

CONNECT

H&F STAFF MAGAZINE

ISSUE FOUR OCTOBER 2019



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FOR STAFF, BY STAFF

Welcome to the fourth edition of our staff magazine, Connect.

In every staff survey, people always say they want to know more about what's happening across the organisation. And our staff mag is here to do just that!

It's produced by the communications team - but we're trying to make sure as much content as possible is written by people who work here. We're trying to live up to the slogan 'For staff, by staff'. But that will only happen if you get involved.

Want to contribute?

Whether it's a one-off contribution, or you're keen to make it more regular, we'd be delighted to hear from you.

If your team has done something fabulous, or you know about an event, achievement or change in the way we do things that other staff would be interested in reading about, email us:

engage@lbhf.gov.uk



Thanks to this edition's contributors:

Ian Cairns / Richard Duffill / Ryan Falcon-Hay
Kirsty Jones / Mary Lamont / Mark Meehan
Christopher Nicklin / Penny Richards / Ash Shah
Kath Shawcross / Fraser Serle / Hasnat Syed
Soraya Shalak / Stephen Weaver

AUTUMN WEATHER FORECAST



With temperatures continuing to drop now would be an ideal time for our readers to warm up with a coffee with Kim.



We've been experiencing showers (and bike racks, lockers, and such in some of our new digs...)



Cold winds are coming in on the south-eastern front, so it's important to dress for the weather, and for work - check out our 'dress for your day' video if you need a reminder.



As darker mornings set in, it's pertinent for readers to be careful on the roads and on their commutes. Plan your way in advance, and find out more about our new H&F Way on page 18.



King Silver, made of 3,000 coat hangers, beats his chest.

How's it hanging?

King Silver by David Mach stands tall in the lobby of the Shortlands building, where H&F occupies three floors. You can't miss the huge gorilla, nicknamed King Kong by many H&F staff. Made completely out of coat hangers, it's owned by the Shortland building managers and is one of two coat hanger sculptures by David Mach in the borough.

Spaceman lives nearby

The first person to take and send us a photo of the other sculpture, wins a bottle of wine.

Email us: engage@lbhf.gov.uk



H&F: THE BIKE-FR

The council's cycling officer, **Richard Duffill**, has been leading the way to get people cycling in H&F. He says there's never been a better time to get on the saddle. Here's why.

There are lots of benefits to riding a bike: it keeps you fit, gets you outside, it's cheaper than commuting by train, it's pollution-free, it's often quicker than a car in London. And it can also be fun.

And the more people cycle, the fewer cars on the roads, and less pollution and congestion. And that's a big contributor to better air quality and tackling climate change.

When the council launched its cycling strategy in 2015, the focus was

on making cycling safe, easy and accessible for everyone. Since then we've delivered on 20mph speed limits on most of our roads; new, secure on-street bike hangers for safe storage; working with TfL on the Safer Cycle Pathway and Cycle Highway in Hammersmith; and a new segregated cycle route running from White City to Shepherds Bush.

We've installed 22 'bike hangers' - secure, on-street cycle storage units - with another 30 in the pipeline. Demand is high, with waiting lists of

around 20 people for every unit.

We're also still investigating if there is a dockless bike system which will work for H&F; providing further active travel options, but without cluttering our pavements and parks.



The Safer Cycle Pathway

The Safer Cycle Pathway is our flagship piece of cycling infrastructure, running from the borough border with Chiswick in the west to the border of Kensington, near Olympia, in the east.

We've negotiated with TfL to ditch its previous scheme, which we didn't think was right for our borough. We're now working closely with residents' groups to deliver something that makes

Hammersmith more pleasant and works safely for pedestrians, including Disabled people, cyclists and residents and supports local businesses.

The pathway will cater for riders of all abilities and feature more trees and plants, sustainable draining schemes and places to sit and rest. It's all about creating a safer, pleasant environment for everyone.

For faster riders, we've negotiated with TfL to build a second segregated route - the Cycle Highway - that will run alongside the A4 from the border with Hounslow to Hammersmith gyratory.



FRIENDLY BOROUGH



H&F staff and cycling

There are more H&F staff members cycling than ever before, both to get to and from work, and to get to meetings and site visits. We're doing everything we can to encourage more of you to do the same.

Bike parking and showers

New cycle facilities have opened at both Shortlands and the Clockwork building. Facilities include secure bike storage, change and shower facilities and clothes drying areas.

Pool bikes and bike hire

The council has a stock of pool bikes, which can be used by staff for work purposes. Staff also have corporate access to the Santander Cycles bike

hire scheme. As long as you return the bike within 20mins, your session is free, using the corporate key. And we're currently looking into a deal for staff to use the new dockless hire schemes too. For more information, email cycling@lbhf.gov.uk

Training and maintenance

If it's been a while since you last rode a bike, we're offering individual cycle training for all staff through Bikeworks and we'll continue with on-site mechanic, Dr Bike.



BIKE DISCOUNTS

If you don't own a bike, the Cyclescheme programme offers the chance to buy a bike and accessories tax-free. It's the simple way to get a brand-new bike, spread the costs and make savings of at least 25 per cent.

Find out more on The Intranet, or email info@cyclescheme.co.uk

A SAFE PAIR OF HANDS

Christopher Nicklin tells us about how H&F adult social care rates with other councils.

Earlier this year we had a social care peer review, where senior managers from other councils across the country come in to check out what we're doing and how well we're doing it. This can be pretty daunting - but the idea is that, using their expertise and local government insights, they can help us identify areas of good practice and areas where we can improve services.

Peer reviews are key to helping us be the best, and we presented to the panel of local government officers the H&F vision and what we do to safeguard our people.

Obviously, we wouldn't be shouting out about it if we didn't have something great to say - so here it is.

Our reviewers were hugely impressed by the dedication of everyone they met and the commitment to working in the interests of our residents.

The review looked at safeguarding, commissioning and use of resources. Okay, sounds riveting, doesn't it? But in what we live and breathe in our day-to-day roles, and to the people we work for, this means: creating a compassionate council, doing things with residents and not to them, and being ruthlessly financially efficient.

And that's what was abundantly clear at the peer review. The panel were really impressed with how, two years since becoming a sovereign service, the social care department has met challenges and continued to deliver for residents.

With strong leadership, a vision that the council is joined up on, and a fantastic, committed workforce we're able to safeguard residents and add additional prevention layers. The numbers reflect this with proof of cases being handled quickly and safety measures in place to stop cases drifting.

Well done to all the teams involved and the great work you're doing showcasing H&F to others in our industry!

Christopher Nicklin is head of safeguarding, adult social care.



Helping homeless people in H&F

Join the Stamford Bridge sleep out

Last year, we became the first local authority in the UK to commit to end all local rough sleeping. **Mark Meehan** tells us how he's playing his part.

In the spirit of creating a compassionate council and working closely with our partners, I've been speaking with Chelsea Football Club (c'mon you Blues!) over the year about how we can work together to end rough sleeping. They're now hosting a sleep-out for Chelsea supporters and season tickets holders, to raise money for two local charities that work to end homelessness. I'll be sleeping out too in the stands of Stamford Bridge on Saturday 16 November to help H&F end rough sleeping.

Funds raised will go to the Oswald Stoll Foundation and Glass Door Homeless Charity - both based in H&F. If you'd like to support Mark, you can donate to his page: <https://uk.virginmoneygiving.com/MAMeehan>

If you'd like to talk about ways we can involve other clubs in the borough, email mark.meehan@lbhf.gov.uk

Mark Meehan is the chief housing officer.

Bundling up and keeping warm

Staff have also been getting involved to help homeless people stay warm over the coming winter months. Kirsty Jones said: "The mechanical and engineering and housing teams joined forces to set up a donation drive, collecting warm clothes, toiletries and other items that can help those sleeping rough over the winter. We want to help end rough sleeping and this is a really good way to start. Colleagues have been really generous and can continue to donate!"

If you'd like to set up a collection point in your office or want to drop off to the donation drive, email kirsty.jones@lbhf.gov.uk

In the hot seat



HASHITH 'ASH' SHAH, **Interim Head of Regulatory Services,** **Environment Department,** **answers the tough questions**

How long have you worked here and what do you do?

I began working with H&F in June 2014 with the Trading Standards team although I had worked within Trading Standards for another Local Authority for almost 20 years prior to that. I have the benefit of having run my own retail business for seven years before joining Trading Standards which gave me a tremendous foundation in knowing some of the tricks of the trade and catching rogue businesses. I'm currently enjoying an interim role as Head of Service looking after the Licensing, Noise & Nuisance and Trading Standards teams. In addition to this, fleet services and a Regional Intelligence Unit for London Trading Standards also comes within my remit.

What's your favourite thing to do to outside of work?

I love anything with an engine and have a love of cars. I've driven most types of mechanised transport from large 32-tonne articulated lorries to steam trains, hovercraft, formula third racing cars, tuk-tuks and motorbikes. Whenever I can, I read, watch TV programmes, go to shows or do everything that sounds remotely interesting in relation to transport.

What is something that's surprised you in your time in H&F?

You hear the clichés about how boring life in local government is, but my experience of the people I work with and the teams that I have responsibility for is exactly the opposite. They are all busy people and I am endlessly astonished at the passion and dedication of colleagues in their desire to 'get the job done'. More recently, the massive pace of

change with disaggregation, new mobile devices and change in accommodation have come about quickly and colleagues have taken it all in their stride.

Who would play you in a movie of your life?

Charles Bronson would be my choice.

What advice would you give to people embarking on their own local authority careers or wanting to make a change?

I firmly believe that most people who come into local government do not do so solely with a view to making a fortune but often make the choice for the satisfaction that they get in helping local residents and businesses. If that lifestyle appeals to people then local government will be a very rewarding career choice. Obviously getting paid helps!!!

In local government, you never stop learning and acquiring new skills. Would you believe that I am doing an apprenticeship Diploma in Intelligence after over 25 years in local government?

Hands up if you knew apprenticeships have completely changed over the last few years.

They are no longer just for school-leavers; courses and qualifications range from GCSE to Masters level equivalents. Apprenticeships are a way to develop new skills, gain valuable knowledge in your current role and gain professional accreditation. The scheme is open to all staff - no matter at what point of your career you are at.

For more information email apprenticeships@lbhf.gov.uk



Feedback from the community



Well done! Good Parks for London 2019

Congratulations for improving your score in this year's Good Parks for London report.

Maintaining a good parks service is a complex challenge for local authorities, not just because of limited budgets but because parks provide so many different functions for so many people, wildlife and the environment. Getting the balance for all these different users and functions is not easy.

Please continue to invest in your parks!

Tony Leach

Chief Executive, Parks for London



Improving conditions at Wormwood Scrubs prison

Thank you everybody for all the hard work throughout the last two years to enable us to demonstrate to the inspectors that we have the beginnings of a good service for our men.

They commented on the progress and that we now need to embed into the establishment. Which of course we already knew.

So once again my thanks to you all!

Carol Gaskin

Head of Residence A Wing, Healthcare & Social Care. Wormwood Scrubs



Praise for council services and Adult Social Care

I would like to say how wonderful I have found our council services and Adult Social Care.

I am a befriender to an 89-year-old lady who has been living in poverty and not receiving any benefits. She asked our church for help to move into Sheltered Housing, which I am trying to help her with.

I realised she wasn't getting any of the benefits that she's eligible for. So, I want to thank all of the Adult Social Care team for the help they are now giving this lady. The front of house team at 145 King Street were wonderful when I came with the lady on 30 September.

I also want to thank Benefits Officer Folashade Odejimi who continues to be superbly helpful even when she is off sick. Thank you.

Amelia Hartog

Brackenbury Village

Ofsted inspectors impressed with Children's Services



Congratulations to our colleagues in children's services for their hard work and dedication during their recent Ofsted inspection, in which they were judged as 'Good' across all four areas of assessment.

The inspectors were very impressed with the attitudes, passion and skills shown by all of our social workers and practitioners in improving the lives of the most vulnerable children in the borough.

Cllr Larry Culhane, Cabinet Member for Children & Education, said:

"Anyone who has worked with our Children's Services team will know that Ofsted reports are not what motivates them, but getting a report of this calibre is no mean feat, and is just reward for the dedication, love and compassion they give to our young people every single day."

"We are truly grateful to each and every member of the team for the work they put in and will continue to do everything we can to support them in giving our young people the best possible chances in life."

"I couldn't be prouder of our fantastic team in getting this great Ofsted result," Kim Smith, Chief

Executive, added: "In the past 18 months we have created a new service from scratch and this result is a testament to the remarkable achievements of all involved – particularly social workers."

The inspectors recognised the investment made in services by the council and our continuing commitment to delivering high quality services to children and their families.

We're hugely proud of our staff and really pleased that the inspectors commented that morale is high and that staff enjoy working in our borough.



Beverley Tarka from Haringey Council spoke at the workshop to share her experiences

H&F working with residents to improve services for people with autism and their families

Hammersmith & Fulham Council welcomed residents with autism and their family and friends to the Irish Centre on 9 October.

The workshop launched a new drive by the council to 'co-produce' better services for residents living with autism, and their families.

Residents, council staff and health professionals discussed numerous ways of improving autism understanding and support in the borough.

"We are committed to making this the best borough for Disabled people by working in co-production with residents rather than just doing things to them," said Cllr Ben Coleman, H&F Cabinet Member for Health and Adult Social Care.

"It was great to see such a big turnout at the workshop. But we still have a long way to go in how we work with children, young people and adults with autism and their families to ensure they get the support they need."

One result of the workshop was

to create a resident-led group of 'Autism Champions' to drive forward improvements with the council and its partners.

At the workshop, Kathryn Mangold, Lead Nurse for Learning Disabilities and Transition at Chelsea and Westminster Hospital, described how residents with autism have been supported into employment by working with partners such as Queensmill School for pupils with autism and West Middlesex Hospital.

Beverley Tarka, Director of Social Care and Health from Haringey Council spoke about how Haringey is working to overcome the many challenges of enabling its residents with autism to live ordinary lives.

The autism workshop was one of the many steps that H&F Council is taking to implement the ground-breaking findings of its resident-led, independent Disabled People's Commission. Their report, which councillors have adopted in full, recommended adopting the UN social model of disability and working in true co-production with disabled people on the policies and services that affect them.

Need to apply for settled status?

H&F staff who are EU nationals are being urged to make sure you have applied for settled status in good time.

EU citizens living in the UK need to apply for settled status by June 2021, with their rights in the country protected up until the end of 2020.

To help, we're running a free scanning and verification service for your application. This service is available from the Register Office at the Clockwork Building in Beavor Lane, Hammersmith.

The current situation remains fluid and things are changing regularly. So for any other concerns, check the business continuity section of the Intranet which is being regularly updated.



TRAIL BLAZING LOCAL LEGENDS

We've got an amazing musical history here in H&F, and we wanted to celebrate this by setting up the Black History music trail. It celebrates the trailblazers of music and recognises the local people and places that form our culture.

We're still publicising this due to popular demand. So come on and follow the trail around the streets or online, complete with the sounds that created the legends.

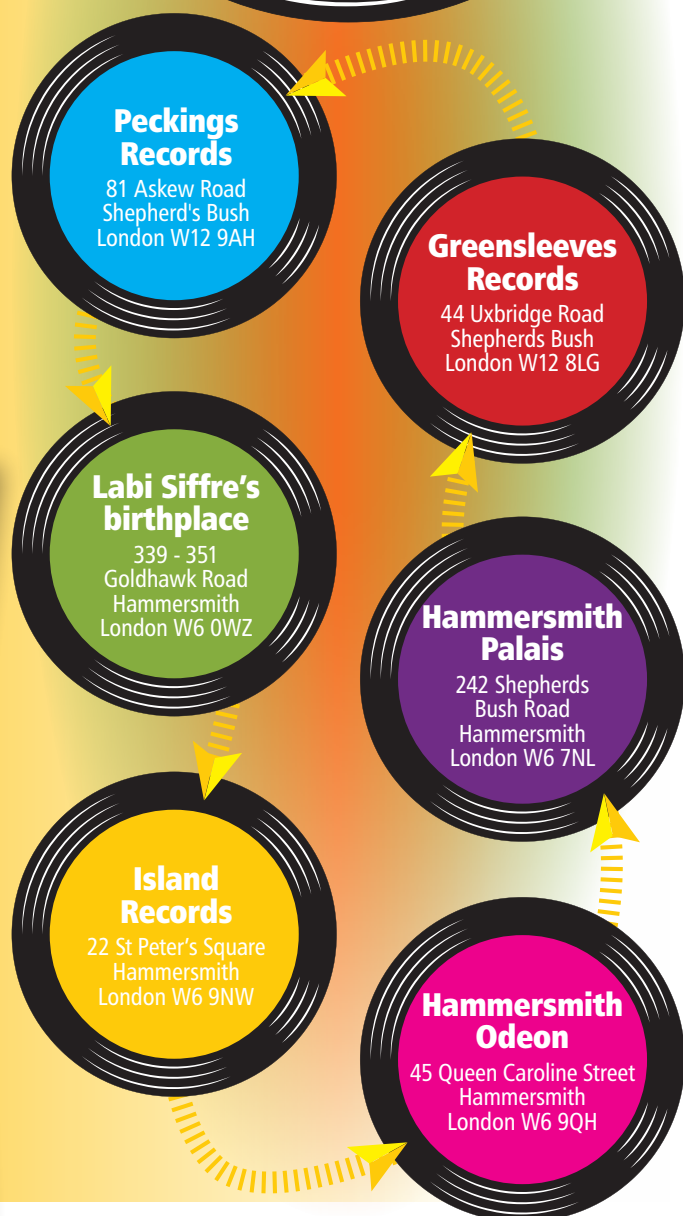


Peckings Records, Askew Lane, still going strong



Local musician, Labi Siffre

Much missed Greensleeves Records on Uxbridge Road



OUR 2019 STARS

h&f
hammersmith & fulham

Our stars shine at awards ceremony

It was an evening of shine and sparkle on Thursday 3 October as nominated staff gathered to find out if they'd won a coveted 'Our Stars' award.

Hosted by Chief Exec Kim Smith and MC'd by Christopher Nicklin, Social Care's Head of Safeguarding, the awards kicked off with attendees arriving dressed to the nines and ready to celebrate their success.

Complete with a stellar line up of presenters, the crowd roared with applause as the winners and highly commended awards were announced. Uplifting performances by the popular Linking Hands Choir (Rivercourt Short-Break and Options Day Opportunities service users, their parents and carers and support staff) were also a real crowd-pleaser.



OUR 2019 STARS





flickr™

Take a look at photos from the event and see if you can spot yourself or someone you know!

www.lbhf.gov.uk/OurStarsPhotos

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OUR 2019 STARS



★ And the winners are...

★ The Customer Service Award	Winner	Hazelann Hutchinson
★ Innovation and Efficiency Award	Winner	Street Lighting Team
	Highly commended	Daniel Addis
★ Apprentice of the Year Award	Winner	Pascale Albert
	Highly commended	Emily Busby
★ Outstanding Contribution to the Community Award	Winner	Hasnat Syed
	Winner	David Abbott
★ Our Future Talent Award	Highly commended	Francesca Woodbury
	Highly commended	Nicholas Falcone
★ Volunteer of the Year Award	Winner	Julie Ross
★ Support staff 'Star of the Year' Award	Winner	Michal Stobiecki
	Winner	Prakash Daryanani
	Winner	Rebecca Harvey
★ Inspiring Manager of the Year Award	Highly commended	Angela Mooney
	Highly commended	David Hore
	Highly commended	Susan Walsh
★ Social Care Award	Winner	Kiran Dhaliwal
	Winner	Patrick De Freitas
	Winner	Customer Services Team (The Economy)
★ Team of the Year Award	Highly commended	West London Coroner's Service
	Highly commended	Rivercourt Short Breaks Team
★ Employee of the Year Award	Winner	Giannoula (Yianna) Kefala
	Highly commended	Emerson Yearwood

★ Who's who...

- Claire Buky-Webster, Anna Keegan, Rebecca Harvey, Summer Hague-Roberts, Peter Lenz, Dan Robins, Claire O'Shea
- Tony Doherty, Tricia Hunte, Emily Harcome, Kiran Dhaliwal, Patrick Defreitas, Alison Sabaroche
- Pascale Albert, Ilaria Agueci
- Jamie Wilson, Beth Morgan, Pat Cosgrave, Felicity Charles, Rumel Wahid, Kalbe Awees
- Peter Lenz, Claire O'Shea
- Michal Stobiecki
- Lisa Henry, Paul Henry, Laura Palfreeman
- Andra Ulianov, Ilaria Agueci, Elliot Tyrell, Pascale Albert
- Sotiris (Sid) Alba, Cedric Engele
- Sharon Lea, Heather Miller
- Ash McCorkle
- Emmerson Yearwood
- Elizabeth Oakham, Paul Nicholson, Lizzie Dzvuke
- Heath Schiphorst, Ramanand Ladva
- Anna Kegan
- Whitney Pearce, Mary-Ann Mohan
- Dean Wendelborn, Nazhural Islam, David Kitley
- Hasnat Syed
- Patrick De Freitas, Kiran Dhaliwal
- West London Coroner's Service: Saffron Batten, Chinyere Inyama, Christina Houghton, Lisa Young
- Prakash Daryanani, Susan Walsh, Rebecca Harvey
- Ilaria Agueci, David Abbott, Layla Vaughan
- Khushali Supeda
- David Hore
- Sandra Sappleton, Toyin Olaoye
- Nicholas Falcone
- Mayor's Consort Benito Brown, Becky Powell, Mayor Daryl Brown, Marian Abdullah
- Adam Alayli, Tina Bencik, Aysha Esakji, David Chapot
- Emily Busby



PARCELS NOT POLLUTION!

Sign up to free, last-mile freight hub for deliveries



The freight hub delivers its first package

Are you playing your part in tackling the climate emergency by switching to a pollution-free delivery service?

The council is taking urgent action to combat climate change by pledging to cut CO₂ emissions from our activities to zero by 2030.

To help, council teams are being encouraged to get their suppliers to make deliveries to the council or across the borough using a new last-mile freight hub in H&F. The Parcels not Pollution service was launched this week by the transport policy team in partnership with Hammersmith BID (Business Improvement District) and e-cargobikes.com

The new freight hub enables businesses to get the final leg of their deliveries by an emissions-free cargo bike removing hundreds of polluting delivery van journeys from our roads.

Already, several of the borough's big-hitting businesses have signed

up to get all their deliveries by bike, such as Disney, GE, Medidata and the Lyric Hammersmith.

Reducing our carbon footprint

Hammerprint is one of the first council services to sign up. Now, all deliveries from our specialist printing contractor in Chiswick will be collected by the e-cargo bike. While other contractors will drop printed materials at the e-cargo hub in Ladbroke Grove, for delivery to Hammersmith town centre via cargo bike, rather than a van.

"We need to rise to the challenge and find ways to reduce our team's carbon footprint," said Peter Kiberd, who manages Hammerprint. "Making the switch to the freight hub is simple and it's better for the environment."

The Elections Team has also given the new service their vote and will be using it for everything except for the small number of deliveries which are very time-critical.

"We're happy to support this and look forward to using it for the majority of our incoming post," said Zoe Wilkins, Electoral Services Manager.

Sign up!

To join the scheme, simply redirect your deliveries to the freight hub address in Ladbroke Grove at the following address:

Your name / Your department
Hammersmith & Fulham Council
C/O e-cargobikes.com
Unit 3-4 69
St. Mark's Road
W10 6JG

STAFF OFFERS

Enjoy great discounts with the Hammersmith Privilege Card

Apply for a Hammersmith Privilege Card today and join more than 12,000 people already enjoying discounts around Hammersmith.

The card is provided by Hammersmith BID which is an independent, not-for-profit, set up with the aim of improving the town centre, and this is a great way to support businesses and the local economy. It ties in well with our Industrial Strategy to make H&F the best place to live, work and play in Europe.

LOCAL DISCOUNTS

Here are some of the offers available with the Hammersmith Privilege Card:

- **10% off food at Tortilla, The Cellar at Kindred and The Hop Poles**
- **Any doughnut for £2.50 at Crosstown Doughnuts**
- **A complimentary one-day pass at Virgin Active**

Apply online at www.hammersmithbid.co.uk/connect/ or search 'Hammersmith e-privilege' in the play store or Apple Store.



Kath Shawcross

OUR PEOPLE

Hammersmith archivist wins top award

Hammersmith & Fulham archivist Kath Shawcross is the toast of her profession after being awarded a top gong by the Society of Genealogists for her work.

A delighted Kath - based in the borough's local studies centre - said she was "really chuffed and absolutely gobsmacked".

In the citation, the Society said its Recognition Award was for 'raising the profile of genealogy and archives' in H&F and Sutton, where she used to work.

"The award is all about supporting family research and working with volunteers," she explained at H&F's local studies centre on the first floor of Hammersmith Library in Shepherd's Bush Road. "This service couldn't function without its volunteers, and each brings their own strengths."

Distinguished history

Kath, 65, has been the borough's archivist since June 2017, after 22 years' work at Sutton. She grew up in Canada, moving to England after completing a degree in anthropology and history.

After spells working in bookshops and as a typesetter, she trained at Westminster's archives and studied archive admin at UCL. Following stints with Amnesty International, CND and the Geological Society, she worked in the archives in Sutton.

She lives in south London and works in the early part of the week at H&F's archives in Hammersmith Library; a building blessed with magnificent stained-glass windows, far removed from the classic image of gloomy basements.

"Before I came to H&F, I'd only ever been to a few pubs in Hammersmith," she said. "But it really is a beautiful borough, and it's particularly gorgeous down by the river."

Backed by a team of 15 volunteers, Kath not only manages the archives and local studies collections, but is also responsible for an art collection and museum collection. "That's been a learning curve for me, and one of our drawings has recently returned from Tate Britain where it was featured in the recent Van Gogh exhibition," she said.

When Kath isn't archiving, she's archiving! A film buff, she spends her Fridays volunteering at the London Screen Archives.

The Society of Genealogists' Recognition Award, for outstanding work in the field of family history, will be presented to Kath at a formal ceremony in December.

H&F's archives are open to all interested in family and local history research. A good start point is to browse the archive online here

<http://www.apps10.lbhf.gov.uk/archivecat/>

FUN AND GENERATION GAMES

A resident shares his story with the group



The North Area Housing Office team is tackling social isolation and loneliness on the Wormholt and White City estates. Hasnat Syed tells us more.

Our team has been working closely with older residents in the north of the borough - a group called the 'Golden Generation'. We're working with local partners to offer these residents some fun and exciting days out.

Recently, we hosted a tea party to celebrate the Golden Generation and their contribution to our vibrant and diverse borough. Some members have already started getting to know each other by socialising through our day trips. And our tea party brought more people together and gave everyone a great day out.

We had a pianist from the Playground Theatre in Latimer Road playing some jaunty jazz, as well as a Q&A with ex-QPR and England footballer Andy Sinton (with lots of excited residents!) and a poetry

Footballer, Andy Sinton, answers questions

reading. We also discussed where residents can find help and support from the council, and how they can find more fun things to with our local partners. Most importantly, we had lots of tea and cake!

We were also able to share some stories of our fantastic residents, including the part one man played to keep local people safe during the Second World War. Encouragingly, our tea party got a 'thumbs up' from one resident who had been to a tea party with The Queen.

Working with the Golden Generation has become very important to us because it's our chance to make sure they don't feel isolated or lonely. And we hope to collect their unique stories and experiences with the Playground Theatre so they can reach a wider audience.

However, our older residents aren't the only people we work with...

We also work with younger residents, a group called the 'Future Generation', who are mostly between five and eight-years-old. We've involved the kids in some fun sporting activities like quick cricket, one-touch rugby, and a football competition run by QPR.

But the best part of this project has been getting out and engaging with our residents who we work for every day. We love to see how proud they are to live in H&F.

We're now hoping to help our young people maintain the areas around their blocks through a flower competition, which should make their community look even better and give the kids a sense of ownership and belonging.

We'd also like to bring together our two special groups of residents to start some cross-generational projects where they can learn and benefit from each other.

Spotlight on people and talent



People
and talent

Here at H&F, people are our greatest asset. The people and talent team (formerly human resources) is here to help you get the job done.

Our People Strategy sets out our commitment to develop staff to achieve our ambition to be the best.

The h&f way

Thanks to everyone who had their say! The H&F Way builds on the last staff survey and other feedback we've had from staff around how we can improve our culture, and our new H&F Way Forward working groups will be looking at how to turn your feedback into actions. Stay tuned for more on that soon...

Do you struggle with our new online recruitment?

You're not on your own, and we've asked colleagues (both hiring managers and successful candidates) to tell us about their experiences. We're now developing our processes to improve the journey along with the introduction of regular hiring manager recruitment workshops and, where necessary, 121 problem-solving sessions.

Our new look people and talent intranet site

We've been refreshing our intranet site and re-branding our policy and guidance documents together with our trade union colleagues. Take a look and let us know what you think. Can you more easily find what you are looking for? Is there anything missing that you'd like us to feature? There's a direct contact for feedback on each page and we'd really love to hear from you.

Learning Zone

Did you know we've run over 100 learning and development events this year? Future Leaders, Commercial Academy, negotiation skills, recruitment for hiring managers and manager essentials, to name a few... Many more unique and exciting opportunities are currently available on the Learning Zone on the IBC portal so take a look and see what might interest you!

Get Ahead

At H&F, we want to encourage our people to Get Ahead and grow their talent. Get Ahead is for all staff who are seeking to progress their careers and develop career pathways here at the council. Have you registered yet? Find out how here.

HR self-service - introducing webchat

Are you struggling to resolve an issue in the IBC self-service portal? Web chat is now appearing on more pages. Look for this sign and you can have an interactive discussion on-line to help resolve your queries more quickly.

Who's who in people and talent

For our full People & Talent (P&T) team structure visit <https://officesharedservice.sharepoint.com/sites/intranet/hf-hr/Pages/default.aspx>



Penny Richards,
business intelligence
developer, introduces:

The new BI Portal

This month we launched the BI portal - it's the one stop shop for all thing BI. You can find out about the services we offer, how we work with teams, the projects we're involved in, and what developments are coming up.

We want to help officers drive their work with data analysis, and we're seeing evidence of the impact it's having already. You'll be able to request work from us and also see how we're working with other departments - there might be things you want to replicate or adapt for your projects. And you can even send us your own ideas for potential developments via the portal and we'll see how we can make them reality!

Find out more about by searching Business Intelligence on The Intranet.

GUARDIAN ANGELS OF DATA

Kevin Gordon and **Linda Jackson**, our Caldicott Guardians for Children's and Adult Social Care respectively, and **Stephen Weaver**, Caldicott support manager, along with our information management team, headed up by **Ed Crow**, are the guardian angels of data.

They're kicking off a big piece of work - council-wide - to help us protect residents' data. That means keeping data safe by adopting some simple habits in our day-to-day work - like remembering to lock our screen when we move away from our desks.

Stephen said: "It's not about learning GDPR language or being able to recall facts about the Data Protection Act. It's simple things we can do to make sure we aren't causing data breaches. And, if we do have a data breach - that we know what to do, how to report it and make sure it doesn't happen again. A simple piece of advice is to think twice before sending an email, making sure you have the correct recipients and checking the email trail doesn't include any personal data."

Look out for the simple and handy training guide - coming soon.



Leadership lesson goes superfast

Staff from across the council came to hear Sophie Devonshire, local businesswoman and author, talk about her book - *Superfast: Lead at Speed*. **Soraya Shalak**, senior housing and growth strategy officer, was one of them and reviews the book for us.



This book is aimed at top corporate managers to hand over prescriptions of success through the new concept of superfast. Leaders of businesses can be stuck in the norms of the past, which drag down their performance and advantage. Sophie Devonshire offers a bright recipe for them to energise and bounce back into competitiveness and expansion. "Finding ways to keep our pace competitive, to meet the demands of short-term and protect against the challenges of the long-term, is essential."

The author divides her book into ten chapters, with an insightful introduction and epilogue. She brilliantly mixes business theory with practice, in order to benefit readers. The symbol of the book, which is a hummingbird, is recurrent throughout the book.

Devonshire researched the experiences of nearly one hundred CEOs and met many of them, thus being able to offer the reader the secrets of their success. Moreover, she dipped into her own rich experience of working with some of the best brand names, to project insights, tips, words of wisdom and valuable advice. We learn about the power of editing and deciding what you should focus on. This requires time and discipline but, once that time has been invested, you will achieve greater speed. Being clear on what the priorities are helps manage the scattergun optimism of individuals.

After hearing of many cases of success, chapter 10 encapsulates the recommendations for pioneers: decide, delegate and deliver. Or, leaders are advised to think slowly, while acting fast. I am very impressed with the summary or "espresso takeaway" at the end of each chapter.

I strongly recommend this book to top and budding leaders. Inertia can strike any successful body, which makes it essential to debunk old norms and create a new generation of leaders. Ultimately, investors need to get good returns constantly, while businesses need to expand - or die! Great advice in chapter 6 'To lead, read...' as the most innovative thinkers find stimulation in an inquisitive, curious approach.

In summary, the author aims high by changing our way of thinking, and we win!



Author, Sophie Devonshire

CELEBRATING SUCCESS

HOLEY MOLY - WE'VE GOT THE SECOND FEWEST POTHOLES IN LONDON!

Compared to the rest of London, our roads are looking pretty good – we've gone down from 1,200 potholes in 2012 to just 149 this year. This makes us second in the capital for the lowest number of potholes on our streets. (And we're vying for the top spot!)

It's really impressive work by our award-winning highways team - not just because of the dramatic decrease in numbers - but because of all the work that has gone into tackling the issue of our cracked and holey roads. The team have been ruthlessly financially efficient, spending no extra money to manage maintenance but refining how we manage defects and working strategically.



And we're continually improving! We're doing more work on data intelligence gathering, so we can find and fix defects before they become fully-fledged potholes. We're also piloting an innovative pothole filler where we use a special type of oil to fix holes quicker.

Potholes and cracked roads are dangerous, can damage vehicles and cause traffic congestion and bottlenecks, so drivers and cyclists in our workforce will recognise just how fantastic our well-maintained roads really are!

If you're yet to experience our smooth roads, why not check out Cyclescheme on the Intranet.



DIGITAL ACCESS FOR ALL

New regulations require public sector organisations to make their websites and apps accessible to all users.

Ryan Falcon-Hay from the web team explains.

Since joining H&F in March this year, I've spent most of my time working on a project to improve the accessibility of our website and other digital services.

Like GDPR, the new accessibility regulations will change how we do things. Every digital service we build or buy, and every piece of content we produce must now meet accessibility standards. So, if you're involved in buying or running online systems, now's the time to make sure they comply.

For our website, the team has initially been working on quick fixes such as formatting tables, removing generic link text such as 'click here' and 'read more' and structuring pages with the right tags. Next, we'll improve the colour contrast between text, links and the background and to add missing alternative text to images.

Not all improvements we make will be obvious, for instance we aim to reduce the number of documents we have on the site. Although PDFs and Word documents can be made in an accessible way, the information published in them is harder to find, use and maintain.

We also want to test with real users in real-life scenarios, as this is often the only way to be certain that a page or component is truly accessible. We'll be working with the co-production and housing resident involvement teams to create a citizens' panel we can use for accessibility and user testing. Web accessibility doesn't just apply to people with disabilities - all users will have different needs at different times and in different circumstances. It's about levelling the playing field so everyone can join in and participate.

The big, red elephant in the room

Alternative, eco-friendly and reusable period products



We're taking strides to end period poverty in Hammersmith & Fulham, but it's still an unknown issue to some. Fraser Serle from our public health team talks to us about normalising the conversation and what you can do to help.

In some people's experience, menstruation is still shrouded by stigma and shame, and can affect many areas of women's lives, from their mental health, body image, and self-esteem to what activities they do. And for any women and girls, period poverty - not being able to afford period products - is a very real problem.

Tackling period poverty has to start with normalising the conversation about menstruation and ending the silence and the stigma that surrounds periods and the menopause. One step we've taken in our mission is adopting period positive language. This means avoiding terms that imply periods are dirty or unhygienic - they're not! **This is why we refer to tampons and pads as menstrual or period products rather than sanitary products.**

For many girls and women in Hammersmith & Fulham, period poverty results in missing work and education, and being unable to take part in other activities, because they can't afford period products.

Tackling period poverty is one of the commitments in the council's Business Plan and there's work going on across the borough. We're currently doing some important public health insight work with local women to find out how the issues affects them, how they manage their menstrual health and how we can help them access menstrual products when they need them.

We're also doing all we can to provide free menstrual products in our libraries and public buildings, and to encourage everyone to support the grassroots schemes that provide and distribute free products.

We'll be ensuring what we do is inclusive as we recognise that not all people who menstruate are women - some trans men and non-binary people do too.

Taking this work forward, we're hoping to hold an H&F period poverty summit in January where we'll present the findings from our insight work and hear from local and national period poverty champions, including Cllr Sue Fennimore, Deputy Leader and community activists.

You can get involved too!

There are things you can do to help.

- **Donate** - Hammersmith and Fulham Foodbank welcomes donations of menstrual products, especially pads. There are donation points across the borough, including at the Macbeth Centre, Macbeth Street.
- **Get On the Ball** - If you're into football you can get involved in On the Ball. This campaign started with Celtic FC (my team!) to get free period products at football grounds. Fulham FC were the first club in the borough to sign up, and QPR are involved now too. If there are any Chelsea fans out there, help us get a hattrick by getting them on board too! Find out about On the Ball on Twitter and Instagram.
- **Run a scheme** - Use your volunteer time to set up and run a workplace donation scheme. Making free products available in the workplace means that no one needs to miss work because they haven't always got enough money to buy menstrual products. If you'd like to help run a scheme in your H&F office, email fraser.serle@lbhf.gov.uk

Together we can make period poverty history in H&F.

NET CARBON TACKLING THE CLIM

WORKING WITH YOU AND RESIDENTS TO TACKLE CLIMATE CHANGE

It's a critical time for the planet. There's never been more awareness of the challenges our global environment faces and to tackle them we need to act fast.



At H&F we're rising to the challenge and that's why we recently declared a climate emergency in which we've committed to the borough becoming net carbon zero borough by 2030.

This will mean massive changes in the way we work, so we're creating a resident-led Climate and Ecological Emergency Commission to help us achieve it.

Behind the scenes, our efforts will be led by our new Climate Change Emergency Unit, which will work closely alongside the commission. Among the first of the unit's tasks will be to perform a full audit of the council's carbon footprint of the councils' operations, from our energy

consumption to our recycling rates.

We're asking everyone in the organisation to take a look at the way you work and see what changes you can make, big or small.



PLAYING YOUR PART

We're now calling on our staff to see what you can do to help.

For example, some of our departments have already switched to the pollution-free freight hub for their deliveries - where parcels come by electric cargo bike, rather than a diesel van.

Other options include:

If you use/manage staff vehicles, don't idle or allow drivers to idle the engine

Don't print things out, unless essential

Turn off all electronic equipment at the end of your day

Use a reusable water bottle and/or coffee cup

Recycle as much as possible

For shorter journeys, walk, cycle, scooter, or use a bus, rather than driving.

Want to do more at home too? Consider:

Switching to an energy provider that uses renewables

Consider switching to, or hiring, an electric vehicle

Ditch the car for shorter journeys (less than 2km)

Make sure you're using an efficient boiler

Houseplants can offset the carbon produced by appliances

Use reusable shopping bags

Take a train, not a plane or car.

ZERO - CLIMATE CRISIS IN H&F

WHAT HAVE WE ALREADY DONE?

Through our drive to become the greenest borough in Britain, we've already done lots of great work to protect the environment, including:

- Creating London's largest network of electric vehicle charging points
- Becoming London's leading authority of sustainable drainage (SuDS) schemes
- Getting tougher on idling motorists with new fines
- Launching London's first electric car club
- Planting more street trees
- Switching all our streetlights to LEDs
- Switching lights on our estates to LEDs
- Adding pollution-absorbing plants and greening under the Hammersmith flyover
- Launching a pollution-free freight hub delivery service using e-cargo bikes.

WHAT ELSE CAN WE DO?

In the next few years we hope to:

- Electrify the council's fleet of refuse vehicles
- Improve the energy efficiency of schools, houses and other buildings
- Introduce policies requiring building constructions in our borough to be carbon-neutral, or better.



Local school children involved with the SuDS scheme

SUPER HEROES FLY TO VICTORY

ROUNDERS SPECIAL

Super Heroes pack too big a punch for One Hit Wonders

It started out as rounders, but could have been more like some hybrid sport akin to water polo with a bat!

The H&F Council summer rounders event, in Ravenscourt Park, was typically British and summery: a complete washout on 20 June.

Note to self: never work with children, animals, or outdoor events in June!

So we gave it another go: this time on 15 August.

By then, the weather had picked-up.

And everyone headed to the park to hit-ball-with-stick.

There were two teams in attendance.

The One Hit Wonders did not live up to their name - charting with far more success than that.

And the Super Heroes in Training showed that there weren't too many lessons required - as they, once or twice, very nearly knocked it out of the park - literally!

And, capes or no capes, it was those Super Heroes who were victorious: lifting the trophy, after just one

postponement, and an Olympic swimming pool's worth of precipitation.

Star Player of the tournament was Joe Khan - who confirmed his all-rounder rounders status with a few home runs and two amazing catches.

Next year, let's do it under a roof!



Friendly rivals share a team picture



Margaret French makes a run for it