



City of Westminster

Committee Agenda

Title: **Communities & Customer Services Policy & Scrutiny Committee**

Meeting Date: **Monday 4th March, 2019**

Time: **7.00 pm**

Venue: **Rooms 18.02 and 18.03, 18th Floor, City Hall, 64 Victoria Street, London SW1E 6QP**

Members: **Councillors:**

Timothy Barnes
Lorraine Dean
Richard Elcho
Murad Gassanly

Louise Hyams
Andrea Mann
Guthrie McKie
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 through 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, Andrew Palmer, Senior Committee & Governance Officer.

Email: apalmer@westminster.gov.uk

Tel: 020 7641 2802

Corporate Website: 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

1. Appointment of Chairman.
2. To note any changes to the Membership.

2. DECLARATIONS OF INTEREST

To receive declarations by Members and Officers of the existence and nature of any personal or prejudicial interests in matters on this agenda.

3. CABINET MEMBER UPDATE - CUSTOMER SERVICES & DIGITAL

To receive an update on current and forthcoming issues within the portfolio for the Cabinet Member for Customer Services & Digital.

(Pages 5 - 8)

4. CABINET MEMBER UPDATE - SPORTS CULTURE & COMMUNITY

To receive an update on current and forthcoming issues within the portfolio for the Cabinet Member for Sports, Culture & Community.

(Pages 9 - 20)

5. COMMITTEE WORK PROGRAMME

To consider the Committee's Work Programme for 2019-20.

(Pages 21 - 32)

6. ANY OTHER BUSINESS

To consider any other business which the Chairman considers urgent.

Stuart Love
Chief Executive
22 February 2019



Communities & Customer Services Policy & Scrutiny Committee

Date:	4 March 2019
Classification:	General Release
Title:	Cabinet Member Update - Customer Services & Digital
Report of:	Councillor Paul Swaddle Cabinet Member for Customer Services & Digital
Cabinet Member Portfolio	Customer Services & Digital
Wards Involved:	All
Policy Context:	City for All
Report Author and Contact Details:	Julia Corkey and Ben Goward Ext. 3411

1. Cabinet Member Priorities

- 1.1 In January 2019 the new portfolio was created to oversee the Council's customer services and digital transformation programmes. The portfolio also includes responsibility for the Council's information and technology services, and broadband connectivity, working in partnership with the Gig Economy and Broadband Champion. Deputy Cabinet Member, Councillor Emily Payne, has been tasked with the important remit of reviewing our approach to call centres.
- 1.2 In continuing to deliver the Leader's vision for a City for All, I want to provide the best customer experience for our residents, making it as easy as possible to access local services. As a Council we will take responsibility for dealing with problems in full the first time and working with people and families to prevent more complex issues developing.
- 1.3 My goal for the Customer Services and Digital portfolio is for the Council to be the leader in local Government for customer satisfaction and ease of engagement. As part of this vision, I want to work to drive down costs for the Council and strive to make digital the customers' channel of choice through automating back office integration and workflows.

1.4 Since assuming the portfolio, my key priorities are:

- Improving the customer experience with a new approach to customer services handling;
- The establishment of a **Customer and Digital Standards Board** – to provide member and officer oversight of significant Council initiatives which will impact customer experience, which includes a high-level overview of wider Council customer and digital projects;
- **Short-term improvements to the Council's website www.westminster.gov.uk** – setting out the approach and overview of the forthcoming planned improvements with a view for a complete overhaul; and
- **Developing an application (app) strategy** - to improve the customer experience and the Council's digital offer.

2 Customer and Digital Standards Board

2.1 The way the Council approves new customer access channels is currently under review.

2.2 Westminster City Council has formally adopted the Local Government Digital Service Standard (LGDSS – see <https://localgov.digital/service-standard>). This offers a common approach for local authorities to deliver good quality, user centred, value for money, digital services. It builds on the work undertaken by the Government Digital Service (GDS), widely seen as a model for best practise and has an understanding of user needs at the core.

2.3 It is proposed that all future digital initiatives of significance¹ to our customers will be required to demonstrate adherence to these standards at key stages.

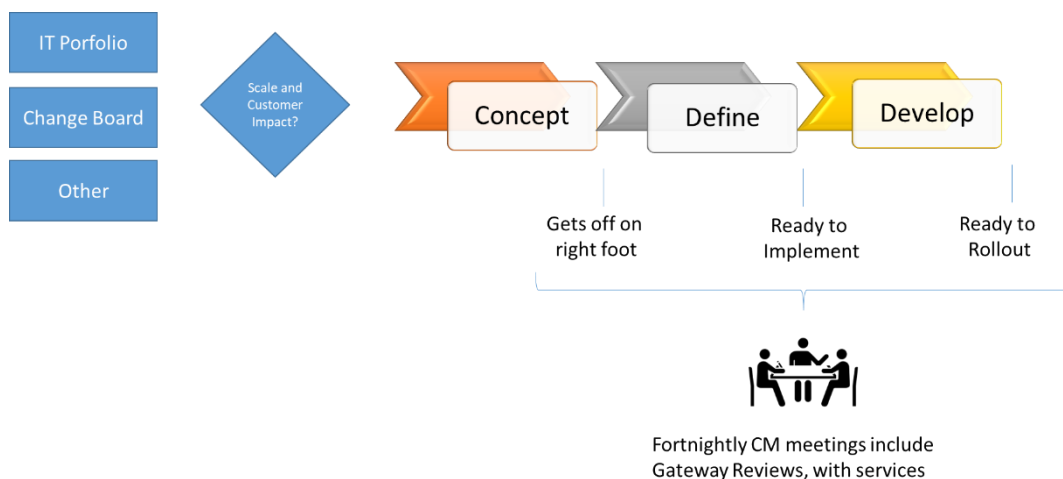
2.4 Before a new service is made live through the Council's customer access channels (web, telephony, face-to-face etc.) there should be formal approval that our target service standards are met. A Customer and Digital Standards Board has been established to carry out this function.

2.5 Project sponsors will present to the Cabinet Member for Customer Services and Digital, and appropriate officers when:

- A concept has been developed but the definition phase has yet to commence (budgets not committed/procurement route not established);
- A project has been defined, including budget and procurement approvals but when build work is yet to commence; and
- A solution has been developed and service is ready to commence rollout to customers.²

¹ The governance is targeted at significant new services which impact our customers, rather than enhancements to existing, precise criteria to be developed

² Deployment approach including Alpha and Beta testing is likely to vary per project.



- 2.6 In addition to LGDSS, Westminster City Council has recently become a core member of the London Office of Technology Innovation (LOTI), a group of 13 Councils who are investing £30k per annum for two years to pool digital expertise and capacity as well as deliver better technology solutions through a broader collaborative approach.
- 2.7 The Customer and Digital Standards Board will be supported by officers from the shared IT service, digital communications, and where appropriate LOTI to ensure that LGDSS standards are met and thereby, to significantly improve the quality and cost effectiveness of customer services.
- 2.8 The Board will consider the Council's wider customer and digital programme and architecture, including but not limited to:
- Call centres;
 - CityWest Homes' customer and digital offer;
 - Customer Contact Centre Interface (CCCI);
 - MyWestminster/ReportIt;
 - Campaign Management (MS Dynamics);
 - Web Content Management System;
 - eNotifications;
 - Effective Neighbourhood Working;
 - Noise SMS;
 - FamilyStory;
 - Special Educational Needs (SEN) System;
 - Access to Services (Children's Services); and
 - Adults' Transformation.

3 Westminster City Council's website

- 3.1 In 2018 the Council commissioned customer research in the following five areas of the Council's website:

- Homepage;
 - 'Find It';
 - 'Apply and Pay';
 - 'What's New in Westminster'; and
 - 'Life Stage – Moving into Westminster'.
- 3.2 This research has resulted in a proposed new look and feel for the website homepage and recommendations to improve the existing navigation and page designs. It has further provided some evidence-based recommendations to inform future enhancements to 'Apply and Pay', 'What's New' and 'Moving into **Westminster**' functionality.
- 3.3 Work is now underway to scope out a timeline to deliver improvements, refreshing the site appearance and address some of the most significant identified issues with user experience. Longer term work is ongoing to deliver further improvements to the functionality of the website.

4 App Strategy

- 4.1 In conjunction with implementing a new website and web hosting platform, we will be reviewing the integration of MyWestminster, Report-It and the wide range of existing third-party web applications which currently comprise westminster.gov.uk.
- 4.2 A more strategic governance and architecture approach is being developed which will provide a more consistent and better-quality experience for our online customers, making the best use of responsive web and mobile application features.

5 Call Centres

- 5.1 The key focus for the coming months is the replacement of the current Lagan customer relationship management (CRM) system with a Microsoft Dynamics platform. The current system (Lagan) used by the Agilisys call centre will be replaced by our new Microsoft Dynamics platform. This will support the contact centre by providing operators with a greater accuracy of data to inform their responses, enabling the customer to receive a more effective service.

APPENDICES:

None.

BACKGROUND PAPERS

None.



Communities & Customer Services Policy & Scrutiny Committee

Date:	4 March 2019
Classification:	General Release
Title:	Cabinet Member Update - Sports, Culture & Community
Report of:	Ezra Wallace and Andrew Durrant
Cabinet Member Portfolio	Councillor Iain Bott Cabinet Member for Sports, Culture & Community
Wards Involved:	All
Report Author and Contact Details:	Christel Quellenec-Reid <u>cquellenecreid@westminster.gov.uk</u>

1 COMMUNITY SERVICES

1. The City Management and Communities directorate delivers world class services that our residents, businesses and visitors experience daily. We aim to provide the safest, cleanest and greenest environment and we work closely with our partners and stakeholders to promote healthy and cohesive communities and to positively engage with businesses to enable growth and to help our residents achieve sustained employment.
- 1.2 With specific relation to Cllr Bott's Cabinet Member portfolio of Sport, Culture and Community, the Community Services department includes the following related areas:
 - Physical Activity, Leisure & Sport (PALS)
 - Major Projects and Programmes
 - Outdoor Adventurous Learning Centre – Sayers Croft

2 PHYSICAL ACTIVITY, LEISURE & SPORT (PALS)

- 2.1 The new ActiveWestminster Strategy 2018 – 2022 vision is to Activate your City, Lives and Neighbourhoods. This vision will be at the heart of all we do and will be achieved by working together to enable people to be physically active, where, when and how they choose. We will activity promote the fundamental

contribution that physical activity, leisure and sport makes in individual physical and mental wellbeing, our economy, our community and the development of our city.

2.2 The PALS team are currently making excellent progress through several key programmes and projects including:

- Westminster's leisure centres have been managed by SLM (Everyone Active) since July 2016. As part of the re-tender the team completely revamped the service specification to ensure a much broader range of delivery beyond the facilities themselves and into the community. The contract is financially surplus generating, in the order of £35M over 10 years that is paid to Westminster as a management fee.
- Westminster Mile & Daily Mile – The Westminster Mile (now heading into its 7th year) attracted over 8,000 participants last year making it the largest mile event in the world. As part of the ongoing development of this annual event, the team were the first local authority in London to introduce the Daily Mile into Westminster Schools. Today Westminster has well in excess of 20 schools participating in Daily Mile activity every day.
- ActiveWestminster Awards, now in its 10th year is an annual event held to recognise and celebrate the incredible work that partners do across the city to create an 'ActiveWestminster'. Last year 200 people attended the event at Lords Cricket Ground, where the 10 award category winners were announced.
- All schools in Westminster currently engage in the PE and School Sport programme including a broad mix of competitive sport, leadership opportunities, teacher networks and specialist support to increase quality and safe activity in our schools.
- Neighbourhood Sports Clubs operate across Westminster, based within community venues, on estate multi-use games areas and leisure centres. Currently almost 130 hours of free to access sports activities are offered each week to the local community, delivered by experienced coaches and clubs who are well equipped to engage our local young people. The programme offers 'doorstep sport' through the 'people like me' approach having trained the once participants into lead coaches and mentors.
- Champions of the Future programme supports talented young people onto their next step, through grant funding, mentoring and training. Currently 100 talented athletes from a range of sports access and benefit from the scheme, which also includes a Gifted & Talented programme in schools.
- QUEST Assessment – In January the PALS team along with Everyone Active became the first joint local authority / leisure contractor to complete the Active Communities QUEST assessment. QUEST is a quality benchmarking scheme endorsed by Sport England to help drive improvements across the leisure sector and community sport. Early indications are that Westminster has secured a score between Very Good and Excellent – setting a standard for other local government to follow

2.3 In addition to these positive areas of success, the PALS team along with the new Cabinet Member are fully committed to pressing ahead with a series of more challenging aspects of the ActiveWestminster Strategy, these priority areas include:

- ActiveWestminster Networks - this year the recently established AW Networks in the North, Central and South of Westminster will need to gather momentum working closely with the leisure contracted facilities within these localities and other key partner organisations. Each network has a small budget to effectively seed fund programmes that are designed to tackle the unique local issues with each specific area.
- Digital Solutions – A new website activewestminster.org is now live but the key feature of this will be the go live of open data functionality allowing residents and service users to quickly search for activity where and when they chose. Equally it will support community clubs and partners to present their existing service offers without the need to complete forms or templates as open data compliant data can be accessed electronically. We recognise that for far too long the offer has been disjointed and difficult to access in one place, which the new website sets out to overcome.
- No Ball Games – remove restrictive signage and byelaws such as ‘No Ball Games’ and ‘No Cycling’ to create a more permissive and supportive environment for physical activity, leisure and sport, wherever possible and where appropriate. In addition the PALS Team (alongside Parks) are leading a review of the Byelaws and working up proposed new Byelaws to reflect our new ActiveWestminster Strategy, Biodiversity and Open Spaces strategy with input from Public Health. This also has interest from Cllr Mitchell, Cllr Acton too.
- ActiveStreets – develop and implement an ActiveStreets programme across Westminster to enable physical activity opportunities ‘on the doorstep’ within residential street settings and outside school grounds.

3 MAJOR PROJECTS AND PROGRAMMES

3.1 The team is currently working closely with colleagues from Growth, Planning and Housing on the following Major Projects:

- Moberly and Jubilee Sports Centres Redevelopment
- Chelsea Barracks Sports Centre
- Seymour Leisure Centre/New Marylebone Library
- Queen Mother Sports Centre Redevelopment

3.2 The new Moberly Sports Centre opened in June 2018 and since then has been performing extremely well through the leisure contract. On average the centre has been attracting around 50,000 visits a month, over 3,000 gym members and Westminster’s largest learn to swim programme.

- 3.3 Jubilee Phase 2, which will deliver the new Community Sports Centre, is currently being negotiated with the council's development partner EcoWorld with heads of terms being agreed in the past few weeks. Whilst increased security has been put in place at the Jubilee site, the team are working toward a demolition of the site as soon as possible with preparatory works being conducted.
- 3.4 Chelsea Barracks Sports Centre - the legal agreements have now been finalised and the planning reserve matters signed off demonstrating good progress has been achieved given the size and complexity of the wider Programme. The sports centre is currently on track to commence on site in 2023 with delivery in 2026. The sports centre will be subterranean in build but consists of sports hall, 25M pool, learner pool and health and fitness gym.
- 3.5 Seymour Leisure Centre/New Marylebone Library - The project team recently met in December 2018 to discuss the latest feasibility work conducted by iCON Building Consultancy for the remodelling of Seymour Leisure Centre as well as incorporating a bigger library with its own entrance on Bryanston Place. At the end of February, a report will go to the Capital Review Group from the respective Directors of Community Services, Libraries and Corporate Property to consider the funding gap required to conduct a more fundamental redevelopment of the existing facilities.
- 3.6 Queen Mother Sports Centre Redevelopment - Officers have been working with GPH colleagues to provide information relating to feasibility work, which is being carried out for Cllr Robathan. Revised Sports Centre plans have recently been shared with the team and comments will be collated and returned to GPH. The new scheme looks to incorporate the 50m pool as well as meet the outline Employer's Requirements and retain the main 25m pool during the construction period avoiding the need for a temporary pool, which previously was a challenge for the project team. A briefing is being prepared for Cllr Robathan for the end of February and a view will be taken once this has been considered.
- 3.7 Capital Programme – Key Highlights
In addition to the major programmes of work, the team deliver an annual package of capital works across Westminster's own leisure portfolio and other partner sites.
- 3.7.1 Pitch projects - there is a package of works being developed with MsC consultants, which will provide new Multi Use Games Areas (MUGAs) at Wilberforce Primary School, Paddington Green School (using S106 funding), Lisson Green (working with City West Homes using London Marathon Trust funding) and Paddington Recreation Ground. Phasing will be critical to the successful delivery of these projects and is under discussion with the contractor specialists.
- 3.7.2 Paddington Recreation Ground - there is a package of works to carry out improvements at Paddington Recreation Ground using a combination of Capital budget and CIL funding worth circa £1.5million over the next 3 years. This work includes delivery of a new community room (studio) and iCON have recently submitted the planning application for this element of the project. The works also

include introducing innovative new playground equipment, 3 new pitches, callisthenics, parkour equipment, a sprint track and new lighting as well as landscaping and completing works to the wildlife area. These works are being coordinated by Ruth Willmott Associates and MSc Consultants. As part of this wider project there is a review of the Paddington Recreation Ground Management Programme being undertaken to update the various policies applicable to the park and coordinate them with the works that will be undertaken making them relevant and accountable to the team and the contractors that operate in it. The playground work should be completed by March 2019.

3.7.3 Porchester Refurbishment Works - Following the successful reopening of the small pool in 2018, discussion are underway with SLM to look at upgrading and refurbishing the spa, main pool and air conditioning system across the centre. A recent meeting was held with the Porchester Spa User Group who are broadly happy with the proposals and works are expected to start in April 2019.

3.7.4 Outdoor Adventurous Learning Centre – Sayers Croft is Westminster’s flagship outdoor learning centre based in Surrey the centre has 56 acres where children and young people can explore a wider choice of activities from pond dipping to climbing and DofE courses. Westminster schools benefit from priority access and charges where they can stay in one of the 6 chalet accommodation that provides over 200 beds, this year residential visits is expected to reach 35,000. Also, more recently working in partnership with Everyone Active and the PALS team extensive refurbishment work has taken place across Paddington Recreation Ground to improve the environmental area and classroom for Sayers Croft to provide Forest Schools. Each year around 6,000 children now benefit from the Forest Schools programme, which increases physical activity in the great outdoors. Last October the team were delighted to receive a special visit from the Duchess of Cambridge who has a particular interest in outdoor activity.

4 VOLUNTARY AND COMMUNITY SECTOR (VCS)

4.1 Abbey Community Centre - The existing SLA with Abbey Community Centre is due to expire in March 2018. The SLA is a grant made to the Abbey Community Association which funds the Abbey Community Association's rent at the Abbey Centre (34 Great Smith St, London SW1P 3BU). The centre both independently and in some cases jointly with the council, delivers a wide range of services which contribute to the health, wellbeing and level of engagement of the community in the south of the city. Many of their services support the vulnerable and bring people together in a way that supports community cohesion, tackles isolation and improves individual and collective wellbeing. In 2017, following extensive negotiation, the lease on that property was renewed for a period of five years. With four years still to run on the lease, it is intended that this refreshed SLA should be co-terminus with it. The new proposed SLA aims to support outcome-focused service delivery and facilitate meaningful evaluation of impact over time.

- 4.2 Westminster Advice Services (WASP contract) - A full procurement exercise for the Westminster Advice Services contract was completed in September 2018. The contract was awarded to a consortium led by Citizens Advice Westminster. The service provides advice services for Westminster residents. A commissioning generalist and tailored advice service incorporates a number of service elements, at varying degrees of specialism. Services are free of charge to people living in Westminster (including temporary residents). It incorporates 'Advice Plus' funded by Public Health, Licensing Advice and debt advice for CityWest Homes residents. The first performance monitoring for the new contract is scheduled at the end of February.
- 4.3 Voluntary Sector Contracts - Officers have begun reviewing, commissioning and procurement planning for contracts due to expire in 2020 namely - Team Westminster Flagship Volunteering, Team Westminster Outreach & Development Service (volunteering), Westminster Time Credits.
- 4.4 Community Awards 2019 - The Community Awards are the council's annual ceremony to recognise volunteers in Westminster. The awards which is run in partnership with Groundwork and One Westminster, have been well received since its inception, however after 5 we are proposing a refresh the concept, audience, communications approach and budgets to tie the categories back to the City for All narrative so that we can widen the reach of engagement amongst residents. The awards ceremony is planned for July.

5 CULTURE

- 5.1 A draft of the council's Cultural Vision was produced in December 2018. It outlines the commitment to supporting culture across service delivery and provides case study information and statistics on existing council policies and projects. The vision is a position paper which provides a valuable framework to advocate for the council's role as a broker and facilitator to both enable more Westminster residents to participate in culture and support the growth of the local creative and cultural sectors. Cllr Bott presented on the Cultural Vision key research findings and emerging priorities to local arts and community organisations at a Culture Network event at the Royal Albert Hall on 31 January. The aims for the new vision are:
- **Open for Business, supporting the cultural and creative economy:** Supporting the cultural and creative economy and enhancing the economic prosperity of residents
 - **Culture for All:** To ensure Westminster's unique cultural offer is accessible and open to all residents, businesses and visitors
 - **Creative Place-making:** To embed culture into our place plans and public spaces, enabling residents to engage in and benefit from the impacts of regeneration
 - **Healthy Residents, Happy Communities:** Promoting and utilising culture to improve the health and wellbeing of residents and to strengthen our communities

A new Cultural Policy & Projects Officer joined Policy & Strategy on 21 January, who will be working on developing a communications strategy to launch the Cultural Vision in the coming months.

- 5.2 Green Plaque scheme - The Westminster Green Plaque scheme was launched in 1991 to commemorate the diverse cultural heritage of Westminster and the people who have lived or worked there. The scheme marks buildings of historical interest that form a significant part of the heritage of the City of Westminster and highlights building associated with people of renown who have made lasting contributions to society. The council has unveiled 121 Green Plaques since the scheme began in 1991. On average four to six plaques are unveiled each year. The GCHQ plaque is the hundred and twenty second plaque to be unveiled in the City of Westminster. Green Plaques since April 2017 are listed in the table below. There are currently 18 nominations being researched before being taken forward. A new online form has helped to streamline the nomination process.

Green Plaques, April 2017 – March 2018	
William Henry Hudson <i>11 Leinster Square, W2</i> Installed May 2017	William Henry Hudson 1874-1922 Naturalist and ornithologist early and influential member of the RSPB. Novelist and author of 'Green Mansions' lived here.
The Gold Brothers Lord John Boutiques <i>43 Carnaby Street, W1</i> Installed November 2017	Lord John During the swinging 60's fashion revolution this building housed the Gold Brothers iconic store, famous for its trend setting mod clothes & psychedelic mural.
Capt. Colyer Fergusson V.C. <i>Orchard Court (site of 13 Lower Berkley Street), Fitzhardinge Street, W1</i> Installed December 2017	On this site stood the birthplace of Captain Thomas Riversdale Colyer-Fergusson V.C. Awarded posthumously died at the Battle of Passchendaele 31 July 1917 aged 21.

<p>William Somerset Maugham</p> <p><i>2 Wyndham Place, W1</i></p> <p>Installed January 2018</p>	<p>William Somerset Maugham 1874-1965</p> <p>Novelist and Playwright lived here 1919-1923</p> <p>“To acquire a habit for reading is to construct for yourself a refuge from almost all the miseries of life”.</p>
Green Plaques April 2018 to date	
<p>Wiltons Restaurant</p> <p><i>55 Jermyn Street, SW1</i></p> <p>Installed May 2018</p>	<p>Wiltons since 1742</p> <p>Established in St James’s by George William Wilton. Noted for the finest shellfish, seafood and game.</p> <p>Purveyor of Oysters to the Royal Household 1838-1938.</p>
<p>Paddington Town Hall site</p> <p><i>Harrow Road/Hermitage Street junction, W2</i></p> <p>Installed Oct 2018</p>	<p>Under the Westway adjacent to this plaque once stood the parish vestry of 1853 and later town hall of the Metropolitan Borough of Paddington</p>
<p>Darbourne & Darke Architects</p> <p><i>Lillington Gardens, SW1</i></p>	<p>John Darbourne CBE (1935-1991) and Geoffrey Darke (1929-2011) designed</p>

Installed Sept 2018	Lillington Gardens Estate in 1961 to much acclaim and many awards
GCHQ <i>Watergate House, 13-15 York Buildings, WC2N 6JU</i> Unveiled by Her Majesty The Queen on 14 February 2019	1919-1921 The first home of GCHQ The UK's intelligence, security and cyber agency Known then as GC&CS, formed from the Admiralty's Room 40 and the War Office's MI1(b) GCHQ centenary 1919-2019

- 5.3 City of Sculpture - City of Sculpture launched in 2010 to promote public art ahead of London 2012. It is now a rolling programme in collaboration with many of London's galleries as well as international galleries and artists to commission and showcase pieces of art. It includes temporary installations of contemporary and traditional sculpture and is supported by private galleries and sculptors who exhibit at their own expense. Sculptures are selected based on: suitability within the surrounding environment; work that enhances the surrounding area; and site availability. All sculptures require planning permission. We currently offer nine sites: Park Lane x2, Marble Arch, Berkeley Square, Cavendish Square, Soho Square, Golden Square, Riverside Walk Gardens and Mount Street Gardens. Sixty one sculptures have exhibited as part of the programme since its launch in 2010. Current sculptures are listed below. Two proposals are awaiting planning permission and three new nominations have been received for consideration.

Location	Sculpture	Artist	Installed
Cavendish Square Gardens	Aurora	Tim Morgan	Due to be replaced by Ba Le Panda and Doggy John by Julien Marinetti

Cavendish Square Gardens	Visitor	David Breuer-Weil	May 2017
Soho Square	Slithery Ways	Pieter Obels	July 2016
Golden Square	Bra and Corset	Kalliopi Lemos	Awaiting planning permission
Berkeley Square Gardens	Butterflies	Manolo Valdes	Replaced Las Meninas by Manolo Valdes in January 2019
Berkeley Square Gardens	Bronze Oak Grove	Rob and Nic Carter	May 2018
Park Lane, Hilton	Queen	Matteo Margaroli	Dec 2019 (not part of City of Sculpture)
Park Lane, Dorchester	Moving Forward	Jill Berelowitz	Jan 2017
Marble Arch	Flight	David Breuer Weil	May 2018

- Coming up, subject to planning permission are:
 - Bra and corset by Kallipoli Lemos in Golden Square
 - Ba Le Panda and Doggy John by Julien Marinetti in Cavendish Square
- New nominations are:
 - Charging Bull or Il Cavallo by Arturo Di Modica for December 2019 display at Park Lane Dorchester
 - Crawling by Sophie Ryder for June 2019 at Park Lane Hilton
 - Orphans or the Last Polar Bear by Gillie and Marc for Marble Arch

6 COMMUNITY ENGAGEMENT AND NEIGHBOURHOODS

6.1 Open Forum was established to engage with those who live and work in Westminster and local community organisations, to discuss issues about life in Westminster. Open Forum meetings are open to all and hosted by the Leader of the Council. Venues for Open Forums rotate around the city to allow accessibility to different neighbourhoods. The most recent Open Forum in January 2019 was held at St John's Hyde Park. The January event followed the question and answer format of the previous forum in September 2018. In addition, there were information stands where attendees could find out about the City Plan, the Health and Wellbeing Strategy, and Westminster Business Support. There were 103 attendees in total and representatives from the Met police, TfL and CWH attended to support cabinet members in answering questions. Topics discussed covered broad themes across housing, planning, transport and community safety, all driven by residents with a mix of questions submitted in advance and asked on the night. The Committee will be updated with details of future Open Forums.

6.2 Assets of Community Value - Since the introduction of the ACV scheme, the council has received 26 valid nominations, of which 13 were successful in being designated whilst 13 were rejected. In 2018 the council received four new ACV nominations, all of which were successfully listed as ACVs:

- Westminster College site at 18 Saltram Crescent
- The India Club bar and restaurant at 143-145 Strand
- Former Bayswater Medical Centre at 46 Craven Road
- The Hospital for Women at 29-30 Soho Square

If you have any queries about this Report or wish to inspect any of the Background Papers please contact Christel Quellenec-Reid Ext 3815 cquellenecreid@westminster.gov.uk

APPENDICES:

None.

BACKGROUND PAPERS

None.

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Communities & Customer Services Policy & Scrutiny Committee

Date:	4 March 2019
Classification:	General Release
Title:	Committee Work Programme
Report of:	Director of Policy, Performance & Communications
Cabinet Member Portfolio	Cabinet Member for Customer Services & Digital Cabinet Member for Sports, Culture & Community
Wards Involved:	All
Policy Context:	All
Report Author and Contact Details:	Aaron Hardy x 2894 ahardy1@westminster.gov.uk

1. Executive Summary

1. This report asks the Committee to suggest topics the 2019/20 work programme.

2. Key Matters for the Committee's Consideration

- 2.1 The Committee is asked to:

- Note the ongoing topic selection campaign
- Suggest items for the 2019/20 work programme

3. Topic Selection

- 3.1 The policy and scrutiny team is currently scoping topics for the 2019/20 work programme. The long list of topics will be drawn together through a horizon scanning exercise, discussions with officers in the relevant services and suggestions from members. The long list will be circulated to members of the committee for comments ahead of the first meeting of 2019/20.
- 3.2 When deciding which topics to include on the 2019/20 work programme, the committee is encouraged to consider:
 - Which items can scrutiny add most value to;

- When would be the best time to consider an item;
- Which items would enable scrutiny to contribute most to the council's priorities;
- What is the most appropriate way to consider a topic (e.g. committee report, task group or another approach); and
- Which items would help the committee best reflect the voice and concerns of residents.

3.3 The Terms of Reference for the Communities & Customer Services Policy & Scrutiny Committee, and Cabinet Members for Customer Services & Digital and Sports, Culture & Community are attached for information (Appendix 1).

If you have any queries about this Report or wish to inspect any of the Background Papers, please contact Aaron Hardy

ahardy1@westminster.gov.uk

APPENDICES:

Terms of Reference for:

- Communities & Customer Services Policy & Scrutiny Committee
- Cabinet Member for Customer Services & Digital
- Cabinet Member for Sports, Culture & Community

Communities & Customer Services Policy & Scrutiny Committee

8 Members of the Council (5 Majority party Members and three Minority Party Member), but shall not include a Member of the Cabinet.

TERMS OF REFERENCE

- (a) To carry out the Policy and Scrutiny functions, as set out in Article 6 of the Constitution in respect of matters relating to all those duties within the terms of reference of the Cabinet Member for Sports, Culture and Community and the Cabinet Member for Customer Services and Digital.
- (b) To carry out the Policy and Scrutiny function in respect of matters within the remit of the Council's non-executive Committees and Sub-Committees, which are within the broad remit of the Committee, in accordance with paragraph 13 (a) of the Policy and Scrutiny procedure rules.
- (c) Matters within the broad remit of the Cabinet Members referred to in (a) above which are the responsibility of external agencies.
- (d) To scrutinise the duties of the Lead Members which fall within the remit of the Committee or as otherwise allocated by the Westminster Scrutiny Commission.
- (e) To scrutinise any Bi-borough proposals which impact on service areas that fall within the Committee's terms of reference.
- (f) Any other matter allocated by the Westminster Scrutiny Commission.
- (g) To have the power to establish ad hoc or Standing Sub-Committees as Task Groups to carry out the scrutiny of functions within these terms of reference.
- (h) To oversee any issues relating to Performance within the Committee's terms of reference.
- (i) To have the power to scrutinise those partner organisations that are relevant to the remit of the Committee.
- (j) To consider any Councillor Calls for Action referred by a Ward Member to the Committee.

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CABINET MEMBER FOR CUSTOMER SERVICES AND DIGITAL

1. CUSTOMER SERVICES AND DIGITAL TRANSFORMATION

- a) To oversee the Council's Customer Services programme including the website, Corporate Complaints and the monitoring of FOI responses.
- b) To oversee digital transformation of the Council's services in collaboration with other Cabinet Members and partner agencies where necessary.
- c) To be responsible for information, information systems, information technology, and telecommunications.

2. BROADBAND AND CONNECTIVITY

- a) To oversee the Council's strategy to promote investment in broadband infrastructure in Westminster in collaboration with the Cabinet Member for Environment and City Management and the Gig Economy and Broadband Champion.

3. CONTRACTS

Subject to the policies and procedures approved by the Cabinet Member for Finance, Property and Regeneration:

- 1. To agree the general levels of service for all term contracts that are being let for the first time. In the case of contracts being re-let over the value of £1.5m to approve the service levels only where, in the opinion of the Executive Director, there are significant changes to these since the last contract award.
- 2. To award all contracts exceeding £1,500,000 and consultants agreements exceeding £300,000 within the terms of reference of the Cabinet Member and contracts of lesser values where referred to the Cabinet Member by the relevant Chief Officer, with the exception of contracts which have been referred to the Cabinet Member for Finance, Property and Regeneration on the basis that there are corporate implications which need to be considered.
- 3. To monitor the performance of contracts relating to the Cabinet Member's terms of reference let by the said Cabinet Member for the first time or where the re-let of the contract has significant changes to service levels after the first six months after the award of the contract.

4. To monitor all contracts within the terms of reference of the Cabinet Member where the contract value exceeds £1,500,000 (£300,000 in respect of consultant's agreements).
5. To approve extensions of contracts or contract overspends where the total contract value is more than £1.5 million and the extension or overspend would account for an additional cost of 10 per cent or more of the contract value.
6. To approve claims in excess of £150,000 from contractors for contracts within the Cabinet Member's terms of reference.
7. To make decisions on requests for waiver of the Procurement Code in respect of contracts with overall values of more than £1,500,000 (£300,000 for consultancy agreements) for contracts within the Cabinet Member's terms of reference).
8. To consider such other contractual matters as may be required by the Procurement Code.
9. To consider settlement of disputes which exceed £150,000.
10. To receive a briefing note advising of a contract award by an Executive Director or Leadership Team Member where the contract is more than £500,000 in value (£50,000 for consultancies) for contracts within the Cabinet Member's terms of reference.

4. FINANCIAL MATTERS

- (a) To approve capital expenditure in accordance with the Financial Regulations on schemes within these terms of reference which form part of the approved capital programme.

5. STAFFING MATTERS

- a) Staffing matters in respect of matters within these Terms of Reference.
- b) Subject also to the endorsement of the Cabinet Member for Finance, Property and Regeneration where proposals involve redundancy/"early retirement" payments.

6. ETHICAL STANDARDS

- (a) To have responsibility for ensuring that all activities within the remit of the Cabinet Member are carried out having regard to the highest ethical standards.

7. CONSULTATION

- (a) To consult with other Cabinet Members on major matters affecting this portfolio, as appropriate, to enable them to maintain a general oversight across portfolios as described in their terms of reference.

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CABINET MEMBER FOR SPORTS, CULTURE AND COMMUNITY

1. SPORTS AND LEISURE

- a) The provision, management, maintenance and development of the Council's sports and leisure facilities, Sayers Croft Field Centre, the Physical Activity, Leisure and Sport team (including sports development, PE and school sport) and also including provision and associated contracts within the Paddington Recreation Ground.
- b) To be responsible for all functions relating to Paddington Recreation Ground and the Community Use of School sports facilities, including Westminster Academy Sports Centre.
- c) The encouragement of the provision of all leisure facilities and activities, including Olympic Legacy events.
- d) The fixing of charges for services and facilities provided by or on behalf of the Council in respect of sports and leisure functions.

2. VOLUNTARY AND COMMUNITY SECTOR (VCS)

- a) To be responsible for the Council's engagement with the VCS, in particular the Council's volunteering community and social value strategies.
- b) To be responsible for the Council's relationship with the Westminster Faith Exchange.

3. CULTURE

- a) To oversee the development and delivery of the Council's cultural vision, in consultation with Cabinet.
- b) To be responsible for the Council's City of Sculpture and Green Plaques programmes.

4. COMMUNITY ENGAGEMENT AND NEIGHBOURHOODS

- a) To lead and develop the Council's Community Engagement Strategy and to be responsible for the development of such proposals and the subsequent implementation of the agreed strategy.
- b) To be responsible for determining ward budget spending proposals developed by Ward Members.
- c) To be responsible for the Open Forums or similar engagement events.

- d) To be responsible for the Council's advice services.
- e) To be responsible for the Community Right to Bid Scheme and the register of Assets of Community Value as set out in the Localism Act 2011.
- f) To be responsible for liaison with neighbourhood fora and Amenity Societies, in consultation with the Cabinet Member for Place Shaping and Planning.
- g) To be responsible for relationships with the Queen's Park Community Council.

5. CONTRACTS

Subject to the policies and procedures approved by the Cabinet Member for Finance, Property and Regeneration:

1. To agree the general levels of service for all term contracts that are being let for the first time. In the case of contracts being re-let over the value of £1.5m to approve the service levels only where, in the opinion of the Executive Director, there are significant changes to these since the last contract award.
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6. FINANCIAL MATTERS

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