

Annual Report

Looking ahead to 2024-25



Stronger



Safer



Kinder

Making H&F a better borough for everyone

✓ **Third lowest council tax in Britain** PAGE 2

✓ **£11million boost in local services** PAGE 4

✓ **CCTV upgrades help us cut crime** PAGE 10

Delivering a Stronger, Safer and Kinder borough

Cllr Stephen Cowan
Leader of Hammersmith & Fulham

We've kept council tax in H&F the third lowest in the country – thanks to our ruthless financial efficiency

Since 2010, Hammersmith & Fulham's funding from central government has been cut by 54% in real terms.

Since then, we have endured almost unprecedented levels of inflation while being given significant extra responsibilities. To protect residents, we have been able to freeze council tax five times since 2014. Even with this year's increase, it is still the third lowest in the country.


Few organisations could deliver the same services they delivered over a decade ago with less than half of the resources available. But we have. And more.

We have achieved this by pursuing ruthless financial efficiency –

cutting waste and concentrating on what matters to residents, investing in a unique set of new services such as:

- **delivering free adult social care** to 1,500 people each month, still the only council to do so
- **offering free breakfasts** for all primary school children every day
- **deploying a team of 72 Law Enforcement Officers** and a Gangs Unit to keep us safe 24/7 and
- **providing the highest number of electric vehicle charging points** per household anywhere in the country.



 We aim to make all of our publications accessible. If you require this document in a specific format, please contact us on **020 8748 3020**



“
Few organisations could deliver the same services they delivered over decade ago with less than half of the resources available. But we have. And more”

While the finances of so many other councils are in trouble, H&F's are in a healthy state.

Last year we ran a surplus which enabled us to add to our reserves, in contrast to so many other councils who are using money from theirs. And next year we will be investing nearly £11m more in key services.

We have done this while providing the most comprehensive council tax support scheme in the country, with 42% receiving a discount.

In recognition of the vital work that they do, from this year we will also be exempting foster carers from paying a penny in council tax.

In 2024-25, we will provide access to lots of council services at our three new Family Hubs.

We are also forging ahead with our pioneering Industrial Strategy which has already helped create over 8,000

new jobs in high-tech sectors and brought in over £6bn in investment.

And we are taking new steps to clean the filthy air and tackle climate change as we work towards our ambition for net zero carbon emissions.

None of this would be possible without working with residents to help us develop our services within a sustainable budget. We will keep listening to you as we make H&F a stronger, safer, and kinder borough for everyone.

All the best,

On the cover, clockwise from top: A scientist from White City Innovation District start-up company Arborea, one of our 72 Law Enforcement Team officers and guests at our annual free Christmas Lunch for older people.

Don't miss a thing! Follow Hammersmith & Fulham:



nextdoor



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How we spend your council tax

CLlr Rowan Ree

H&F Cabinet Member for Finance and Reform



Our balanced budget means we can boost local services with new **£11million** investment for residents

While councils across the country are struggling with their finances, I want to reassure you that ours are in good shape.

Despite the pressures of inflation and high interest rates, we have adopted a balanced budget that will add to our reserves and still enables us to invest nearly £11m more in 2024-25 to allow the continued delivery of vital services. This includes:

- **an extra £4.2m for adult homecare** to ensure it remains uniquely free of charge here
- **£1.5m more for people affected by homelessness**

- **investment in Family Hubs**, a new way of delivering council services that takes them into our communities and
- **new recycling and food waste** collection services.

We have been able to achieve this through a combination of measures such as reducing our office space, cutting operating costs, groundbreaking use of new technologies and securing better value for money from contractors and suppliers.

“

The council has a history of strong budget management and an achievable savings plan in place”

Grant Thornton LLP External auditor



How we spend the council's money

The council's overall budget, excluding housing, will be £198million in 2024-25. Below is how we will spend each pound:



How each pound is spent

6p

The economy

Includes support for businesses, homelessness and planning

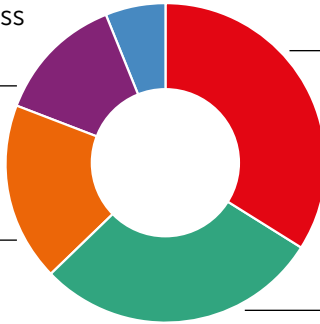
13p

Environment

Includes parks, streets and community safety

18p

Resident support and services



34p

Adult social care and independent living

29p

Children's services and education

Investing in homes

We are also investing £2.5m a week building new homes and modernising existing properties as part of our £1.4bn programme funded by our separate housing and capital projects accounts.



Our year in review

What we've achieved – in numbers



12,000



Our specialist **Cost-of-Living Team** handled more than **12,000 calls** from almost **4,000 residents**. They issued 1,912 fuel vouchers, totalling £63,200. In December, 215 residents redeemed a fuel voucher.

£6.6m

Supporting the police to keep people safe is our number one priority. We have spent **£4.7m in fighting crime**, ending violence against women and girls and dismantling gangs last year.

We have also invested a **further £1.9m to upgrade our CCTV network** – the densest in Britain. It means we can help the police step in faster to keep residents safe.

20%

fewer complaints of anti-social behaviour

Our **Law Enforcement Team (LET)** is winning the war on local crime. Their support has helped cut the number of anti-social behaviour complaints to the Met Police from 8,480 in 2021 to **fewer than 6,800 in 2023**.

7,800



dangerous vapes seized

Since 2012, **H&F Trading Standards** seized vapes which contain up to eight times more e-liquid than is allowed, or 2.5 times the maximum permitted nicotine.

8,000+ new jobs

Since 2017, our pioneering **Industrial Strategy** has helped create more than **8,000 jobs** and secured **over £6bn** in investment. Last year, our booming White City Innovation District attracted a further **£941m** and helped create **1,600 jobs** across green tech, life sciences, creative industries and AI.

Three

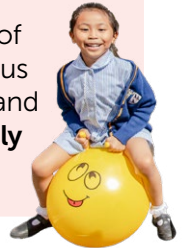
Family Hubs set to open

New Family Hubs will help to offer more support and **help to local families** and older residents.



65

H&F hosted **65 street parties** last year, including dozens of parties to mark the historic Coronation of King Charles III. Residents and schools also joined us for **eight Play Streets** across our neighbourhoods and estates. They are a chance for children to **play freely and safely**, within a short distance of their homes.



204

The number of new homes which are being built at our **Civic Campus** – more than half of which are **affordable**.



1,925

The total new **local affordable homes built** in Hammersmith & Fulham since 2014. With **another 4,727** new affordable homes given planning permission.

1.5m

The number of **free primary school breakfasts** offered to local pupils, which forms part of our war on hunger.



Our year in review
Continued

55 tonnes



The amount of **food waste recycled** in December – an increase of 17 tonnes from November. H&F food waste is passed to British farms to make high-quality compost for crops.



£1m a week

We're investing record amounts to **repair and refurbish estates**.

100%

All of **H&F schools** are rated **good or outstanding** by Ofsted.

24,000

Free tickets to the Lyric Theatre Hammersmith given to local residents via our **Free First Night scheme**, making sure the theatre can be enjoyed by all.

1,500

The number of local residents per month who accessed our free home care services, helping them to stay as independent as possible and to continue living in their own homes. **H&F is the only borough in England to offer free home care**. This support includes help with day-to-day tasks such as washing, dressing and housework, and to free up hospital beds.



19 of our beautiful parks and green spaces in Hammersmith & Fulham were awarded prestigious **Green Flag** status.

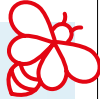
19
Green Flags



£1m

Raised for local ecological projects with support from residents and businesses via our **Green Investment scheme**.

2,450



We planted **2,450 bee-and-butterfly-friendly plants** and transformed a disused area in Hammersmith Park, White City, into a wildlife haven with new pathways, native trees and wildflower meadows. We also planted **1,160 square metres of native daffodils** on H&F's highway verges and **340 metres of native hedgerows** in our parks.



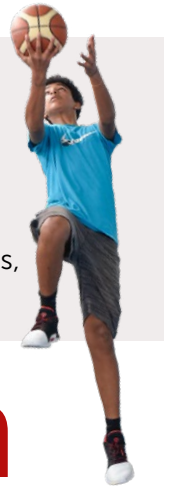
£0

No increase for resident parking permits

We're the only London borough to have **frozen parking charges for residents** over the past nine years. Our resident visitor parking permit scheme also allows friends, family and tradespeople to park at a cheaper rate.

3,425

The number of children who attended our free **Summer in the City** activities, complete with a **free lunch**.



£3.5m

As a compassionate council, we awarded more than **£3.5m to community groups** and local organisations last year. In turn, they help us improve our services as we build a stronger community, ensuring that every resident can thrive.

2,810

EV charging points

Our network of **2,810 electric vehicle chargers** is now the densest in London – and means you are never more than 400m from your next power-up.



33%

The increase in people learning new skills or trades at our **Macbeth Centre** in Hammersmith, from 1,452 to **1,928 learners enrolled** over the past year.



Keeping our streets safe



Cutting-edge technology is helping H&F and the Met Police crackdown on crime and bring criminals to justice

Our number one priority is to keep people safe. Every day and night, we work with the police, residents and local businesses to make H&F the safest and the best place in which to live and work.

Our team of 72 uniformed Law Enforcement Officers, our Gangs Unit and our CCTV control room work with the Met Police 24 hours a day.

Since last April, our CCTV cameras have helped the Met secure the arrest of 535 people and captured 4,896 incidents in the same period. These include everything from assaults to flytipping.

Technology advantage

“These cameras give us the technological advantage to prevent and crack down on crime as and when it occurs,” said Cllr Rebecca Harvey, H&F Cabinet Member for Social Inclusion and Community Safety. “They’re part of our investment in fighting crime and its causes.”

We’re spending £5.4m to improve our CCTV network and infrastructure. We’ve also begun to install 360-degree cameras in Shepherds Bush to provide greater clarity and coverage of our streets.



Our CCTV unit spotted a number of young people stashing knives on an estate garage roof in March 2022. We alerted Met Police officers who recovered the weapons

Eyes in the sky

Our CCTV network of 1,869 cameras is unique. We have the highest density of cameras anywhere, with more than 280 per square mile monitoring local streets.

Our CCTV network includes:

- 581 cameras in public areas
- 1,209 on housing estates and
- 79 mobile, deployable cameras which can be quickly located anywhere across the borough, including CCTV vans.

We have also recently installed eight new solar-powered cameras in Ravenscourt Park, Hurlingham Park, Bishops Park and Furnivall Gardens to help make these spaces safer.

“
These cameras give us the technological advantage to prevent and crack down on crime as and when it occurs”

Our central control room manages and monitors the CCTV network. We can also link to shopping centres, football stadiums and other locations to instantly provide coverage to the Met Police when it's needed.

To report anti-social behaviour, call 020 8753 2693 or email asbu@lbhf.gov.uk



In an emergency, always call the Met Police on 999

If you need help with a non-emergency as it is happening, call 101



Jobs for the future arrive in H&F

More than £6billion has been invested in making White City the next global economic hotspot

Hammersmith & Fulham is changing rapidly and we're determined to create new opportunities for everyone.

That's why we launched our pioneering Industrial Strategy in 2017 to ensure that everyone benefits, not just a favoured few.

In partnership with Imperial College London, we've now helped attract more than £6bn in local investment and created more than 8,000 local jobs in exciting new science and tech-driven industries. It reflects our ambition to make our borough the best place to do business in Europe.



EdCity: A new school, nursery and youth centre



White City Innovation District: Home to global companies

White City Innovation District

The epicentre of this investment has been in our White City Innovation District – now home to major global companies such as Novartis, Airbus, L’Oréal and Publicis. Alongside Imperial College London, these industry leaders are supporting ground-breaking scientific research and offering the jobs of the future in our thriving start-up community.

Civic Campus

We’re creating H&F’s next global tech and media hotspot in Hammersmith at our new Civic Campus.

Set to fully open in 2025, it’s designed to breathe new life into the western end of King Street by helping to bolster local businesses with its new Unity Square, arts venues and surrounding retail and office space.

The development also includes a new five-screen cinema, restaurants and bars, as well as 105 new affordable homes – 36 of which

are shared ownership and 69 at affordable rent levels.

Thanks to its award-winning design from architects RSHP, it will create an iconic new community around Hammersmith’s revitalised Grade II-listed art deco Civic Campus. For more details, visit: civiccampus.london

Next generation

We have helped reduce the number of residents in H&F with no qualifications to just 1.7% as we work with schools and colleges to prepare people for the jobs of the future.

In November, we opened our EdCity development in White City. The new £150m campus includes the Ark White City Primary Academy, a new OnSide youth centre and a new nursery. It will also offer 132 new affordable homes for local people and will help create 1,000 new jobs.



EdCity: 132 new affordable homes & 1,000 new jobs



Civic Campus: Set to breathe new life into Hammersmith



Making H&F healthier and greener – together

We're finding new ways to build a clean, safe and sustainable borough to benefit everyone

We've already made huge strides towards making our neighbourhoods fit for the future since we declared a climate and ecological emergency in 2019.

Since then, we've achieved this by introducing new policies to:

- clean our dirty air
- promote biodiversity
- reduce traffic congestion and pollution
- make our streets cleaner and greener and
- invest in a green future.

Air quality and biodiversity

We've planted three Tiny Forests with approximately 2,000 new native trees to help clean our air and boost wildlife. We will create two more this year – in Frank Banfield Park, Hammersmith, and in Wormwood Scrubs which we're working to make a local nature reserve.

Streets cleaner and greener

Following the successful trial of Clean Air Neighbourhoods in south Fulham, our streets are now seeing 15,000 fewer cars every day, and a reduction of 1.35 tonnes of nitrogen oxide and 1.9 tonnes of carbon dioxide.

Plus, residents are using our Climate Action Microgrants to create more green roofs, wildflower meadows and the borough's first bamboo micro-forest. Next, we want to open up more spaces for community gardening.

Traffic pollution and congestion

H&F is now home to the highest concentration of electric vehicle charging points in the UK.

We've also upgraded cycle lanes across H&F to make them safer and easier for cyclists to use. TfL has recorded an 83% increase in



people using King Street's Safer Cycle Pathway – from 1,531 to 2,804 riders every day. This helps reduce traffic congestion and pollution.

Two more segregated cycle lanes are being developed: to connect Wood Lane with Shepherds Bush Green, and another running from Hammersmith Broadway to Olympia.

Green investments

We launched a new £5m green investment offer to boost local climate projects – by far Britain's largest ever local authority green investment scheme. Residents and businesses can invest in green projects on their doorstep – while making a fixed annual return on a low-risk investment.

Plus, UK Divest – an independent charity monitoring pension fund investment in fossil fuels – found that no council had divested more than Hammersmith & Fulham.

83%

More people use King Street's Safer Cycle Pathway

2,000

New trees help clean our air and boost wildlife

£5m

Investment offer will boost climate projects

New bins for rubbish, recycling and food waste

We've been rolling out new wheeled bins and food waste caddies to keep your streets cleaner

Since November, we've been rolling out new wheeled bins and food waste caddies to thousands of local households.

We're making these changes to help us increase recycling rates and to keep your streets cleaner. The new bins are also safer for our crews on collection days.

It's already working. In the first month of our expanded recycling service, we collected **more than 17 tonnes** of extra food waste from residents. Thank you.

Our new rollout follows the successful launch of wheeled bins and food waste caddies to more than 5,000 local households in 2020.



90%

Recycled aluminium saves over 90% of the energy needed to make a new can

70%

More than 70% of the cardboard used in the UK is recycled

How does it work?

Every home will have an opportunity to ensure their new bins suit their requirements. We're speaking to as many residents as we can across H&F about these changes.

It means that households receiving wheeled bins no longer need to use clear sacks for recycling.



All clean and dry recycling can be placed loose in a recycling bin.

We'll continue to reach all suitable properties in the borough with our new service. We want to ensure that the service works for all residents and their homes.

Once we're finished our rollout, we'll then work with residents living in communal properties to improve our waste and recycling services.

Will my collection days change?

There will be no change to normal collection days. The new food waste collections also take place on the same day as the bin collections.

New garden waste service

Residents have also asked us to introduce a garden waste service. We are looking at the best way to fairly create this service, as only some homes in H&F have access to a garden or green space.

This will help us reduce the cost of disposing of garden waste which saves you money. Instead, it will be turned into compost for farmers.

Find out more

For more details about the new food waste collections or wheeled bins, please visit: lbhf.gov.uk/new-bins

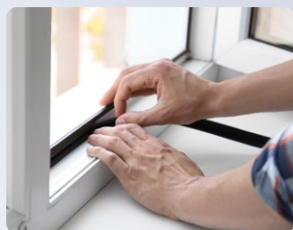




Stay warm and save money at home



Apply for
FREE



Pipe & tank insulation

Save up to
£190 a year

Prevent water heat loss. Easy to install.



Draught proofing

Save up to
£90 a year

Keep warm air from escaping.





LED lights

Save up to
£75 per bulb

Reduce your electricity use.

Available to H&F residents.
Renter-friendly. Save up to £300 a year.

 Scan the QR code to apply by 31 March
 www.lbhf.gov.uk/winter-ready-homes



Ever thought about becoming a foster carer?

Join one of our Q&A sessions
to hear what it's all about.

Everyone is welcome.

No question is too small.



Register to vote Elections are coming



Register to vote

at www.gov.uk/register-to-vote

It only takes
about five
minutes
to register.

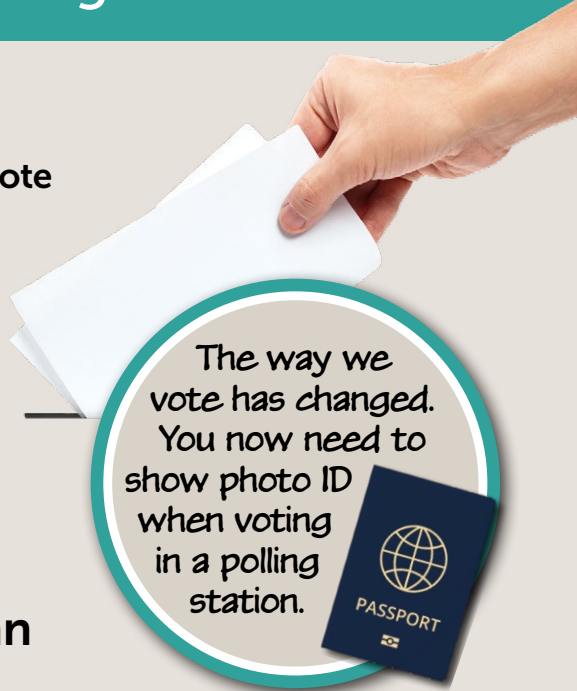


Voting in a polling station?

Make sure you have an
accepted form of ID*

If you don't have acceptable ID,
apply for a free Voter Authority Certificate at
voter-authority-certificate.service.gov.uk

*check forms of ID at www.lbhf.gov.uk/elections



The way we
vote has changed.
You now need to
show photo ID
when voting
in a polling
station.



Want to vote by post or proxy?

Please visit our website or contact us using the details below
if you need help or have any further questions.

 020 8753 4466

 electoral.services@lbhf.gov.uk

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 Electoral Services
Hammersmith Town Hall
King Street
London W6 9JU