living Crisis	Cllr Brocklebank-Fowler asked if the ethical debt policy had affected the Council Tax collection rate.	In common with other local authorities, a number of factors have affected council tax collection since early 2020 with the chief contributing factors being the cost of living crisis and the operational difficulties during covid. It is not possible to fully isolate these impacts but we do not believe there has been a significant impact on council tax collection rates from the council's Ethical Debt Collection policy as the proportion of debt referred to enforcement agents is	Sukvinder Kalsi	Done

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			<p>less than 1% of the amounts due.</p> <p>The Council Tax Team has been working strongly on this matter including supporting residents with benefit entitlement claims and early conversations with residents with arrears. As a consequence, collection rates have improved during 2023/24 (and arrears have reduced by £6m in total for LBHF/GLA). This trend is expected to continue in the future.</p>		
20.	Item 5 - Continuing Response to the Cost-of-Living Crisis	The Chair asked for further update once Government funding decision had been made.	The update was added to the Board's forward.	Matthew Sales	Done

23 January 2024

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21.	Item 4 – 2024 MTFS	Councillor Brocklebank-Fowler asked that, in future, financial risks included a range from best to worst case scenarios.	The MTFS is under continuous review to take into account emerging national policy and fiscal matters. The MTFS that will be reported in February 2025 will include a sensitivity risk analysis.	Sukvinder Kalsi	Done
22.	Item 4 – 2024 MTFS	Councillor Brocklebank-Fowler asked for a breakdown of internal and external legal costs.	The budget in 2023/24 for internal legal costs was £2.6m (70% of total) and £1.1m (30% of total) for external costs. This expenditure is entirely justifiable given the complex legal operating environment of the Council. The budgets for 2024/25 were only increased for pay awards.	Alex Pygram	Done
23.	Item 5 – Update on Voter ID Requirements	Zoe Wilkins to provide guidance for members about how to support people to vote.	Did not meet this ahead of the 2024 general election but will be developed for future ones.	Zoe Wilkins	Done
24.	Item 5 – Update on Voter ID Requirements	Zoe Wilkins to provide an update on how the Council is reaching out to community groups.	Elections report to POB in September 2024 provides updates for this.	Zoe Wilkins	Done
25.	Item 5 – Update on Voter ID Requirements	The Chair noted the ‘register to vote’ cards with QR codes that led to the Government’s voter registration website. She suggested something similar could be produced for Voter Authority Certificates (VAC).	The QR code on register to vote cards points voters to the voter registration site portal which has links and explanations about Voter ID requirements. Rather than have two cards, once old stock is used, registration will be on one side and the VAC page link on the other.	Zoe Wilkins	Done

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			Voters can readily pass between the two webpages concerned as they link to one another.		

29 April 2024

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26.	Item 4 – Generative AI	The Board requested more information on the AI working group and asked officers to think about a more formal structure going forward.	To be addressed in report scheduled for November 2024.	Tina Akpogheneta	In progress
27.	Item 4 – Generative AI	The Board asked officers to look at examples of use cases in other local authorities and organisations that could be applied locally.	To be addressed in report scheduled for November 2024.	Tina Akpogheneta	In progress
28.	Item 5 – cost of Living Update	Councillor Vaughan asked for more information on building economic resilience and supporting the local economy. Matthew Sales said he would come back on those questions.	Briefing note circulated on 10/09/2024	Matthew Sales	Done

Summary

25 of 28 actions complete. 3 actions in progress:

- Digital Inclusion Strategy for H&F (action 13) – Members requested clear measures to track progress and include member involvement. Progress measures will be in the Cabinet report coming October 2024.
- Generative AI (actions 26 and 27) – Members requested more information on the AI working group and examples of use cases in other authorities. These will be covered in an update report coming in November 2024.

Last updated: 10/09/2024