



City of Westminster

# Committee Agenda

Title: **City Management and Public Protection Policy and Scrutiny Committee**

Meeting Date: **Thursday 20th September, 2018**

Time: **7.00 pm**

Venue: **Room 3.1, 3rd Floor, 5 Strand, London, WC2 5HR**

Members: **Councillors:**

Barbara Arzymanow	Paul Dimoldenberg
Timothy Barnes	Matthew Green
Iain Bott	Aicha Less
Tony Devenish	Hamza Taouzzale

**Members of the public are welcome to attend the meeting and listen to the discussion Part 1 of the Agenda**

**Admission to the public gallery is by ticket, issued from the ground floor reception. If you have a disability and require any special assistance please contact the Committee Officer (details listed below) in advance of the meeting.**



**An Induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter. If you require any further information, please contact the Committee Officer, Kisi Smith-Charlemagne, Senior Committee and Governance Officer.**

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Corporate Website: [www.westminster.gov.uk](http://www.westminster.gov.uk)**

**Note for Members:** Members are reminded that Officer contacts are shown at the end of each report and Members are welcome to raise questions in advance of the meeting. With regard to item 2, guidance on declarations of interests is included in the Code of Governance; if Members and Officers have any particular questions they should contact the Head of Committee and Governance Services in advance of the meeting please.

## **AGENDA**

### **PART 1 (IN PUBLIC)**

**1. MEMBERSHIP**

To report any changes to the membership.

**2. DECLARATIONS OF INTEREST**

To receive declarations by Member and Officers of any personal or prejudicial interests in matters on this agenda.

**3. MINUTES**

To agree the minutes of the meeting held on 6 June 2018

**(Pages 5 - 8)**

**4. CABINET MEMBER FOR ENVIRONMENT AND CITY MANAGEMENT**

Councillor Tim Mitchell (Cabinet Member for Environment and City Management) to update the Committee on current and forthcoming issues in his portfolio.

**(Pages 9 - 18)**

**5. CABINET MEMBER FOR PUBLIC PROTECTION AND LICENSING**

Councillor Ian Adams (Cabinet Member for Public Protection and Licensing) to update the Committee on current and forthcoming issues in his portfolio.

**(Pages 19 - 26)**

**6. PROPOSAL TO INTRODUCE A STREET ENTERTAINMENT POLICY**

The Committee to receive a report on the proposed Street Entertainment Policy, followed by a discussion with expert witnesses.

**(Pages 27 - 36)**

**7. TRACKER AND WORK PROGRAMME**

Tracker and work programme update

**(Pages 37 - 44)**

**8. ANY OTHER BUSINESS**

To consider any other business which the Chairman considers urgent.

**Stuart Love**  
**Chief Executive**  
**13 September 2018**

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CITY OF WESTMINSTER

## DRAFT MINUTES

### City Management and Public Protection Policy & Scrutiny Committee

#### MINUTES OF PROCEEDINGS

Minutes of a meeting of the **City Management and Public Protection Policy & Scrutiny Committee** held on **Wednesday 6 June 2018** in Room 3.1, 3rd Floor, 5 Strand, London WC2 5HR

**Members Present:** Councillors Tony Devenish (Chairman), Barabara Arzymanow, Timothy Barnes, Iain Bott, Paul Dimoldenberg, Matthew Green, Aicha Less and Hamza Taouzzale.

**Also Present:** Councillor Tim Mitchell.

#### 1. ELECTION OF CHAIRMAN

- 1.1 Proposed by Councillor Matthew Green and seconded by Councillor Barbara Arzymanow that Councillor Tony Devenish be elected Chairman of the City Management and Public Protection Policy and Scrutiny Committee.
- 1.2 Proposed by Councillor Aicha Less and seconded by Councillor Hamza Taozzale that Councillor Paul Dimoldenberg be elected Chairman of the City Management and Public Protection Policy and Scrutiny Committee.
- 1.3 Upon being put to the vote the nomination for Councillor Tony Devenish was declared carried.

**RESOLVED:** That Councillor Tony Devenish be elected Chairman of the City Management and Public Protection Policy and Scrutiny Committee.

#### 2. DECLARATIONS OF INTEREST

- 2.1 The Chairman sought any personal or prejudicial interests in respect of the items to be discussed from members and officers, in addition to the standing declarations previously made.
- 2.2 Councillor Tony Devenish declared that he was a member of the Greater London Authority.

### **3. MINUTES**

RESOLVED:

- 3.1 That the Minutes of the Business, Planning and Transport Policy and Scrutiny Committee held on 12 April 2018 be signed by the Chairman as a correct record of proceedings.

### **4. POLICY AND SCRUTINY PORTFOLIO OVERVIEW**

- 4.1 Councillor Tim Mitchell (Cabinet Member for Environment and City Management) provided an overview of the following service areas in his portfolio and the key issues relating to each one: Greener City Action Plan, Transport and Highways, Parking and Waste and Parks. The Committee also heard from Richard Barker (Executive Director of City Management and Communities).
- 4.2 The Committee noted the relatively low recycling rates within Westminster and requested information on how it was intended to increase these, if feasible. Councillor Mitchell advised that a range of educational activities had been implemented to increase awareness of recycling. It was acknowledged however that further publicity work was required to change behaviour and this would be investigated in conjunction with how kerbside collections were carried out.
- 4.3 The Committee expressed concern that there appeared to be an increasing problem over the dumping of waste, often of a commercial nature, in parts of Westminster. Richard Barker advised that the clean-up operations required after the dumping of waste involved significant Council resources and that significant resources were also being deployed to enforce against rubbish dumping. As such, any additional scrutiny was welcomed to review the waste collection processes in place and also to look at potential deterrents, including the use of portable CCTV.
- 4.4 Members expressed interest in the progress made on the installation of electric vehicle on-street charging points throughout Westminster. Richard Barker advised that the Council was currently investigating the different electric vehicle charging technologies on offer to identify which was most appropriate and suitable. It was noted that an emerging electric vehicle strategy was being developed. The Committee was advised that information on how many applications had been made to install electric vehicle on-street charging points and their usage would be circulated following the meeting.
- 4.5 Other issues discussed included the maintenance of pavements, the Baker Street Two Way Project, misuse of drains, potholes and illegal parking. Councillor Mitchell advised the Committee that he would arrange to meet Councillors in their Wards on a monthly basis to discuss local residential and business issues.

## **5. COMMITTEE WORK PROGRAMME**

- 5.1 Aaron Hardy (Policy and Scrutiny Manager) and Artemis Kassi (Policy & Scrutiny Officer) presented a report suggesting topics for the Committee to consider when deciding its 2018/19 work programme.
- 5.2 The Committee discussed potential future topics for the 2018/19 work programme and agreed to focus on some of the following issues:
- The creation of a Task Group to focus on scrutinising the introduction of the Metropolitan Police's Basic Command Units. The Committee agreed that the membership of the Task Group would consist of Councillors Devenish, Arzymanow and Dimoldenberg. The Task Group was scheduled to meet with the Metropolitan Police on 19 June 2018;
  - The establishment of a Task Group to investigate the illegal dumping of waste in Westminster; and
  - A future review be placed on the work programme to focus on sexual exploitation.
- 5.3 The Committee discussed in detail the suggested priority topics and agreed that Noise Pollution Policy be upgraded to a medium priority and the issues surrounding phone boxes in Westminster to remain as a medium priority.

The Meeting ended at 8:16 pm.

CHAIRMAN: \_\_\_\_\_

DATE: \_\_\_\_\_

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## City Management and Public Protection Policy & Scrutiny Committee

<b>Date:</b>	<b>20 September 2018</b>
<b>Report of:</b>	<b>Cllr Tim Mitchell</b>
<b>Portfolio:</b>	<b>Cabinet Member for Environment and City Management</b>
<b>Report Author and</b>	<b>Charlie Hawken</b>
<b>Contact Details:</b>	<a href="mailto:chawken@westminster.gov.uk">chawken@westminster.gov.uk</a> <b>020 7641 2621</b>

### **1. Environment**

#### **Greener City Action Plan (GCAP)**

- 1.1 As requested, all members of the P&S committee were invited to a visit to the recycling sorting facility in Southwark, which took place on 10<sup>th</sup> September.
- 1.2 Work is continuing on a new five-year Air Quality Strategy and Action Plan which is due for publication by December 2018. As part of this, the council published (March 2018) a new Air Quality Manifesto, forming high-level pledges to frame our work in this area in the coming months. The first of these pledges is to expand the successful diesel parking surcharge project – a consultation on which is due to close on 12<sup>th</sup> September. Associated with this is the Leader’s announcement of the £1m schools clean air fund, which is another Air Quality Manifesto pledge. This fund, subject to the diesel parking surcharge consultation outcome, could go live from October 2018. Schools have been made aware of the fund proposals and have been invited to start working with us on their proposals and bids.
- 1.3 Work is progressing on the other eight Air Quality Manifesto commitments, including exploratory officer meetings on resident parking permits, and forward planning for strengthening the air quality and general environmental requirements for developers through new Supplementary Planning Documents which will accompany the new City Plan.

## **Low Emission Neighbourhood (LEN)**

- 1.4 Following the LEN Stakeholder meeting in September 2018 there is continued good progress. The main development relates to the group agreeing on five main priorities for urban realm projects delivering air quality benefits within Marylebone, and the securing of £1.4m funding (at the last report this fund was £930,000) to deliver these from the Mayor's Air Quality Fund (MAQF), but mainly from CIL and S106 contributions locally. These projects (subject to traffic orders and investigations) should start being delivered from December 2018 alongside complementary schemes including the cycle quietway and St. Vincent Street pedestrianisation. They focus on improving the pedestrian environment and reducing motor vehicle dominance, through improved crossings, linking green spaces, as well as extensive greening between the pedestrian and vehicle environments which will not only absorb pollution but also add value to the public realm.
- 1.5 Since the last report, the following events happened or are being prepared; to raise awareness about the LEN:
- School play street, 14<sup>th</sup> June 2018 – Enford Street
  - Community green street & public realm drop-in session – October date TBC
- 1.6 The diesel parking surcharge trial across F-zone has been extended for a further year, following a full year of results which show an overall decline of 16% of pre-2015 diesel parking transactions in the area. F-zone has also seen a higher proportion of electric and hybrid vehicle transactions than other zones, suggesting appetite for behaviour change and shift towards cleaner vehicles.
- 1.7 LEN partners carried out a second round of air quality monitoring walks using a sophisticated mobile air quality monitoring device with support from King's College London, providing a detailed picture of relative concentrations of black carbon (a good indicator of harmful diesel emissions). A full report analysing the results will be delivered by October 2018.













## **2. Highways and Transport**

- 2.1 All 20mph trial zones continue to receive broad support with additional requests for other areas to be considered received. The trials are currently being received and proposals will be brought forward later in the autumn.

- 2.2 Officers are working on the development of a three year programme for the next Local Implementation Plan submission to Transport for London due on October 10<sup>th</sup> 2018. This will include the delivery of pedestrian, cycling and other road safety projects.
- 2.3 Virtual speed cushions have been installed on St George's Drive and Warwick Way. Initial results indicate they are having a positive effect on driver behaviour. A more formal review is due to be completed in November 2018.

## Highways

The table below shows the performance for reactive highway works on the carriageway and footway.

	May 18 Performance		June 18 Performance		July 18 Performance		Completed with Time target. (April 18)	Target from 1 April '14
<b>Priority 1 (2 hour)</b>	100%		100%		100%		87 of 87	98%
<b>Priority 2 (24 hour)</b>	98%		100%		100%		268 of 268	98%
<b>Priority 3 (10 day)</b>	85%		100%		100%		177 of 177	98%
<b>Priority 4 (28 day)</b>	97%		100%		100%		673 of 673	98%

100% of all reactive highways jobs in July 18 (1205) were achieved within the time target.

## 2.4 Planned Preventative Maintenance Footway – 2018/19

- Hugh Street, Circus Road, Durham Terrace and St Barnabas footway schemes were completed in the last quarter.
- Schemes currently on site are Brewer Street, Fordingley Road and Hereford Road.
- Marylebone High Street is due to commence on 5<sup>th</sup> November subject to agreement with Cycle Super Highway and LEN schemes in the area.

## 2.5 Planned Preventative Maintenance Carriageway – 2018/19

- Grove End Road, Emery Hill Street, Leamington Road Villas, Harrow Road, Bravington Road, Peach Road, Clifton Road, Randolph Avenue and Bayswater Road were completed in the last quarter.
- Ecclestone Road is due for completion on 28<sup>th</sup> September subject to the agreement of a permit for the final section.
- Prince Consort Road, Warrington Crescent, Greville Road and Macroom Road are all due for completion by the end of September.
- Ashmore Road, Scott Ellis Gardens, Abercorn Place, Herries Street, Kennet Road and Blenheim Road are all due for completion by the end of October

## Lighting

2.6 The table below shows the current performance for reactive responses for lighting.

	May Performance		June Performance		July Performance		Target from 1 April 14
<b>Priority 1 (2 hour)</b>	91%	↑	100%	↔	95% (35 of 37 jobs)	↓	98%
<b>Priority 2 (24 hour)</b>	100%	↔	No P2 Jobs raised	↔	100% (1 of 1)	↔	98%
<b>Priority 3 (48 hour)</b>	94%	↑	99%	↓	99% (740 of 751 jobs)	↔	98%
<b>Priority 4 (7 day)</b>	100%	↔	100%	↔	100% (9 of 9 jobs)	↔	98%

2.7 Lighting service performance continues to suffer higher levels of day burners than is acceptable due to communications failures between the lamp columns and the control equipment. To address the issue, improve street lighting and install smart city technologies three LED systems (two with CMS including IoT

systems) are to be trialled. The trials are due to commence in October 18 with the outcome known in February 2019.

- 2.8 62 lamp column Electric Vehicle charging points have been installed to date. The target of 100 by the end of the financial year is on track to be achieved.

## Road Management

2.9 The table below shows the volume of activities on the highway:

	May Volume	June Volume	July Volume	Previous three months' average
<b>Utility Works</b>	923	870	788	737
<b>Crane Licences</b>	93	52	95	89
<b>Temporary Structures</b>	118	136	139	167
<b>Road Closures</b>	87	67	79	117

## Surface Water Management

- 2.10 There were no operational issues in Quarter 2. Our routine programme has continued on track for both June and July. The volume of reactive works has begun to decrease due to the very dry summer.
- 2.11 In addition to our routine programme, our CCTV programme continues. We will continue to collect inventory and defect data across the network under this programme. We have identified a host of improvements in the drainage network. This year has brought more focus to progressing drainage further works identified. Through increased coordination across the highways contracts, WCC can now target drainage improvements works far more accurately and efficiently. We continue to use a full-time heavy jetting crew to resolve much of the outstanding further works already identified. This crew will deliver real-time updates via Confirm, further accelerating this process.

## Cycling

- 2.12 The cycle hangars trial in Ilbert Street has been a success and, subject to them being moved across the road, will be made permanent. The installation of 15 more hangars has been agreed, officers are in the process of identifying suitable sites with Parking colleagues. It is expected that the additional hangars will be installed by March 19.
- 2.13 The Council successful with its Judicial Review of TfL's Cycle Superhighway 11 (CS11). It is hoped that TfL will now meet us and the neighbouring highway authorities to agree a way forward.

### **Public Realm Schemes**

- 2.14 The major public realm schemes are progressing on time and on budget. Works at New Bond Street are progressing well and Baker Street Two Way is due completion and switch over in Spring 2019. Work has been initiated on Phase 1 of the Oxford Street District programme in advance of the opening of Crossrail. The public realm programme continues to deliver, major public realm schemes, developer schemes, local safety schemes and the Local Implementation Plan TfL funded programme.

### **3. Parking**

- 3.1 A City-wide expansion of the diesel surcharge is currently under consultation and closes on the 12<sup>th</sup> September 2018. The scheme has been being trialled in the LEN area (F zone) since June 2017, and in that time we've seen a resultant 14% reduction in pre-2015 diesel vehicles paying to park. Responses from the consultation are currently being compiled.
- 3.2 An online suspensions application tool, developed in conjunction with the London Borough of Camden, has been successfully mobilised and implemented in a beta testing mode. The beta system can only be utilised by the back office. Release of the online suspension system to internal customers, processing Westminster work, is scheduled for October 2018. The release of the full system, with customer 'self-serve' capability, is scheduled for later in the year / early 2019
- 3.3 Parking Services has procured a new car sharing service, with Zipcar (UK) Ltd awarded the contract to continue to deliver round trip car sharing from the 185 car club bays in the City and both Drive Now and Zipcar awarded contracts for the provision of flexible car sharing, which is new to the city. Zipcar launched both of their services in July and Drive Now will introduce their flexible car sharing service at the start of November. Drive Now have experienced delays in the delivery of their vehicles, which has prevented them from mobilising over the summer as planned. However, considering the

service is new, and that there were concerns about the impact of flexible car sharing on the highway in the City, this has allowed us to review any impact from a smaller fleet.

- 3.4 The service so far, and it is early, shows that flexible car sharing hasn't resulted in any instances of vehicle clustering and we have not seen significant numbers of vehicles completing their journeys in Westminster. In fact, the reverse is the case with flexible Zipcar vehicles in the City being low and not exceeding the maximum number that we set, as well as there being very low impact in central areas of the City too. Zipcar have seen very good performance levels following the introduction of Zipcar Flex with membership numbers in the City approaching 12,500 and also they have seen the highest ever utilisation levels on the round trip service. In addition, both fleets will benefit from significant numbers of full EVs with a third of Drive Now's fleet in Westminster being the fully electric BMWi3 and half of Zipcar's Flex fleet being made up of the fully electric VW Golf, with plans for 80% of their fleet being made up of these vehicles 2020.
- 3.5 After receiving approval, we have now extended Parking's Bus two largest contracts, which are Business Processing & Technology and the People & Resources contracts. Both contracts have two-year extension provisions built in, effective from July 2018 and November 2018. These extensions will result in efficiency savings to the Council of over £1m per annum.
- 3.6 The work stream for traffic orders on Westminster's housing estate land to enable enforcement of the parking restrictions continues apace. Governance procedures and a Memorandum of Understanding are being established between City West Homes and Parking Services. The submission of a Cabinet Member report seeking approval for the proposed approach from both the Cabinet Members for Environment and City Highways and Housing and Customer Services will be submitted shortly.

## **Electric Vehicles**

- 3.7 There are currently 203 Electric Vehicle (EV) on-street charging points: 97 of these are in dedicated EV-only bays, 44 in dedicated car club bays, and a further 62 retrofitted into lamp columns.
- 3.8 Westminster continues to expand the lamp column charging option for residents and has secured £300,000 in funding through the Go Ultra Low Cities Scheme (GULCS) for resident's charging. The roll out to date has been funded by TfL LIP funding and this will pay for approximately 100 points, with plans to introduce a further 150. The service is currently being trialled although we intend to complete a procurement exercise through the GULCS framework by Christmas.
- 3.9 Using the TfL framework for rapid chargers in taxi rest ranks, the City Council has procured a contract with ESB to supply ten rapid chargers at six taxi rest

ranks throughout the City to complement the transition of the black taxi fleet to zero emission capability. The framework will allow us to further transition rest ranks in the City and also to procure rapid chargers for public availability too.

- 3.10 City Highways is in the process of drafting a strategy for EV charging for Westminster that considers the needs of EV drivers in the City, both residential and commercial, and how the City Council can best ensure that sufficient charging infrastructure is in place to encourage transition from petrol and diesel to electric. The strategy is constructed from a number of sources including the survey that was issued over the summer and will be issued in September. This will determine how we progress further charge point roll out in the future.

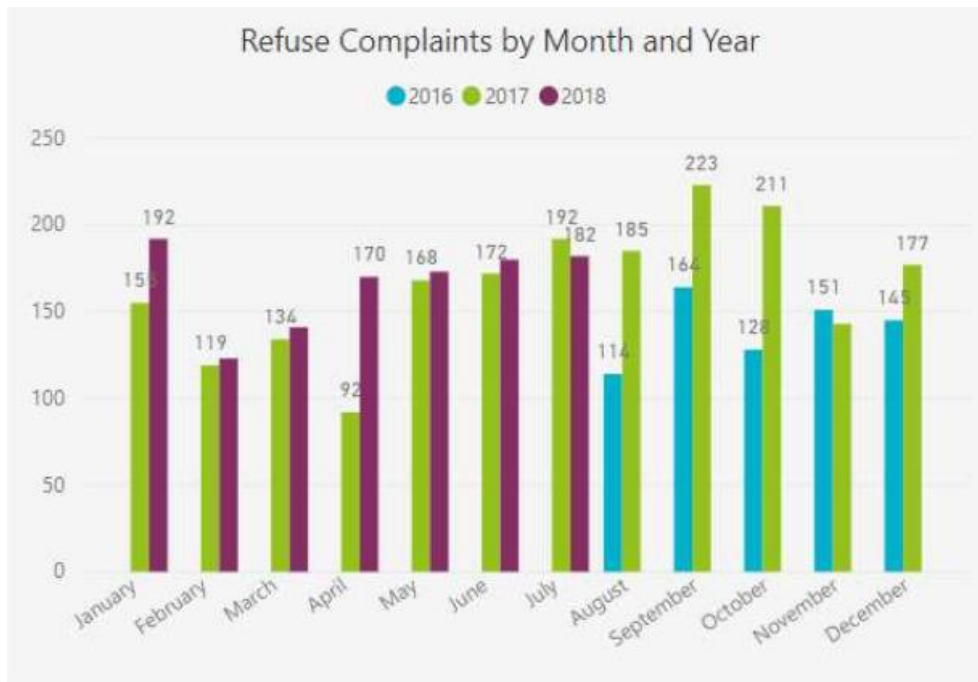
#### **4. Waste and Parks**

- 4.1 The largest event in the street cleansing calendar, the Notting Hill Carnival, took place at the end of August. The street festival hosted approximately two million people, with Veolia managing the clean-up operation, deploying 30 vehicles and 170 staff amongst the crowds to deliver clean streets.

On Sunday and Monday evenings, the clean-up started at around 10:30pm, with the team working through the night until the job was completed. It is estimated that over 200 tonnes of rubbish were collected from the event, all of which was sent to Veolia's SELCHP Energy Recovery Facility, where the amount of recovered energy produced could generate enough power for every attendee to watch the carnival's television highlights.

Following the Carnival, some 280 local residents signed up for a free garden and basement clean-up. This gives Veolia permission to enter private property in order to return the entire area to an A Grade of cleanliness. This extra clean-up took place over the week following the Carnival, cleaning up paraphernalia associated mostly with street food and drinking. For the first time this year, we publicised the fact that the sign-up window would stay open beyond the date of the Carnival itself. So far, we have seen fewer complaints than previous years, although a review session has been planned to examine how the service can be improved on for next year.





4.2 Westminster carries out more than one million waste and recycling collections per week. As shown in the above graph, refuse complaints were down in July against the same month last year. A total of 10 fewer complaints were made in month, against July 2017. The reason for this decrease in complaints is possibly due to an increased focus from the waste team in resolving longer-term issues, making use of a new complaints analysis system called Power BI.

#### 4.3 Parks Capital investment

Resurfacing of the path network in Berkeley Square is nearing completion-the old hogging style path surfacing which in wet weather became non DDA compliant has been replace with a resin bonded surfacing making the square accessible for all.

#### 4.4 Green flags

All 23 green flags for parks, gardens and Cemeteries have been awarded again this year; an additional green flag has been awarded for Leicester Square bringing the total to 24. In addition, Green Heritage plaques have also been awarded to the Embankment Gardens and Leicester Square.

#### 4.5 London in Bloom

The London in Bloom awards are taking place on the 20<sup>th</sup> September at Richmond Park.

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## City Management and Public Protection Policy and Scrutiny Committee

**Date:** Thursday 20 September 2018

**Portfolio:** Cabinet Member for Public Protection and Licensing

**Briefing Author and Contact Details:** Councillor Ian Adams  
[iadams@westminster.gov.uk](mailto:iadams@westminster.gov.uk)  
0207 641 5772

### 1. Organisational Restructure of Public Protection & Licensing

- 1.1 From Monday 3 September, Public Protection and Licensing Services have adopted a new way of working. Area based teams were created to help our officers work more effectively with our local communities and stakeholders.
- 1.2 Our City Inspector, Environmental Health Teams and Neighbourhood Problem Solving Coordinators are now working in three area based teams: North, South and West, and Central.
- 1.3 Supporting these teams are two city-wide teams. A Licensing and Regulatory Service which brings together Licensing with other regulatory functions such as Health and Safety, Trading Standards, Environmental Sciences and Consultation functions.
- 1.4 A City Operations Service will also operate on a city-wide basis, comprising Community Safety commissioning, Youth Crime and Disorder, Contest activity in relation to Counter Terrorism, Prevent and Prepare teams, and our Mortuary and Pest Control service.
- 1.5 The new structure will help us to better understand and respond to local demand more effectively. The changes are also designed to help us work more closely with the local community and local stakeholders.
- 1.6 Each ward will benefit from multidisciplinary teams dedicated to supporting local area, and tailored to meet their demands. We have trailed these types of teams since 2015, and proven that different disciplines working together to tackle complex problems is more effective.

- 1.7 All wards will have at least the same resource as they do now. In addition, wards outside of the West End will benefit from additional City Inspector coverage during out of hours periods. Each ward will also have dedicated coverage from Environmental Health Officers.
- 1.8 We are expanding our capacity to deal with noise complaints, by training all City Inspectors. This will enable dedicated noise officers to deal with the most complex issues.

## **2. Notting Hill Carnival**

- 2.1 The annual Notting Hill carnival took place on the weekend of Sunday 26 and Monday 27 August. The footprint of the carnival, although mainly in Royal Borough of Kensington and Chelsea, does fall in wards in the west of Westminster.
- 2.2 In order for the Council to do its part to ensure the carnival was safe and successful, officers from City Promotions, Events and Filming, Licensing, Environmental Health, Parking Services, City Inspectors, Contingency Planning and the Press Teams, all worked collaboratively prior to and during the weekend.
- 2.3 Prior to the weekend itself, four main changes from last year occurred.
- 2.4 First, was the presence of a new organiser - Notting Hill Carnival Limited who, worked alongside the City Council, RBKC, the Metropolitan Police Service, Transport for London and the emergency services to prepare for and deliver the event.
- 2.5 Second, we required the six static sound systems in Westminster to undertake further engagement with local residents, and planned with the operators of these sounds systems to ensure that wider resident concerns were addressed.
- 2.6 Third, changes were also made in relation to the street trading sites within our part of the carnival footprint – largely to assist and support improvements to the movement of people in and around the event footprint. In total 34 pitches were sold within Westminster.
- 2.7 Fourth, we doubled the provision of temporary toilets for the event. This was in response to a large number of resident complaints relating to street urination over the weekend. Whilst the installation of these additional toilets understandably raised concerns from residents in some locations, the result

was positive, as officers on the ground noticed a significant reduction in on-street urination.

- 2.8 The City Inspectors team were on site throughout the weekend to monitor illegal street activity, respond to noise complaints and deal with other nuisances within the footprint.
- 2.9 As previously, the post event garden clean up service was offered to residents and 289 households signed up for the service. The event footprint was cleansed on both the Sunday and Monday nights, ahead of schedule by 170 members of Veolia staff.

### **3. Rough Sleeping**

- 3.1 The Rough Sleeping team have, over the exceptionally hot summer, extended the Severe Weather Emergency Protocol (SWEP) to cover hot weather, where previously the protocol was only implemented when temperatures dropped below freezing.
- 3.2 Prolonged hot weather can pose a health risk to those on our streets, through dehydration, sunstroke and heat exhaustion. Our rough sleeping team have worked with clients and their pets to ensure that those on our streets are hydrated and have the protection they need during periods of very hot weather.
- 3.3 This response and procedure are now in place and officers are exploring ways to work with other boroughs on similar initiatives.
- 3.4 The Rough Sleeping team have also noted a large increase in the number of rough sleepers from the European Economic Area in Westminster. This demographic group in the rough sleeping population poses unique challenges as they tend to gather in large group and can be resistant to typically methods of engagement from council officers. As always, our goal is to find every individual a route off the streets and the rough sleeping services will continue to explore ways to help these people stop rough sleeping.
- 3.5 In cooperation with the Integrated Street Engagement Unit (ISEU – see below) and City Inspectors the Rough Sleeping team have also been working to minimise and disrupt anti-social behaviour associated with our street population. Often this involves a mixture of enforcement and support work with individuals, who often have complex needs e.g. relating to drug addiction or trauma.
- 3.6 Soup runs continue to have a significant presence in the Strand area. The Rough Sleeping team are working with the Westminster Homeless Action Together (WHAT) group to coordinate existing soup runs, whilst we also actively

researching the demographics of those eating from the soup runs. This intelligence will help us ensure those who need it have access to other services as suits their needs.

#### **4. Integrated Street Engagement Unit (ISEU)**

- 4.1 The ISEU are tasked with tackling the challenges associated with Westminster's daytime street population. A significant amount of information is known about the night rough sleeping population in Westminster, however, far less was known about the population on the streets during the daytime. In order to build our understanding of the daytime street population in our city the ISEU coordinated the first Day Street Population Audit.
- 4.2 During the Day Audit the ISEU have counted 321 people of which, only a third stated that they were rough sleeping in City of Westminster. The ISEU are continuing to develop ways of better understanding the day street population and using this information to reduce anti-social behaviour and help these people off the streets.
- 4.3 The ISEU have engaged with hundreds of people in the borough and have helped many into accepting offers of services including accommodation, education, work, training or treatment including drugs and alcohol support services. Quarterly headline statistics show the ISEU has engaged with 220 individuals, 23 have been referred into workspace for Education, Training and Employment Support, 29 have been referred into Mental Health Support and 45 into substance misuse support services.

#### **5. Night Safe Project**

- 5.1 The Night Safe project will see the Council, along with key partners and stakeholders deliver an Alcohol Intoxication Management Service (AIMS) which consists of on street volunteers and a central safe space. This project falls under the umbrella of the Licensing Charter and is directly supporting the charters objectives, from building the evening and night-time economy to ensuring revellers are kept safe.
- 5.2 The Council is working with partners to deliver the AIMS within Soho, on Friday and Saturday nights from 10pm to 5am. Soho has been selected as the location for this project due to the volume of licensed premises in the area, that this area has a substantial number of alcohol related calls to the ambulance service and that there is a strong residential and business community who could benefit from this project.

- 5.3 The heart of the AIMS will be the safe space which will be called Westminster Night Hub (The Hub). The Hub will provide a place for people to recover, receive first aid, recharge phones, rehydrate, receive information on local transport, signposting to further support if required and sexual health or other public health information readily available. The Hub will be operated by a paid co-ordinator and volunteers. They will be supported in the delivery of the Hub by personnel from other partner/agencies, such as St John Ambulance, Police and Street Pastors.
- 5.4 The second element of the AIMS will be the on street support network which will be operated by volunteers who are trained and equipped to engage with visitors and businesses in the area, provide local information and assistance as required and identify and support those who may be vulnerable due to intoxication. The on street volunteers will provide pastoral care to those who need it and escort if possible anyone who is identified as vulnerable to the Hub. The volunteers will work during the time when the Hub is in operation. The on street support network will support and work with local night-time economy businesses to identify and support those in need.
- 5.5 The council has recently partnered on this project with the LGBT Foundation who run a similar and highly regarded operation in Manchester's Gay Village. The LGBT Foundation will bring to the project their experience and knowledge of the operation of a similar scheme, specific training support for volunteers on specific issues relating to the LGBT+ community, which will be prominent within Soho and sponsorship for the project.
- 5.6 The other partners involved in this project are the Police, NHS Central London CCG, St John Ambulance, Drinkaware and Safe Business Network. Officers are also in discussions with the London Ambulance Service, Terrance Higgins Trust and Street Pastors who are looking to either support or partner this project.
- 5.7 We are about to start a significant recruitment drive for volunteers. The aim will be to recruit approximately 40 volunteers initially to enable the project to operate. Once the recruitment campaign has commenced then officers will be engaging with businesses in the area to promote the service and ensure business are helping to reduce the risk to their more vulnerable patrons.
- 5.8 We are working towards a launch date for the AIMS within Soho in mid-November 2018. This will enable the service to support those visiting the area during the busy festive period.

## **6. Gambling Policy**

- 6.1 The Council has been doing a great deal of work surrounding gambling licensing since the Gambling Act 2005 (the 2005 Act) came into effect in 2007. We are responsible for premises based gambling within Westminster under the Act. We cannot control or restrict online gambling.
- 6.2 Since the 2005 Act introduction the council has taken a robust approach to ensure that children and those who are at risk of being vulnerable to gambling related harm are protected.
- 6.3 The Council, in partnership with Manchester City Council and the Local Government Association commissioned research into local gambling vulnerability which was the first of its kind in the UK. This research and the resulting vulnerability index has enabled the council to visually display where those who are most at risk to gambling related harm are located within the City.
- 6.4 Every three years the Council must review and publish its statement of principles for gambling (gambling policy) which sets out how it intends to consider and determine applications under the 2005 Act. The current gambling policy will expire on the 30 January 2019. We have committed within the 2018/19 City for All to consult on a new gambling policy, leading the way nationally on setting the standards for the industry and protecting the most vulnerable in our neighbourhoods by providing better regulation of betting shops across the city. Due to the timescales required under the statutory provisions of the 2005 Act the Council is approaching the development of the Gambling Policy in three phases.
- 6.5 First, the Council's current gambling policy will expire on the 30 January 2019. To ensure that the council meets its statutory obligations, we intend to readopt the existing gambling policy, with some minor changes. If approved, this current version of the gambling policy will take effect on the 31 January 2019. It will remain in force until it is replaced by a new gambling policy in the later part of 2019.
- 6.6 Second, in late October/early November 2018 the council will begin wide public consultation on its future approach to gambling in Westminster. We will use the results of this consultation to support the drafting of the new gambling policy.
- 6.7 Third, in March 2019 the Council will conduct a formal consultation on the proposed new gambling policy. Following this consultation, we intend to adopt a substantially different gambling policy at the end of 2019 that truly reflects the approach that our residents want us to consider and determine applications for gambling, subject to the requirements of the 2005 Act in the future.



6.8 The public consultation for phase 1 of this process commenced on the 28 August 2018 for 6 weeks. The results from that consultation will be considered and then put forward for formal adoption at Full Council on the 7 November 2018.

## **7. Hate Crime Strategy**

7.1 I have been disturbed to learn that Hate Crime has been increasing year on year since the beginning of 2014, both in Westminster and across the Metropolitan Police Service (MPS) as a whole. It is not clear whether this rise reflects an increase in tensions, an increase in confidence in reporting, or a change in recording practices. We also do not know how much of this is attributable to factors such as the nighttime economy, online offences e.g. social media etc. who the perpetrators are or if there are any in-community tensions. There is also significant under reporting of disability and transgender hate crimes, and limited understanding of the emotional and long-term impacts that hate crime may have on an individual.

7.2 In June 2018, Full Council adopted the anti-Semitism definition, and made a wider commitment to gaining an in-depth insight into Hate Crime and develop a 5 year strategy on this issue. I have had frequent discussions on this matter with officers and external stakeholders. A working group has been established to consider the content of the strategy and approaches to building our intelligence base on this issue. As I am sure you can imagine, this strategy will have wide ranging implications and so detailed work and a significant amount of stakeholder engagement is required prior to the formulation of the strategy.

## **8. Enforcement Policy**

8.1 The council's corporate enforcement policy is an umbrella policy under which a number of service specific policies sit (e.g. parking enforcement, planning enforcement etc.). It provides a clear statement on the regulatory principles that all departments should be adhering to, how the council approaches enforcement, and what residents businesses and visitors can expect from officers.

8.2 A review of the corporate enforcement policy was needed to align our approach with the City for All Commitments and updated to include new legislative changes (e.g. GDPR). The draft Enforcement Policy is currently out for public consultation until 31st October and can be found on the Council's website. Following the consultation the policy will be taken to Full Cabinet for approval in early 2019.

## **9. Shisha Premises**

- 9.1 Since taking over this portfolio I have noted the frequency of issues related to irresponsible shisha establishments. Cllr Action, who leads our work on this issue and I are resolved to working together to ensure that the Council has a fully joined up method for dealing with the impact of non-compliant shisha establishments and the broader public health concerns. We are also looking to re-examine our public affairs approach to this issue.
- 9.2 The new structure for Public Protection and Licensing, which has created area based multi-disciplinary teams, will facilitate more opportunities for innovative ways of tackling the issues that we have identified. We will continue to work closely with other agencies, including the fire brigade and the police, to target premises and bring them into compliance or take robust enforcement action.



## City Management and Public Protection Policy and Scrutiny Committee

<b>Date:</b>	Thursday 20 <sup>th</sup> September 2018
<b>Classification:</b>	General Release
<b>Title:</b>	Proposal to introduce a Street Entertainment Policy
<b>Report of:</b>	Sara Sutton, Director of Public Protection & Licensing
<b>Cabinet Member Portfolio</b>	Councillor Ian Adams, Cabinet Member for Public Protection and Licensing
<b>Wards Involved:</b>	<ul style="list-style-type: none"><li>• St James's</li><li>• West End</li><li>• Marylebone</li></ul>
<b>Report Author</b>	Kirsty Munro
<b>Contact Details:</b>	kmunro1@westminster.gov.uk
<b>Policy Context:</b>	City for All

### 1.0 Executive Summary

- 1.1 Street entertainment (also commonly known as busking) means music, dance, street theatre, comedy, performance and art offered live in public spaces for the purposes of entertaining, interacting with members of the public, and receiving voluntary contributions.
- 1.2 The council values the dynamic artistry, cultural contribution, and diversity that street entertainment brings, and helps make our city so vibrant. Entertainment from across the globe has always had an equal opportunity and platform to perform here, and historically we have encouraged the industry to grow by proactively supporting performers to self-regulate and abide by the voluntary Busk in London Code<sup>1</sup>.
- 1.3 However, the number of complaints from businesses and residents about excessive noise related to street entertainment continues to be high, and we recognise that more

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<sup>1</sup> The Busk in London Code is a Mayor of London Initiative that sets out a set of simple ground rules to ensure performers are considerate to their surroundings, prevent a risk to public safety and are fair to other performers.

needs to be done to balance the needs of the industry, with the comfort and needs of others. The council is also mindful that in our high footfall areas, increased provisions are required for the management of crowds on already congested streets in order to protect public safety.

- 1.4 The current powers available to the council do not permit us to enforce equal and fair opportunities for performers, nor enable us to take any direct action should performances be a risk or cause excessive disruption to businesses and residents.
- 1.5 We are therefore proposing to introduce a Street Entertainment Policy, which will require street entertainers to apply for permission to perform through a licensing scheme and abide by prescribed area based conditions.
- 1.6 To ensure the policy encourages a better environment for all, the principles of any licensing scheme will:
  - Manage the volume of performers within designated areas to prevent ‘noise clash’ in the surrounding environment, and support the management of crowds.
  - Encourage more diversity in performances that reduces the cumulative impact of consecutive amplified or ‘loud’ acts.
  - Ensure all acts have an equal opportunity to perform in the most sought after areas
  - Improve public safety and comfort of using the public space by restricting or preventing performances in areas where there is an identified risk for pedestrians to spill out onto roads.
- 1.7 The policy will only be implemented in areas where we receive a high volume of street entertainment complaints and/or where there is an identified public protection risk.
- 1.8 To ensure that this approach is the right one to take, the council intends to trial a 12-month pilot in the following three areas, ahead of any wider implementation:
  - Oxford Street
  - Leicester Square
  - North Terrace of Trafalgar Square.
- 1.9 These three geographical areas have been selected for the pilot as they receive a high volume of complaints from residents and businesses related to street entertainment each year. The pilot will help us to assess the impact of the policy, the resource and cost implications, and enable us to use the lessons learnt to help adapt and inform any final scheme.
- 1.10 We want to make sure everyone who has a stake in the policy has their opportunity to help us shape its development. We have therefore planned a thorough engagement and consultation process with businesses, residents and the street entertainment industry, as well as reviewing what other local authorities and cities have done, to ensure

we mitigate any potential risks and also incorporate best practice. Using this information, we will then take a balanced approach to its delivery.

1.11 We anticipate that the pilot will be implemented in August 2019.

## **2.0 Key Matters for the Committee's Consideration**

2.1 The Committee is asked to provide their steer on the following:

- i. Do you think the development of the policy will result in a balanced approach?
- ii. Should the council consider anything further?
- iii. The council will engage with local businesses, BIDS, residents and the street entertainment industry including artistic institutions, in addition to taking lessons learnt from other local authorities and cities who have sought to introduce street entertainment regulations. Are there any other groups the council would benefit from engaging with?

2.2 The responses will form the basis of recommendations to be submitted to the Cabinet Member for Public Protection and Licensing for a response.

## **3.0 Cultural Contribution of Street Entertainment in Westminster**

3.1 Street Entertainment in Westminster is a historical and significant practice for transforming our spaces into places – providing energy and character aligned with well-being and urban vitality. Our city is not just about shops, bars, and public transport, it is about people, and street entertainment provides a rare opportunity that encourages people to pause within the inner city bustle, engage with, and share cultural experiences with strangers. Importantly this is available at no charge, or for a nominal voluntary amount, which helps to shape the experiential offer of our city.

3.2 In Westminster we are lucky to have such a variety of local, national, and international street entertainers, helping us to diversify our economic offer. The types of street entertainment we see include the elaborately dressed living statues in Covent Garden, dance groups and portrait artists in Leicester square, musicians and singers along Oxford Street, amongst many others across our borough. This range encourages a diverse and inclusive environment that captures all interests from across generations, and is an extremely popular cultural asset with our visitors.

3.3 Live performance helps to support our economy. It helps to increase dwell time in public spaces and businesses can benefit from increased trade from the buzz that performances create, that keeps tourists coming back and builds London's creative reputation.

3.3 For the performers themselves Westminster provides a high profile platform that gives the chance for artists to develop and grow in front of the public, with some world famous

acts having started their careers performing on our streets. Our central location also attracts high footfall, which supports performers to maximise their income.

#### 4.0 Unintended adverse impacts of Street Entertainment

4.1 As with all use of public space, there is the expectation that everyone will act reasonably and considerately in sharing the space with everyone (i.e. residents, business, visitors and other buskers). However, street entertainment when conducted unreasonably, is a risk to safety, or when considering the cumulative impact of 'loud' acts, can all adversely impact on the surroundings.

##### Impact of excessive or cumulative noise

4.2 Our city is a vital part of the wider global economy and inconsiderate noisy street entertainment can lead to meetings being disrupted, rooms having to be taken out of use, and customers choosing to take their business elsewhere. In addition, whilst a single amplified or loud performance may not be bothersome, street entertainers need to be mindful that a consecutive series of 'loud' acts throughout the day in a localised area can cause severe distress and discomfort for businesses and residents.

4.3 The table below demonstrates the number of predominantly noise related complaints received annually to the council about street entertainers since 2015/16.

Table 1: Number of complaints received about Street Entertainers by year

2015/16	2016/17	2017/18	2018/19 (to date)
2357	2557	1733 <sup>2</sup>	745 (August)

4.5 Many of the complaints received were between the hours of 2pm and 7pm (up to 8pm in the summer) and the highest volume are from the following areas:

- Leicester Square, Piccadilly Circus, Gerrard Street and Lisle Street
- Villiers Street outside the tube station and Charing Cross Road outside the station
- Oxford Street
- North Terrace of Trafalgar Square and St Martin's place and the Strand
- The corner of Great Newport Street and Cranbourne Street

##### Risk to safety and security

4.6 In addition to the impact of noise, street entertainment can indirectly pose a risk to public safety. Whilst the council do not receive many complaints of this nature, our officers often observe and experience that street entertainment on already congested streets can:

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<sup>2</sup> This reduction was a result of the council employing 4 dedicated officers to support and manage street entertainers explained further in para 5.3.

- create bottle necks in pedestrian traffic
- prevent the ease of flow of pedestrian traffic
- cause crowds to spill onto roads
- cause obstructions
- create opportunities for anti-social behaviour and crime.

4.7 There are also sometimes risks associated with exploitation of street performers, and officers are recently observing an increase in the use of animals as part of performances, which has worrying welfare implications.

4.8 The council also recognises that to future proof public safety on our already congested streets, we need to prohibit street entertainment from causing crowds to congregate where this is dangerously close to roads.

## **5.0 Current Council interventions**

5.1 Westminster have historically taken the approach to encourage Street Entertainers to self-regulate and abide by the 'Busk In London' Code – a Mayor of London initiative that provides best practice guidance on how to busk responsibly. Self-regulation has delivered a managed scheme in Covent Garden area, however complaints are still received from businesses and residents despite their being private security provided by the landowner and two WCC Inspectors provided 08:00 to 20:00 hours. Self-regulation in the West End and Queensway also has not provided an effective response to complaints raised.

5.2 In response to rising complaints, since January 2017 the council has deployed 4 dedicated City Inspectors who actively monitor and respond to any issues raised by the performers, or complainants. Our officers have proactively observed and monitored c.2200<sup>3</sup> performances since their implementation. Officers observations include regular interventions to correct behaviours that are non-compliant with the Busk in London code, however whilst behaviours are not consistent with code they are not so severe as to result in formal enforcement action.

5.3 Whilst the implementation of these officers saw a 30% reduction in complaints from 2016/17 – 2017/18, their ability to effectively manage issues raised are restricted by the powers available, and are limited to voluntary requests for performers to cease, offers of advice and guidance, and using deterrents to tackle bad practices. Only in very serious incidences where officers can strongly evidence an individual persistently causing a negative impact by acting unreasonably or refusing to co-operate, can the council intervene with stronger action.

5.4 Since 2015, the council have had a temporary licensing scheme for our Portrait Artists, as this entertainment is a type of street trading which offers a level of expected service

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<sup>3</sup> To note that this is the number of observations made only and is not reflective of the total number of performances or buskers operating across our borough.

in exchange for a pre-agreed monetary amount. The Portrait Artist scheme currently runs with a set number of registered artists, and pitches are located in 3 areas:

- Swiss Court by the Glockenspiel
- Leicester street
- Charing Cross road

5.5 This scheme runs fairly successfully, however we are aware that improvements are needed. The council will be taking our lessons learnt from this scheme and integrating them as part of the wider street entertainment policy for the area.

5.6 Amplification is only permitted in law until 9pm, and Officers are able to take enforcement action under the Control of Pollution Act if heard after this time.

## 6.0 Interventions by other Agencies & Authorities

6.1 London has no city-wide system that effectively supports busking whilst balancing the needs of businesses and residents. In 2015, the Mayor of London introduced the 'Busk in London' initiative, which aimed to support and promote street performance, to *"make London the most busker friendly city in the world"*. It also provided comprehensive information on where street entertainers can perform, and a set of guidelines for performers, the police, councils, business, residents and visitors understand the law and best practice. However, the best practice guidelines are voluntary and do not effectively implement any tangible controls that tackle the adverse impacts, concerns and complaints arising from businesses and residents.

6.2 What continues to prevail therefore is individual Local Authorities and agencies, developing locally based schemes. For the performers this has meant that London has become a confusing myriad of rules and regulations, however in the absence of any London wide address it is becoming an increasingly necessary approach to strike this balance.

6.3 Some of the schemes across London include:

- **Camden Council:** In 2013, Camden adopted powers under Part V of the London Local Authorities Act 2000, to license busking. Anyone now wishing to perform must have a licence, or they are committing an offence. There are two types available to performers. 1) A Standard Licence is subject to Camden's Standard Conditions including restrictions on permitted times of 10am to 9pm, certain types of instruments such as percussion and wind instruments, and also amplification. Standard Licences can only be used by solo or duo performers. 2) A Special Licence is required when a performer seeks to amend or vary these conditions, for example performing with amplified or percussion instruments, or if there are more than two performers.

### Impact



Whilst the number of complaints about busking in Camden has not reduced, Camden's view is the success of their licensing regime can be measured in several different ways, in that it gives them the ability to influence exactly where a particular busker/s can perform to safeguard noise sensitive premises from excessive noise. Local residents and businesses are also supportive of the action as officers have improved powers to address them, and enforcement action has been taken against unlicensed performers unwilling to co-operate with the scheme.

- **Hillingdon Council:** licenses performers to busk in 4 designated pitches at specified times of the day, and prevents busking in any other area of the borough.
- **Transport for London:** has 35 official busking pitches on the Underground, and performers are assessed by a panel of music industry experts before they are granted a licence to busk.
- **Southwark (private land along the Southbank):** encourages street performers to use the designated street entertainment pitches along the bankside. These pitches are free to use without the requirement of a licence.
- **Hammersmith & Fulham Council:** allows all forms of busking across the borough, however implements a Public Space Protection Order (PSPO) outside shepherd's bush station to prevent all forms of busking in this area between prescribed times.
- **Royal Borough of Kensington & Chelsea:** recently had a street entertainment policy out for consultation which closed on 6<sup>th</sup> July 2018. Its consultation says the council is considering introducing PSPOs, and the survey included questions such as whether street entertainment should be prevented everywhere at all times, prevented just outside underground stations or limited to certain hours.

### Media Response

- 6.5 Attempts to increase regulation within the Street Entertainment industry has been met with negative media coverage, which often describes diminishing talent resulting from harsh or confusing rules, a negative attitude towards buskers, and the plight of street performers. Headlines such as those below are often supported by high profile celebrities who had begun their careers as street performers:

*"Busking in London is dying, leaving a hole in the heart of the city"*

*"Blitz on buskers wrecks Camden's reputation for music, warns comedian Bill Bailey"*

*"Trafalgar Square hula-hoop girl faces £5,000 fine after council ban"*

- 6.5 The council is committed to creating a policy that does not discourage street entertainment, but is easy to understand, encourages equality and diversity, and

supports a safe and sustainable environment for all those who live, work and visit our city’.

## **7.0 Westminster Council’s Proposal**

### Street Entertainment Policy

7.1 In order to preserve the freedom of expression from within the street entertainment industry, the council will not decide what is and what is not an artistic contribution, nor will we impose fixed ‘pitches’, however we are considering ways to:

- Nurture and encourage great performances in our borough by ensuring acts have an equal opportunity to perform in the areas most sought after
- Encourage more diversity in performances that reduces the cumulative impact of consecutive amplified or ‘loud’ acts.
- Manage the volume of performers within designated areas to prevent ‘noise clash’ in the surrounding environment, and support the management of crowds.
- Improve public safety and comfort of using public space by restricting or preventing performances in areas where there is an identified risk for pedestrians to spill out onto roads.

7.2 Under the provisions within Part V London Local Authorities Act 2000, the council have identified that the most effective approach will be to introduce a licensing scheme.

7.3 The licensing scheme will only be implemented in areas where we receive our highest volume of complaints and/or where there is an identified public protection risk.

7.4 In these designated areas, Street Entertainers will be required to apply for a licence that provides permission to perform and abide by prescribed area based conditions. Any performer found not to have a licence, or is not abiding by the conditions set out in the licence may be subject to enforcement action.

### Pilot scheme

7.5 We want to ensure that the licensing approach is the right one to take, therefore we initially propose to trial a 12 month pilot in three localised areas:

- Oxford Street
- North Terrace of Trafalgar Square
- Leicester Square

7.6 These three geographical areas have been selected for the pilot as they receive a high volume of complaints from residents and businesses related to street entertainment each year.

7.7 Having a trialled 12 month pilot will support our understanding of what does and does not work across different areas and allow us to amend our scheme in response, allow us to manage our resources responsibly, and provide us with considerations to review ahead of implementing any wider scheme.

*Developing the detail through engagement*

7.8 We recognise that to continue to attract the best street entertainment talent, our policy must make the best performers want to work here. Equally, our policy must satisfy the needs of our businesses and residents by giving the council improved powers to manage those who are being inconsiderate or acting unreasonably. To achieve this balance, the policy and scheme will be developed in close co-operation with performers, the art industry, businesses and residents.

7.9 We want to open our dialogue early in the policy development and work with our stakeholders to help us shape and develop the detail of the scheme. Our engagement with the above groups will look at the following:

- Fairness and Opportunity
- Complaints and Risks
- Area based nuances
- Obtaining a licence
- Licensing conditions and fees
- Managing Compliance

7.10 In addition once we have a completed draft of the policy we will open a public consultation for wider review and scrutiny.

*Communicating the policy*

7.11 The council recognises that having a new localised area based policy may result in some confusion as to its implementation. To help mitigate this we will develop a robust communications plan that will include our Officers going out onto the streets to talk with performers, social media activity, promotion via industry platforms, and comprehensive information on our website.

**8.0 Next Steps**

8.1 The following timetable maps out the steps we will take:

<b>Activity</b>	<b>Timescale</b>
<i>Engagement with stakeholders to inform the draft proposal</i>	Sept/Oct 18
<i>Draft policy proposal developed</i>	Nov 18
<i>Licensing Committee approval for consultation</i>	Nov 18
<i>12 week public consultation</i>	Dec - Feb 19
<i>Revised policy and recommendations to Licensing Committee</i>	Mar 19
<i>Full Council Decision</i>	Apr 19
<i>(if approved) 90 day public notification period running concurrently with 28 day notification of designated spaces</i>	May - Jul 19
<i>Implementation</i>	Aug 19

**If you have any queries about this Report or wish to inspect any of the Background Papers please contact Kirsty Munro x3639 kmunro1@westminster.gov.uk**

**APPENDICES:** None

**BACKGROUND PAPERS:** None



## City Management and Public Protection Policy & Scrutiny Committee

<b>Date:</b>	20 September 2018
<b>Classification:</b>	General Release
<b>Title:</b>	<b>2018 - 2019 Work Programme and Action Tracker</b>
<b>Report of:</b>	Director of Policy, Performance & Communications
<b>Cabinet Member Portfolio</b>	Cabinet Member for Environment and City Management Cabinet Member for Public Protection and Licensing
<b>Wards Involved:</b>	All
<b>Policy Context:</b>	All
<b>Report Author and Contact Details:</b>	<b>Artemis Kassi x 3451</b> <a href="mailto:akassi@westminster.gov.uk">akassi@westminster.gov.uk</a>

### 1. Executive Summary

1. This report presents the current version of the work programme for 2018 -2019 and also provides an update on the action tracker.

### 2. Key Matters for the Committee's Consideration

- 2.1 The Committee is asked to:

- Review and approve the draft list of suggested items (appendix 1) and prioritise where required
- Note the action tracker (appendix 2)

### 3. Changes to the work programme following the last meeting

- 3.1 This work programme takes from the work programme items suggested at the Committee's last meeting on 6 June 2018. It is presented here for the Committee to review and amend as appropriate.

- 3.2 The Committee will note the number of task group topics. Officers will continue with scoping and also review suitability of any of these topics as agenda items or briefing notes.
- 3.3 The Committee's agenda for November has one item, Air Quality, on the agenda.

**If you have any queries about this Report or wish to inspect any of the Background Papers, please contact Artemis Kassi**

**[akassi@westminster.gov.uk](mailto:akassi@westminster.gov.uk)**

**APPENDICES:**

**Appendix 1-** Suggested Work Programme

**Appendix 2-** Action Tracker

**City Management and Public Protection Policy and Scrutiny Committee 2018/2019 Work Programme**

<b>ROUND ONE 6 JUNE 2018</b>		
<b>Agenda Item</b>	<b>Reasons &amp; objective for item</b>	<b>Represented by</b>
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member’s priorities	Councillor Ian Adams Cabinet Member for Public Protection and Licensing
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member’s priorities	Councillor Tim Mitchell Cabinet Member for Environment and City Planning

<b>ROUND TWO 20 September 2018</b>		
<b>Agenda Item</b>	<b>Reasons &amp; objective for item</b>	<b>Represented by</b>
Cabinet Member Q&A	To receive an update and provide “critical friend” challenge	Councillor Ian Adams Cabinet Member for Public Protection and Licensing
Street Licensing Policy	To feed into the development of a street licensing policy, with focus on street entertainment	Sara Sutton
Phone Boxes (briefing)	Review the proliferation of phone boxes in Westminster, the outcome of monitoring and challenges faced	

<b>ROUND THREE 21 NOVEMBER 2018</b>		
<b>Agenda Item</b>	<b>Reasons &amp; objective for item</b>	<b>Represented by</b>
Cabinet Member Q&A	To receive an update and provide “critical friend” challenge	Councillor Tim Mitchell Cabinet Member for Environment and City Planning

Air Quality	Review of initiatives in Westminster aimed at reducing poor air quality, including the diesel surcharge and electronic vehicles	
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<b>ROUND FOUR 6 FEBRUARY 2019</b>		
<b>Agenda Item</b>	<b>Reasons &amp; objective for item</b>	<b>Represented by</b>
Cabinet Member Q&A	To receive an update and provide “critical friend” challenge	Councillor Ian Adams Cabinet Member for Public Protection and Licensing
Homelessness	Review proposed changes to homelessness strategy in response to new statutory responsibilities	

<b>ROUND FIVE 3 APRIL 2019</b>		
<b>Agenda Item</b>	<b>Reasons &amp; objective for item</b>	<b>Represented by</b>
Cabinet Member Q&A	To receive an update and provide “critical friend” challenge	Councillor Tim Mitchell Cabinet Member for Environment and City Planning
Community Safety Partnership	Review the Community Safety Partnership report	

<b>UNALLOCATED ITEMS</b>		
<b>Agenda Item</b>	<b>Reasons &amp; objective for item</b>	<b>Represented by</b>
Hate Crime	Review of hate crime in the borough and initiatives aimed at tackling it. To feed into the development of a hate crime strategy in the City	
Utilities Update	An investigation into the practices of utility companies	



Domestic abuse	Review of refuge provision in light of Government proposals to change funding	
Flood Strategy	Review the council's flood strategy and planning	
Gambling Policy	Review proposals and comment	
Lane Rental	Review the results of the DfT's consultation on lane rental schemes and consider the impact on Westminster	

<b>TASK GROUPS AND STUDIES</b>		
<b>Subject</b>	<b>Reasons &amp; objective</b>	<b>Type</b>
Basic Command Units	Review changes to policing in Westminster in view of the transition from borough-level policing to Basic Command Unit structure	Task Group - commenced
Inclusion in the ENTE		Task Group – scoping and research commenced
Violent Crime/Youth Violence	Review youth violence in Westminster and the initiatives to combat it. Focus on the IGU work	Task Group (possibly joint with FPS P&S Committee)
Sexual Exploitation	Review of sexual exploitation in the Westminster	Scoping
Illegal Dumping of Waste	Review of illegal dumping (fly tipping) in Westminster	
Waste and Recycling	Investigate ways of increasing recycling in Westminster	Task Group – scoping and research commenced
Criminalisation of Mental Health	Understand the experiences which people with mental health issues have of the criminal justice system	Task Group (possibly joint with FPS P&S Committee)
Noise Pollution	Research the problems associated with noise pollution and ways of tackling it	
Post Office Closures	Review the possible impact of potential post office closures and investigate the viability of council support	Committee meeting/Task Group with public involvement

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**ACTION TRACKER**  
**City Management and Public Protection**

<b>Round 1 6 June 2018</b>		
<b>Agenda Item</b>	<b>Action</b>	<b>Status/Follow Up</b>
Item 5 Committee Work Programme	Creation of a task group to focus on scrutinizing the introduction of the Metropolitan Police's Basic Command Units	In hand. First task group meeting occurred on 19 June 2018.
	Establishment of a task group to investigate the illegal dumping of waste in Westminster	Added to the Work Programme. Scoping commenced
	Review to be added to the Work Programme to focus on sexual exploitation	Added to the Work Programme.

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