



City of Westminster

# Committee Agenda

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

Meeting Date: **Wednesday 12th June, 2019**

Time: **7.00 pm**

Venue: **Rooms 18.01 & 18.03, 18th Floor, 64 Victoria Street, London, SW1E 6QP**

Members:

**Councillors:**

Tony Devenish (Chairman)	Aicha Less
Barbara Arzymanow	Margot Bright
Paul Dimoldenberg	Mark Shearer
Matthew Green	Shamim Talukder

**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.**

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**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 Members and Officers of any personal or prejudicial interests in matters on this agenda.

**3. MINUTES**

To approve the minutes of the City Management and Public Protection Policy and Scrutiny Committee held on 10 April 2019.

**(Pages 5 - 12)**

**4. CABINET MEMBER FOR ENVIRONMENT AND CITY MANAGEMENT - UPDATE REPORT**

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

**(Pages 13 - 42)**

**5. CABINET MEMBER FOR PUBLIC PROTECTION AND LICENSING - UPDATE REPORT**

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

**(Pages 43 - 54)**

**6. ACTION ON FLY-TIPPING REPORT**

The Committee to receive a report providing an overview of waste enforcement activity undertaken during 2018-19.

**(Pages 55 - 72)**

**7. WORK PROGRAMME REPORT**

The Committee to receive a report on the progress of the work programme, suggested 2019/20 work programme and action tracker.

**(Pages 73 - 80)**

**8. ANY OTHER BUSINESS**

Any other business the Chairman deems as important.

**Stuart Love**  
**Chief Executive**  
**04 June 2019**

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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 10 April 2019** in Room 18.2 and 18.3, 64 Victoria Street, London SW1E 6QP

**Members Present:** Councillors Tony Devenish (Chairman), Barbara Arzymanow, Margot Bright, Paul Dimoldenberg, Matthew Green, Aicha Less, Mark Shearer and Shamim Talukder.

**Also Present:** Councillor Ian Adams, Sara Sutton (Executive Director of Environment, City Management and Communities) and Annette Acik, Acting Director for Public Protection and Licensing.

**Expert Witnesses:** Chief Superintendent Helen Harper and Chief Inspector Andy Brittain from the Metropolitan Police

#### 1. MEMBERSHIP

1.1 The Chairman sought any absences, apologies or substitutions to the committee's membership.

#### 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 There were no declarations made.

#### 3. MINUTES

3.1 Councillor Green queried the actions relating to the three nurseries that received funding from the Clean Air Fund, he advised that this information had not yet been circulated.

### 3.2 RESOLVED:

That the Minutes of the City Management and Public Protection Policy and Scrutiny Committee held on 6 February 2019 be signed by the Chairman as a correct record of proceedings.

## 4. CABINET MEMBER FOR LICENSING AND PUBLIC PROTECTION PORTFOLIO OVERVIEW

- 4.1 Councillor Ian Adams updated the committee on the Licensing and Public Protection portfolio. He advised the committee that with regard to fly tipping and waste enforcement, City Inspectors had been continuing to target waste dumping hot spots across Westminster and particularly the 'Big Black Bin' sites in residential areas. With regard to Soho Angels, Councillor Adams advised the committee that following the successful pilot in the run-up to Christmas 2018, the Soho Angels initiative started on 22nd February, operating each Friday night from 10pm to 5am. He informed the committee that the initiative was a partnership between Westminster City Council and the LGBT Foundation.
- 4.2 Councillor Adams went on to discuss rough sleepers, advising the committee that from December through to February, numbers on the street returned to more seasonal norms. He stated that with regard to soup runs, non-commissioned charities and outside givers, the council had been working closer than ever and was keen to continue to build on those positive dialogue over the coming weeks. Councillor Adams discussed the Integrated Street Engagement Unit, advising it was conceived as part of the Council's #MyWestminster programme to improve people's lives in the city. Councillor Adams advised that the council continued to be concerned about tents, stating that the use of tents on the streets presents a significant risk to rough sleepers in Westminster. As such, the council will continue to lobby the Government for improved powers and guidance for statutory agencies.
- 4.3 Councillor Adams informed the committee that there had been an increase in anti-social behaviour, begging and rough sleeping which had a negative impact on the area surrounding the Westminster Cathedral and Piazza. Finally, on the topic of knife crime, he advised that over the past few weeks there had been several knife-related incidents in Westminster. In response, the police had been able to deploy additional police reserves. The Chair thanked Councillor Adams for his update and good work on fly tipping, and also asked Councillor Adams if he could provide a brief update on his new team members and management structure. Councillor Adams introduced Annette Acik, the Acting Director of Licensing and Public Protection and advised that there had been some movement in the management structure with the appointment of Sara Sutton to the Executive Director's post.

- 4.4 Councillor Talukder advised that he hoped to join Councillor Adams and the Police on their next walk about. Councillor Dimoldenberg thanked Councillor Adams for the great work on fly-tipping and the Big Black Bins. Councillor Less raised queries regarding rough sleepers' non-engagement with partner organisations and what could be done about the issue. Councillor Adams advised that there were some hard-core rough sleepers who were difficult to reach, however 8 out of 10 rough sleepers in WCC spend only one night on the street.
- 4.5 Councillor Bright made enquiries regarding the Anti-Social Behaviour (ASB) hotspots in Queensway and queried the council's views on residents hiring private security firms. Councillor Adams advised that the council did not agree with that as policy and the Mayor's Office for Policing And Crime (MOPAC) had recently announced more funding for additional police officers. Councillor Green requested an update on the WCC Hate crime strategy. Councillor Adams advised the committee that the query was timely, as he had met the chairman from the Equalities and Human Rights Commission that afternoon, he also advised that the council had just appointed an Officer last week who had been tasked with identifying members of the commission among other things. Councillor Adams agreed to bring this item back to the committee at a later date.
- 4.6 Councillor Shearer raised queries regarding rough sleepers in St James's ward and Westminster hostel accommodation for rough sleepers, he also asked for an explanation regarding the situation with bed spaces for rough sleepers. Councillor Shearer also queried the old legislation regarding rough sleepers and whether the council had plans on lobbying the government for change. Councillor Adams advised that the plan was to lobby for sensible changes to areas of law, including the Vagrancy Act, which the council believed to be ineffective. Responding to Councillor Shearer's earlier query, Sara Sutton confirmed that the council had commissioned over 400 bed spaces and doubled some night time provision. Councillor Arzymanow advised that one of the main issues in her ward was speeding/racing cars and she queried the council's policy on this matter.

RESOLVED: The committee noted the report.

## **5. CABINET MEMBER FOR ENVIRONMENT AND CITY MANAGEMENT POLICY AND SCRUTINY PORTFOLIO OVERVIEW**

- 5.1 Councillor Tim Mitchell provided a report of the Environment and City Management Cabinet Member's portfolio. Members of the committee were invited by the Chairman to submit questions regarding the report to Policy and Scrutiny Officer.

RESOLVED: The committee noted the report.

## **6. BASIC COMMAND UNIT (BCU) UPDATE**

- 6.1 Sara Sutton addressed the committee advising that the report was an opportunity very early in the implementation stage to review the BCU's approach, she reminded the committee that some of the data was just emerging. She informed the committee that over the last few months the partnerships and collaborative work had strengthened. Chief Superintendent Helen Harper from the Metropolitan Police Service provided an update on the implementation of the new Westminster BCU. It was advised that the BCU went live on 20th February and prior to this, the Deputy Assistant Commissioner led challenge panels to test the readiness of structure, the change and the process. It was noted by the committee that Police Officers had been trained and changes had now been implemented.
- 6.2 Chief Superintendent Helen Harper informed the committee that the Central West BCU had been acknowledged as one of the most challenging and unique. She advised that the volume of incidents and the West End were two key priorities for the Westminster area of the BCU, she also advised that specific attention was focused on putting staffing and governance in place to manage those specifics. Members were advised by Chief Superintendent Helen Harper that the current key challenges were filling vacancies with key posts prioritised; aid was the other challenge as levels of aid demand remained high due to the unique nature of Westminster. Chief Superintendent Helen Harper informed members that cultural change and new ways of working required significant cultural change by officers to fully realise the benefits.
- 6.3 Chief Inspector Andy Brittain felt that managing three unique local authorities' partnerships within the resources of the BCU model had required a review of processes around communications and meeting its structural needs. Sara Sutton advised the committee that the council was undertaking a number of projects in the Church Street ward to improve the lives of young people, both younger groups (years 5 & 6) and older children aged 10-17, she advised that this work had been undertaken together with the police and had been focused on some of the key challenges. Chief Superintendent Helen Harper advised the committee that it was an absolute priority to keep people safe, reduce violence, and deal with the things that matter the most to the people served.
- 6.4 The Chairman raised a query regarding the visibility of the police across areas of WCC, particularly the areas not in the West End. He also raised a query regarding the retention of current WCC BCU police officers. Chief Superintendent Helen Harper advised the committee that the dedicated police officers should be informing the council and the community via social media regarding their whereabouts. She also advised that unfortunately she was unable to stop officers from taking promotions or moving units, but she and others were working very hard to make Central West BCU a very exciting place to work.



- 6.5 Councillor Arzymanow queried the stop and search and knife crime statistics for August 2019. Councillor Bright commented on the perception, fear of knife crime and interactive work with young people. Chief Superintendent Helen Harper advised the committee that the stop and search statistics included the Notting Hill carnival and that the police had just received new section 60 powers allowing the police to categories entire areas for stop and search, when intelligence believes violence or crime was likely to happen, without grounds. However Chief Superintendent Helen Harper advised that the new section 60 powers was an area where they would have to tread carefully.
- 6.6 Councillor Shearer queried the Identity Not Known (INK) finger print recognition technology and Chief Inspector Andy Brittain advised the committee that the Street Engagement Unit used INK equipment and discussed the plans for the use of facial recognition software. Councillor Green commented on the number of burglaries in Little Venice Ward and queried the support offered to victims of crime. He also praised the Little Venice local ward police officer for his great work, especially his work with young people. Councillor Less commented on young people carrying knives for protection, she also queried the opening times for Police Hubs in the Church Street ward. Councillor Less made further enquiries relating to time frame for the installation of CCTV in the Church Street ward. Chief Superintendent Helen Harper advised the committee that she would look into this matter.
- 6.7 Councillor Dimoldenberg discussed drugs and alcohol as drivers to health problems, he queried whether the council should have a view on binge drinking and what more the council could do to assist the police. Councillor Adams commented on middle aged city drinkers and again referred to the work of the Soho Angels. Sara Sutton discussed the licensing charter, where premises holders were looking more closely at their responsibilities to patrons. Councillor Talukder thanked the officers for their presentation and praised his own ward local police officer. Councillor Talukder agreed with Councillor Dimoldenberg regarding drugs and alcohol drivers and spoke regarding the difficulties of neighbours who were afraid to report other neighbours. Councillor Talukder advised Chief Superintendent Helen Harper of an empty unit near Belgravia Station for a space to be utilised by police officers. Councillor Adams thanked the officers for their ongoing work with the council.

RESOLVED: The committee noted the report.

## **7. THE COMMUNITY SAFETY PARTNERSHIP**

- 7.1 Sara Sutton presented a report to the committee providing an overview on how the Community Safety Partnership in Westminster worked, highlighted some examples of best practice and the challenges faced. Sara Sutton advised the committee that some health partners were under-represented at the partnership

meetings and this was being addressed. It was also advised that due to the significant organisational restructures within the police and the WCC council's Public Protection and Licensing department, a governance review had been undertaken and concluded earlier that week.

- 7.2 Sara Sutton informed the committee that the Strategic Assessment was the evidence base for the partnership and aimed to identify the key crime and anti-social behaviour issues affecting the borough. It was identified that some key areas of focus would be domestic abuse and drugs and alcohol which were two of the key drivers of crime and disorder. Other key areas included the risk to older people from repeat victimisation and the council's response to counter terrorism.
- 7.3 Councillor Devenish queried how the council were working with the police to ensure good quality data. Sara Sutton explained that there were a number of good quality analysts in her team, however there was the opportunity to now work with the BCU's local analysts. Chief Superintendent Helen Harper advised the committee that an intelligence analyst would be starting in May. Councillor Dimoldenberg discussed a recent public meeting on an estate, where many residents were angry and concerned with the lack of activities for young people. Councillor Dimoldenberg praised the work of the All Stars and the Avenues, which had featured on national radio. Councillor Green discussed the youth boxing club run by his local ward police officer, he again commented on the good work of his local ward police officer.
- 7.4 Sara Sutton advised the committee that under the wider relationship, 'Everyone Active' and SLM sports facilities would be increasing outreach work with young people and our communities. Councillor Shearer commented on local community groups and residents committed to getting involved in local issues relating to young people, he felt that the council could champion those local groups. Councillor Shearer also queried the vulnerability of older people. Sara Sutton advised that this was an area where her team was working closely with the Adult Safeguarding team and was also an area where she felt needed improvements. It was noted that Sara Sutton would circulate a briefing on social isolation to committee members.
- 7.5 Councillor Arzymanow queried the working relationship between the British Transport police and the Metropolitan Police, she was advised the British Transport Police had informed her that they would be happy to share information, but there were a number of issues that prevented a closer working relationship. In response to Councillor Arzymanow's query, Chief Superintendent Helen Harper advised the committee that she would look into the matter. The Chairman thanked officers for presenting their reports and their good work.

RESOLVED: The committee noted the report.

**8. COMMITTEE TRACKER AND WORK PROGRAMME UPDATE**

8.1 Artemis Kassi (Policy & Scrutiny Officer) presented an updated report on the agreed topics for the committee's 2018/19 work programme.

8.2 The committee reviewed the progress of items on the 2018/19 work programme, committee members were asked to note the unallocated items and prioritise, where required. The committee was also asked to consider items for the 2019/20 work programme and note the action tracker. The committee suggested a number of topics including Parking Occupancy Service, Waste Recycling Plan and Racing Cars. It was also noted that the Inclusion in the Night Time Economy task group was due to report back to the committee and should be added to the programme.

8.3 RESOLVED: The committee noted the report.

**9. ANY OTHER BUSINESS**

9.1 The chair introduced Annette Acik, Acting Director for Public Protection and Licensing.

**10. FUTURE DATES**

Wednesday 12 June 2019 at 7.00pm  
Wednesday 10 September 2019 at 7.00pm

The Meeting ended at 8:56 pm.

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

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

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## City Management and Public Protection Policy & Scrutiny Committee

**Date:** Wednesday, 12 June 2019

**Report of:** Councillor Tim Mitchell

**Portfolio:** Cabinet Member for Environment and City Management

**Report Author and Contact Details:** Angela Bishop  
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Ph: 020 7641 5371

### **1. Environment**

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

- 1.1 My officers are currently working on the Quarter One update and yearly forward plan for GCAP priorities. These updates will form part of the final GCAP Year 4 report published next year.

#### **Air Quality Strategy 2019 – 2024**

- 1.2 The Greater London Authority (GLA) have just finished a consultation on changes to the London Local Air Quality Management framework, which sets out the requirements for boroughs' Air Quality Strategies. While relatively minor in scope, the changes proposed by the GLA will need to be taken into account in the Council's new Air Quality Strategy. Officers are still intending to publicly consult on the Council's Air Quality Strategy in the coming months.

#### **Air Quality Grant**

- 1.3 Department for Environment, Food and Rural Affairs (Defra) provide a grant scheme to help Local Authorities make air quality improvements and to meet their statutory duties under the Environment Act 1995. The Council was eligible to apply for a grant to train City Inspectors on the issue of smoke pollution, to raise awareness of the health impacts of burning.
- 1.4 The Council applied to Defra for a grant of £9,000 to design and deliver a training package for officers. We were required to offer match funding of at least ten percent and £1,000 was offered in addition to the officer time to develop the training programme.

- 1.5** I am happy to announce that the grant application was successful. We will now design and deliver the training to approximately fifty officers.
- 1.6** The delivery of training will equip officers to disseminate information about compliance with the Clean Air Act 1993 to better support businesses that they come into contact with on a routine basis e.g. during food hygiene and licensing inspections, in addition to enabling the effective investigation of complaints regarding alleged Clean Air Act 1993 offences.

### **Schools' Clean Air Fund (SCAF)**

- 1.7** I have agreed that all Westminster schools will receive Air Quality Audits which will provide recommendations to schools that they can take forward in applying to the Schools' Clean Air Fund.
- 1.8** Officers have established a series of tranches of schools to be audited, as the audit programme will need to be staggered. These tranches have been based on geographical spread of schools, engagement with the Council on a variety of environmental and active health projects, and exposure levels to air pollution. It is expected the first set of approximately twenty schools will receive their audits by the end of this 2018/19 academic year.

### **Open Spaces and Biodiversity Strategy**

- 1.9** This strategy has been renamed 'A Partnership Approach to Open Space and Biodiversity in Westminster' to better reflect Westminster Council's role as custodian and the focus on stakeholder collaboration within the document. The document was published on April 1<sup>st</sup> and is available on the Council's website. For the full document, please see Appendix A.

### **Active Streets**

- 1.10** On 23<sup>rd</sup> April 2019, under Westminster's wider Active Streets programme, St Mary's Bryanston Square primary school launched their 'school street', a timed road closure of Enford Street at the beginning and end of the school day.
- 1.11** Officers are investigating the potential for additional school streets to be implemented across the city and they will be an intervention that may be recommended to schools through the Schools' Clean Air Fund.
- 1.12** We also launched our first ever permanent 'Play Street' which opened on Monday 29<sup>th</sup> April in Luton Street and Fisherton Street. A permanent designation will provide priority over traffic to children and families to play in streets at specified times.

**1.13** The Active Streets programme is a key strategy commitment of our ActiveWestminster strategy - *Activate Your City, Lives and Neighbourhoods*, as well as being in our Biodiversity and Open Spaces strategy.

## Energy Strategy




**1.14** We are continuing to develop Westminster’s Energy Strategy. The draft Strategy is due to be published in Autumn 2019. Some of the key opportunity areas to be explored in the development of the Council’s new Energy Strategy include:










- Establish the baseline energy performance of Westminster corporate buildings and housing to help guide future energy reduction strategies.
- Improve the average energy performance of the Council’s buildings, targeting improvements in the worst performing premises in the property portfolio.
- Explore opportunities for participation in programmes to deliver housing energy efficiency retrofit at scale – e.g. through the ‘Retrofit Together’ pilot and/or the Mayor of London’s social housing ‘RENEW’ scheme.
- Explore opportunities for the expansion of local energy networks in Westminster, including inter and intra-borough network opportunities (e.g. South Kilburn Opportunity Area in Brent).
- Develop supplementary planning guidance to encourage more innovative energy solutions in new developments.
- Explore the use of carbon offset funding to support/enable energy improvements or low carbon energy generation on council, community or local small business assets.
- Engage large landholders in Westminster and provide advice and support to local small businesses, to encourage efficiency improvements in commercial premises.
- Explore further opportunities for new electric vehicle charging infrastructure and innovative smart technologies.

## 2. Highways and Transport

### Highways – Reactive Jobs on Footway and Carriageway

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

	February 2019 Performance		March 2019 Performance		April 2019 Performance		Completed within time target. (April 19)	Target
Priority 1 (2 hour)	99%		100%		100%		53 of 53	98%

Priority 2 (24 hour)	96%		98%		97%		241 of 249	98%
Priority 3 (10 days)	100%		100%		98%		244 of 249	98%
Priority 4 (28 days)	93%		98%		99%		809 of 810	98%

**2.2** FM Conway have performed well during the February to April period, despite some very challenging circumstances. Given the traffic disruption associated with the Extinction Rebellion protests and the level of jobs undertaken, it is a commendable performance.

**2.3** During the January to March 2019 Audit of reactive works, 130 sites were checked and visited by the contractor. 93% of the works were completed and 86% were completed in compliance with the service specification.

#### **Planned Preventative Maintenance Footway – 2019/2**

**2.4** Soho Square, Marylebone High Street, Pall Mall and Grafton Street have been completed in the last quarter.

**2.5** FMC are currently on site at:

- Old Compton Street due for completion in June
- Allitsen Road due for completion in June
- Avenue Road due for completion in July
- Cunningham Place due for completion in September
- Ebury Street due for completion in October
- Randolph Avenue due for completion in December

**2.6** Norfolk Place, St Michaels Street and Craven Hill Gardens are due to commence on site in June.

#### **Planned Preventative Maintenance Carriageway – 2018/19**

**2.7** Portnall Road and Hertford Street were completed in the last quarter. Francis Street is currently on site and due for completion in May. Sutherland Avenue, Cambridge Street, Warwick Avenue and Queensway are due to commence on site in June.



## Lighting

	Feb 2019 Performance		March 2019 Performance		April 2019 Performance		Target
<b>Priority 1 (2 hour)</b>	100% (22 of 22 jobs)		100% (50 of 50 jobs)		95% (21 of 22 jobs)		98%
<b>Priority 2 (24 hour)</b>	100% (5 of 5 job)		100% (6 of 6 job)		100% (6 of 6 jobs)		98%
<b>Priority 3 (48 hour)</b>	96% (907 of 949 jobs)		100% (291 of 291 jobs)		100% (413 of 414 jobs)		98%
<b>Priority 4 (7 day)</b>	No jobs in period.		No jobs in period.		100% (6 of 6 jobs)		98%

**2.8** The reactive lighting service has delivered a strong set of results in the February to April period.

**2.9** The only supplier of replacement parts for gas lighting assets, Sugg, went into administration in the period and as a consequence the repair and maintenance of these lights is currently a significant challenge. The Council is working to agree a long-term solution that enables these areas to be adequately lit.

## Road Management

	February Volume	March Volume	April Volume	Previous three months' average
<b>Utility Works</b>	2,261	2,204	2,052	1,041
<b>Crane Licences</b>	84	57	73	71
<b>Temporary Structures</b>	149	175	148	143
<b>Road Closures</b>	100	92	80	100

**2.10** We have witnessed a downturn in activity on the network since February. We have experienced a 30% reduction in granted Utility Works in comparison with the same period last year. Crane licences are down 25% in comparison with the same period last year. Temporary structures remain unchanged in comparison with the same period last year and Road Closures are down 20%.

**2.11** 100% of highways condition surveys were completed in the period in line with the necessary frequency.

## Surface Water Management

**2.12** The January to March quarter continued without any significant operation issues. Generally good weather has persisted over the last few months. Reactive works have remained consistent during this time and within expected volumes. The drainage Emergency Callouts have also remained low. In conjunction with Contract A, over the course of the last year we worked to resolve any locations that would typically flood during wet weather.

**2.13** FM Conway attend up to a hundred sites per day and frequently have issues with parked cars, road works, and traffic preventing works completion. FM Conway are looking for innovative ways to address these issues, including further coordination with parking services and adjusting the routine programme.

### Gullies Cleaning Data (January – March 2019)

Gullies Attended	Gullies Cleaned	Further Works Reported	Further Works Resolved (Heavy Jetting)	Stuck Lids Reported	Vehicle Over	Unforeseen Site Circumstances	Patch-Lining Repairs Completed
3,025	2,385	202	25	49	307	407	175

## Cycling

**2.14** The cycle hangars traffic order consultation was conducted for a proposed nineteen new sites from the 7<sup>th</sup> March to 29<sup>th</sup> March. Following on from responses received to the consultation, it is proposed to install thirteen of the consulted hangars. Alternative locations and new sites will be developed in the 2019/20 installation programme.

**2.15** We are reviewing the current cycling Quietway schemes being proposed in the borough, in order to rationalise our forward capital programme. Future delivery of these routes would be subject to a Cabinet Member Report, relevant traffic order consultation and confirmation of Transport for London (TfL) funding.

## Public Realm Schemes

**2.16** Over thirty public realm schemes are being delivered on the ground at any one time, with work further work being continually undertaken on design and development of new schemes. Work is progressing on a number of Local Safety schemes, developer schemes, Community Infrastructure Levy (CIL) funded schemes and the Local Implementation Plans (LIP) programme of work.

**2.17** The major public realm schemes are progressing on time and on budget.

- 2.18** Of the larger public realm schemes, work on Phase 1 and 2 of Queensway has been completed, with Phase 3 commencing in the Autumn.
- 2.19** The Strutton Ground scheme is nearing completion and enabling works has started at Christchurch Gardens. Work on Berkeley Square commenced in July 2018 and is progressing well, with completion due in early 2020.
- 2.20** Work is continuing on Phase 1 of the Oxford Street District programme in advance of the opening of Crossrail.
- 2.21** Baker Street Two Way is due for completion in June with post-monitoring to be undertaken until the Autumn. Work is progressing on the development of the design for the Strand/Aldwych scheme following consultation in early 2019. Hanover Square is on site, with construction expected to continue into 2020. The final phase of Bond Street commenced in May and is due for completion later this year.

### **3. Parking**

#### **Parking on Estates**

- 3.1** Traffic Orders enabling parking enforcement on Westminster Council housing estate land came into effect on 6 May for Churchill Gardens Estate. Enforcement has begun on the estate via Warning Notices, with full PCN issue scheduled from 20 May.
- 3.2** A formal Traffic Order consultation process is underway for the next phase of estates, with the rest of Westminster Council's estates to follow suit in three phases for completion in late Summer/Autumn 2019.

#### **Online Suspension (OLS) tool**

- 3.3** The online suspensions tool, which allows for full customer self-serve of suspension bookings, went live on 15 May. Following a successful pilot, all customers are now able to book, amend and cancel their own suspensions online via an interactive map.
- 3.4** All applications are being monitored by the back office, who are able to intervene if necessary/appropriate. The London Borough of Camden have been operating a fully self-serve system since November 2018 and their experience has greatly informed our go-live.

## **Diesel Surcharge**

- 3.5** Westminster City Council developed a proposal for a diesel parking surcharge, which applies a 50% additional charge on hourly tariffs for pay to park bays across the city for pre-2015 diesel vehicles.
- 3.6** The diesel surcharge was trialled in parking Zone F (Hyde Park, Marylebone and Fitzrovia) where it led to a 16% reduction in diesel vehicles parking in Zone F with no displacement to neighbouring areas.
- 3.7** Following public consultation in 2018, approval has been given to expand the diesel surcharge city-wide. We are now in a twelve-week mobilisation period which will ensure operational readiness for an expected September 2019 go-live.

## **Traffic Contraventions**

- 3.8** Three new camera sites are scheduled for implementation on 20 May to enforce moving traffic contraventions at Clifton Road/Lanark Road, Cambridge Square and Devonshire Place. A Camera Enforcement review has commenced to assess the effectiveness of the current camera stock and sites, propose potential new sites and confirm and refine processes.
- 3.9** Work continues to develop Parking Services' procurement strategy for its two main contracts (People and Resources and Business, Processing and Technology), both due for expiry in 2020.

## **Idling Fines**

- 3.10** Following our successful #Don'tbeidle campaign and the Council's calls for better powers to tackle engine idling, which has seen ministerial support from Michael Gove, Secretary of State for Environment, Food and Rural Affairs, the Council has met with the Department for Transport to discuss our vehicle idling enforcement. We hope this will influence the development of future policy and legislative options that will give powers to the Council to improve air quality for all.

## **Electric Vehicle Charging**

- 3.11** To aid the transition of the black taxi fleet to zero emission vehicles, Electricity Supply Board have installed the first six rapid chargers across four taxi rest ranks on the Westminster network. Two chargers are in Wellington Place and one charger each in Warwick Avenue, Kensington Road and Lancaster Gate. This complements the rapid charger in operation on the Transport for London Road Network in Park Road.

- 3.12** Work will start on two further locations (five rapid chargers) in Regency Place and Grosvenor Gardens in June. We have also met with TfL to discuss the next phase of rapid charger rollout out which will include charge made publicly available. A list of potential sites is in the process of being drafted for review.
- 3.13** There are currently 238 Electric Vehicle (EV) on-street charging points;
- 97 of these are in dedicated EV-only bays;
  - 44 in dedicated car club bays;
  - 6 taxi rapid chargers with a further 91 retrofitted into lamp columns.
- 3.14** It is the Council's goal to continue to build EV infrastructure to keep up with demand and help reduce air pollution. We are at the final stages of signing a contract with Siemens to deliver approximately a further 150 lamp column charge points.
- 3.15** The Council is also working to introduce a further thirty-five freestanding charge points through the contract with Blue Point London, made up of fifteen 7kW and twenty 22kW charge points (the first at this power output on our network).

## **4. Waste and Parks**

### **London Marathon**

- 4.1** The 38<sup>th</sup> London Marathon was held this year at the end of April. More than 40,000 runners took part. Westminster deployed twenty-five street staff and ten vehicles to carry out the post event cleansing, to ensure the streets were ready for reopening to traffic.
- 4.2** This year, the clean-up took just over two hours, which was well within the time constraints required by the traffic order. In the process of the cleanse, Westminster collected 2.56 tonnes of plastic bottles / recyclables (approximately 36,000 water bottles) and approximately 3.22 tonnes of general waste.

### **Extinction Rebellion**

- 4.3** Extinction Rebellion carried out a two-week programme of activity that caused major disruption across Westminster. Westminster's Waste & Parks Team and Veolia initiated a flexible plan to ensure that there resulted in minimal disruption to waste/recycling collection services, and the street cleansing team ensured that during and after events, the streets were maintained and returned to an acceptable standard of cleanliness. Waste & Parks in conjunction with FM Conway also sent graffiti cleansing teams onto Waterloo Bridge post-occupation, whilst it was closed for maintenance to ensure that the bridge was returned to standard.

## Street Waste Action Team (SWAT)

4.4 The SWAT project recently received the 'Waste Performance of the Year' national award at the annual Keep Britain Tidy Conference and has also been shortlisted by the National Recycling Awards for 'Partnership Project of the Year' for its work with Veolia and other stakeholders. The SWAT team has recently completed operations in Lancaster Gate ward and is currently active in Queen's Park ward.

## Street Surveys

4.5 Three times each year, Keep Britain Tidy visit Westminster and independently survey our streets, giving us an absolute measure of street cleanliness for levels of litter, detritus, graffiti and fly-posting.

4.6 The results of the first survey have been received and demonstrate favourable results. Levels of detritus, graffiti and fly-posting remain low, but the score for litter is the lowest it's been since these surveys began, over 10 years ago. Fewer than 1% of the streets the surveyors visited showed signs of litter, which is a real tribute to the hard work of Veolia's sweepers.

	Tranche Survey	Litter	Detritus	Graffiti	Fly-posting
2017-18	1	1.59%	1.16%	4.13%	0.48%
	2	3.33%	1.13%	7.14%	1.27%
	3	6.03%	6.05%	5.71%	0.63%
2018-19	1	1.75%	3.63%	6.19%	1.75%
	2	3.81%	1.50%	5.08%	0.32%
	3	4.13%	2.13%	3.97%	0.16%
2019-20	<b>1</b>	<b>0.79%</b>	<b>2.46%</b>	<b>4.13%</b>	<b>0.16%</b>
	2				
	3				

## Appendix A: Westminster City Council's Open Spaces and Biodiversity Strategy





# A Partnership Approach to Open Spaces and Biodiversity in Westminster

Published in March 2019





# Foreword

The open and green spaces dotted across Westminster are remarkable. We are fortunate to be custodians of some of the most recognised and valued areas in London and almost one quarter of Westminster’s 8.9 square mile area is open and green space. Westminster’s parks and gardens also offer immense quality, very recently achieving a total of 24 Green Flag awards between them. These spaces provide important opportunity for respite in the centre of one of the world’s most vibrant cities, and they get and keep people active, as well as helping to improve local air quality across the city.

We know residents, workers and visitors alike value these areas immensely. Our green and open spaces provide opportunity for physical activity, leisure and sport and contemplation for us all. The green areas of the city also provide an important home to the rich and diverse wildlife that live or visit the city each year.

Our partners across central London are vital to helping us deliver these benefits. The Royal Parks provide a large proportion of the green open space in Westminster and create a unique draw for tourists and visitors in particular. Various partners enable the use of the Westminster’s numerous private squares and gardens by our near quarter of a million residents, while Business Improvement Districts, major landowners and other groups work with us to deliver exceptional greening initiatives in locations across the city.

The council is determined to protect, enhance and promote our many parks, open spaces and other green infrastructure, as well as acting to conserve the city’s rich and diverse wildlife, so that we can all continue to benefit from them. We are equally committed to encouraging and facilitating new greenery wherever possible across the city – whether in the form of new green spaces, living walls and roofs, or other innovations.

I look forward to working with everyone that values these outstanding assets.

**Cllr Tim Mitchell**  
Cabinet Member for Environment and City Management



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# Introduction: Pressures and Priorities

Westminster has an impressive open space and green infrastructure network – in fact it is a much ‘greener’ place than many people tend to expect. Almost one quarter of Westminster’s 8.9 square mile area is open and green space, and the number and range of other ‘green assets’ such as living walls and roofs, is increasing.

Over half of the city’s open spaces have a heritage designation, with more than 70 London Squares and 21 Historic England registered parks and gardens, including the five Royal Parks. These unique landscapes are assets that can reinforce a sense of place and identity, improve health and wellbeing, boost environmental resilience and make the city a more attractive and prosperous place. Westminster is also home to a thriving and diverse range of plants, animals and micro-organisms. Over 600 different kinds of flora and fauna have been recorded in Westminster and St John’s Wood has formal designation as a Local Nature Reserve under the National Parks and Access to the Countryside Act (1949). In fact, nearly one quarter of Westminster’s total area – more than 500 hectares – is protected because of its wildlife value.

Nonetheless, there are challenges associated with providing green and open space in the very heart of central London. Westminster is a truly ‘24 hour city’ and its population of over 233,000 residents is boosted on a daily basis by a further 674,000 workers and 176,000 visitors, which swell the overall population to an estimated around 1.1 million. With the impending opening of Crossrail and other infrastructure improvements, these figures are only set to rise. Population growth adds additional pressure on existing green space, but conversely it also further intensifies the value of that very infrastructure and of other interventions to help relieve the intensity of the urban built environment.

User surveys and feedback from the public highlight just how highly valued by the local community Westminster’s open spaces are. Open spaces refer to all open spaces of public value, including not just land, but also areas of water which offer opportunities for sport and recreation and can act as a visual amenity. Access to nature is important for individual and collective wellbeing, and our parks, open spaces and green infrastructure provide opportunities for people to be physically active and do things which benefit all aspects of their health. We want to capitalise on this, helping as many people as possible to feel the benefits and increase the accessibility of our open spaces. Meanwhile, as the local authority we have a statutory responsibility to have regard to Westminster’s biodiversity. We need to make clear plans to protect and improve conditions for the species and habitats that make up the city’s abundant wildlife. We can achieve this by working together with key partners, to maximise our impact within available resources.

Given these pressures there will be challenges in ensuring that we reap all the benefits of having high quality, well maintained open spaces and green infrastructure. The city council has therefore developed this strategy for open spaces and biodiversity, to help us meet these challenges head on.





# Policy context

The importance of open and green spaces along with the role of local authorities in protecting, managing and enhancing them, is recognised in a range of policy documents and frameworks.

The National Planning Policy Framework (NPPF) advises that councils should conduct up-to-date assessments of the needs for open space, and opportunities for new provision, while also working towards the protection and enhancement of networks of biodiversity and green infrastructure (paragraph 114). Open and green spaces are also protected by some specific legislation – for Westminster this includes the London Squares Preservation Act (1931) which offers statutory protection to a number of squares and enclosed gardens across the city.

The NPPF is supported by Planning Practice Guidance, which advises local authorities to prepare green infrastructure strategies and requires them to take account of biodiversity. This is in line with the Natural Environment and Rural Communities Act 2006 (Section 40).

The city council reflects the aims of the Mayor's London Plan in its own planning policy, with a clear strategic objective within Westminster's City Plan to: "protect and enhance Westminster's open spaces, civic spaces and Blue Ribbon Network, and Westminster's biodiversity; including protecting the unique character and openness of the Royal Parks and other open spaces; and to manage these spaces to ensure areas of relative tranquillity in a city with a daytime population increased every day to over one million workers and visitors." Key policies within the current City Plan include:

S35 Open Space; S36 Sites of Importance for Nature Conservation; S37 Westminster's Blue Ribbon Network; S38 Biodiversity and Green Infrastructure; and S32 Noise; although additional policies on flooding, design, heritage and health are also all relevant. The city council is currently refreshing and its City Plan and a new look is being taken at the aspects which pertain to open spaces and biodiversity as part of this. Careful drafting and application of the relevant planning policies within our City Plan will provide the necessary policy framework to enable us to protect, develop and enhance Westminster's open spaces and wildlife.

Our priorities are further supported and reinforced by the council's Code of Construction Practice, which was published in July 2016. This document helps us to monitor, control and manage construction impacts on sites throughout Westminster. It sets out a range of requirements for developers whose proposals may have implications for the city's green assets or local ecology, to ensure negative impacts are managed and mitigated.

In addition to this statutory planning context, the council's strategic approach to open spaces and biodiversity shares important connections with a wide range of its other policies and strategies. A few key examples are shown opposite.

This strategy looks at how we can work with partners to maximise the benefits of the city's green assets for the health and wellbeing of individuals and communities, whilst protecting the environment and biodiversity and supporting the character and prosperity of Westminster as a whole. In doing so, it aligns directly with the council's City for All vision.

**Page 26** The Mayor of London's London Plan aims to protect and promote London's open spaces and green infrastructure. Key relevant policies in this plan include the requirement for planning authorities to audit, manage and protect existing green spaces and infrastructure and develop priorities for addressing deficiencies. Also included are dedicated policies relating to play and recreation space, urban greening, sustainable drainage and biodiversity. A new London Plan is currently in draft form and, once adopted, will put a particular focus on 'good growth' and green infrastructure. The Supplementary Planning Guidance document on the All London Green Grid, published in 2012, added extra emphasis in respect of connecting and integrating London's green infrastructure network. Any future iterations of this strategy will also have regard to the Mayor's new London Environment Strategy, which was published in 2018 and integrates all aspects of London's environment in a strategy for the first time.

The Mayor also wants to make London the world's first National Park City, with high quality green spaces, cleaner air and waterways, and greener streets that encourage and provide more space for healthy living. It is hoped that a National Park City will create more opportunities for Londoners to get involved in physical activities as they help make the city greener, such as tree planting and gardening. The Mayor's commitment to valuing green infrastructure alongside 'built' elements is also outlined in the London Infrastructure Plan 2050.

## This Strategy in Context: Some Key Links Within Westminster





# The Importance of Open Space and Green Infrastructure

The benefits of open space and green infrastructure to individuals and communities are broad ranging. Providing green spaces and places for nature improves the health and wellbeing of individuals, increases resilience to climate change, improves air quality and enhances biodiversity, while also delivering economic benefits and driving local growth and prosperity. It is also one of the most effective ways to address health inequalities in the community.

Our understanding of the precise impacts is growing all the time and there's always more we can learn about the benefits of protecting and investing in 'green assets'. In 2016 a Department of Communities and Local Government (DCLG) committee recommended that more work was needed to specify the real value of the contribution of green spaces to wider public agendas. So research and exploration of these issues is ongoing and this ever increasing body of evidence has been brought into consideration in the development of this strategy.

## Health and wellbeing benefits

Our network of green and open space has many benefits for physical and mental health and wellbeing. Among the most recent evidence are findings from a research study by Fields in Trust, which indicate that proximity to, and more frequent use of, local green space produces corresponding increases in health and wellbeing scores across all four of the Office of National Statistics wellbeing indicators (life satisfaction, sense of worth, happiness and anxiety) along with general health.

### Physical health

Insufficient physical activity is among the ten most important risk factors for the health burden in England, costing the NHS over £1 billion a year. In Westminster, over 58% of adults aged 16 and over engage in moderate physical activity only once a week or less and the percentage of children who are overweight is higher than the national and London average.

Access to parks can and should promote more active lifestyles by default, by providing space for physical activity, leisure, sport and play. Public Health England recognise that increased access to green space is directly linked to increased levels of

physical activity, which is then directly connected to maintaining mental and physical health and preventing illness. This is supported by a wealth of scientific evidence which demonstrates a positive impact in terms of reductions in long-term conditions: this includes heart disease, cancer, musculoskeletal problems, cardiovascular morbidity, obesity, type 2 diabetes and overall mortality.

Westminster's Joint Health and Wellbeing Strategy recognises the value of our network of open and green spaces, not only in encouraging physical activity but also in providing opportunities for relaxation and interaction, which can impact on other concerns such as loneliness and social isolation. For example, dog walking can be a key leisure activity for some people that encourages them to be active and socialise. Of course not every green space is ideally suited for dog walking (often due to the small size of the space), but we will enable the activity wherever possible. Westminster has a strong track record of dealing with issues of dog fouling, which can negatively affect other users of open spaces - we rely on dog owners to act responsibly and help us with this. These connections point to a direct alignment between making the best use of Westminster's green spaces and infrastructure and our strategic health objectives.

## GROUP ACTIVITIES IN OPEN SPACES

Paddington Recreation Ground is somewhat unique in Westminster, as our largest open space area outside of the Royal Parks, with multiple facilities for physical activity, leisure and sport.

The city council works to make the most of this valuable asset, often using it to create opportunities for the community to come together and get physically active. A highly successful mass Tai Chi session was held there in 2017, attracting over 50 participants. Since then this open space has hosted the launch of National Fitness Day, which saw 300 young people receive top quality coaching in tennis, netball, athletics and hockey from stars such as Colin Jackson and Alex Danson. Paddington Recreation Ground was also the venue for the council's 2018 **#MyWestminster Day**, where, alongside finding out more about a huge variety of council and community initiatives, local people could enjoy the 'activity zones', taking part in fun challenges. The event attracted over 3,000 visitors to the park. Through this strategy the council hopes to build on good examples like these, to use our green and open spaces in ways that help people look after their health and wellbeing in ways they really enjoy.





One of the ways in which the city council will maximize the use of our parks and open spaces is for physical activity, leisure and sport, ensuring that this is supported, permitted and enabled by default as well as being supported by our Park Makers scheme. Under the Park Makers scheme local providers and individuals can volunteer to deliver free physical activity, leisure and sport activities in Westminster's parks and open spaces. There are opportunities for them to improve their skills and expertise while opening up access to organised physical activity, leisure and sport opportunities to the whole community. This initiative was recently highlighted as a 'best practice' approach and it marks an important link between promoting open spaces for their positive impact on physical health and our commitment to support volunteering. This is a connection the council would like to explore even further in the future as part of this and the ActiveWestminster strategy.

#### Mental health and wellbeing

Green spaces also offer tranquil spaces in the heart of the city. There is strong evidence that green spaces directly improve our health. Green spaces are associated with a raft of health benefits such as; improved mental health and wellbeing, improved cognitive function and stress reduction, and increased self-esteem and improved sleep quality..

Supporting and improving the mental health of Westminster's residents and visitors is a high priority for the council. Our Joint Health and Wellbeing Strategy recognises that "poor mental health can affect quality of life, life expectancy and the ability to participate in and contribute to society", while also noting that Westminster has a higher prevalence of self-reported anxiety and depression than neighbouring London boroughs. Studies have shown that people value green spaces as important for their happiness and wellbeing and local data reveals that in Westminster a large proportion of people who use our parks and open spaces do so in order to enjoy the peace and quiet.

Green space is also one of the most effective ways to address health inequalities in the community. Increasing the use of good quality green space for all social groups is likely to improve health outcomes and reduce health inequalities. It can also bring other benefits such as greater community cohesion and reduced social isolation.

#### Communities

In addition to the physical and mental benefits which may be felt by individuals, green spaces and infrastructure can contribute to the collective wellbeing, resilience and cohesion of whole communities. Our green assets can help foster a sense of community – whether through community growing projects like the one in Church Street or simply by providing a focal point where local people can gather together to socialise, learn and volunteer.

#### FOREST SCHOOLS

The Forest Schools programme has been operating out of Paddington Recreation Ground for over three years. It has become extremely popular with local primary and infant schools, which send their pupils to enjoy the custom-built Environmental Area and the newly added bluebell glade extension, as 'outdoor classrooms'. Children learn about wildlife as well as, through planting herbs and vegetables, gaining an understanding of where their food comes from, which can have additional benefits in line with the council's commitment to helping tackle childhood obesity. This year we will engage more children in the programme; our target for 2019-20 is 7,000, which builds upon last year's ambitious rate of participation. Furthermore, we're looking to develop the offer to create more opportunities for other sections of the community to learn about nature. We've already begun working with Special Educational Needs (SEN) schools and the Home Education Network. We're also creating more opportunities for adults and whole families to learn together. Details about how we intend to continue doing this are outlined in the Action Plan attached to this strategy.

#### Environmental benefits

The environmental benefits of open and green space are broad ranging and well documented, and are drawn into particularly sharp focus in intensively developed, highly populated urban areas like the centre of London. They play a vital role in supporting urban wildlife, can help improve resilience to climate change, improve air and water quality, and are an integral part of the historic townscape.

#### Wildlife and biodiversity

Both open spaces and green infrastructure, such as green roofs and walls and trees, can provide habitats for wildlife and support pollinators. There are 32 locations in Westminster that have the designation of Sites of Interest for Nature Conservation (SINC). This total has remained unchanged for almost ten years and underlines the major contribution that green spaces and infrastructure within our borough make to supporting biodiversity across London and more widely. The majority of these sites incorporate a number of different habitat types, enabling them each to benefit a range of species. However, most recent audit data shows that of the total land area assessed, only 39% was found to have 'average to rich' or 'rich' species diversity. This is something we would look for opportunities to improve through this strategy.

#### Access to nature

As well as providing for wildlife, green spaces and infrastructure allow people to experience a closer relationship with nature. There is a significant weight of evidence connecting a lack of contact with nature with a range of negative impacts on people's wellbeing, including higher incidences of depression, stress and anxiety, and greater susceptibility to allergies. There is a particular significance for children and young people growing up in predominantly urban environments, with studies indicating that spending time in the natural environment can improve children's cognitive development, mood and self-esteem, and may even reduce the symptoms and need for medication among children with ADHD. This underlines the importance of providing opportunities to interact with nature for those growing up in Westminster.

The London Plan encourages boroughs to ensure people can walk to areas with significant wildlife value (no more than 1km from their homes). The city council aims to respond to this by continuing to maintain high quality green spaces all over the city, and in view of the known benefits in terms of health and wellbeing we will be particularly keen to increase opportunities in places where there is less easy access to nature currently. Our priorities will be guided by audit work which has identified specific areas of potential deficiency indicated in Appendix 3.



### LOCAL PARTNERS DELIVERING NEW GREEN INFRASTRUCTURE

There are several examples of private local stakeholders across Westminster working to 'green' our city. Greenery has been added in many locations and in a variety of forms including living walls, green roofs and on-street planters. As well as adding visual interest and environmental benefits in terms of air quality and urban cooling, these assets provide important habitats for local wildlife. The 'Evergreen Embankment' project has recently added a living wall at Embankment tube station – it was delivered through effective partnership working between the local Business Improvement District, Transport for London and other interested parties. Another excellent example of local stakeholders collaborating to deliver green infrastructure is Wild West End. A joint initiative by local landowners, with the support of the London Wildlife Trust and the GLA, which seeks to "encourage birds, bees and bats back into this iconic area of London, and create greater connections with nature for residents, visitors and workers to enjoy." Among their achievements is the creation of 'Pocket Meadows' at the residential development 25 Castlereagh Street, which is in a geographic area of priority for the council in terms of greening and was short-listed for a Civic Trust Award in 2016.



### Climate change and urban cooling

Green spaces and planting have a crucial role to play in helping manage the effects of climate change. They help to cool the city, lowering both surface and air temperatures by providing shade and through evapotranspiration. A well-known effect of urbanisation is the warming of the local climate relative to surrounding rural areas, creating a phenomenon known as the 'urban heat island' (UHI). Planting in urban locations helps to mitigate this. Green roofs and walls can also provide insulation, reducing the need to cool and heat buildings mechanically. This further benefits the environment in terms of energy efficiency, in line with the aims of the city council's Greener City Action Plan.

### Flooding

Green spaces also help to reduce flood risk. Intense rainfall can cause localised flooding as rainwater is unable to soak into the ground or drain away, but vegetation can slow down and reduce the flow of rainwater to the drainage system. Westminster has identified areas that are susceptible to surface water flooding so the city council would look to preserve and where possible enhance planting in these regions as a priority. Small areas can also contribute, such as the John Lewis Rain Garden in Victoria which provides permeable surfaces that help to manage rainwater flow. The key role that green infrastructure like this can play in reducing surface water flooding is recognised in the London Sustainable Drainage Action Plan.

### Air Quality

Westminster has some of the poorest air quality in the country and has been designated an Air Quality Management Area (AQMA) since 1999 for nitrogen dioxide (NO<sub>2</sub>) and particulates (PM<sub>10</sub>). Air pollution damages human health causing an increased risk of cardiovascular and respiratory diseases, an increased risk of cancer, and exacerbating asthma. The number of additional deaths in Westminster attributable to air pollution was estimated at 9,400 in 2010. It is considered virtually certain that this figure has risen since that time.

Vegetation can help improve air quality, by absorbing pollutants such as ozone, nitrogen dioxide and particulates. The London i-tree study found that trees are particularly effective in storing carbon, estimating London's trees store almost 2.5 million tonnes of carbon each year. In recognition of this and other benefits, this strategy supports and will coordinate with the council's Greener City Action Plan commitment to planting 1,000 trees by 2020. Green walls can also play a role and because we want to prioritise improving air quality for Westminster's children and young people. The city council will always push for the incorporation of this type of green infrastructure in all school-based developed, especially on heavily trafficked roads.

Green planting and well maintained open spaces have the additional benefit of making the city more attractive to pedestrians and cyclists. This contributes to the aims of the council and numerous partners around increasing carbon neutral travel to reduce air pollution. In 2016 the council successfully established the area around Marylebone as a Low Emission (LEN) Neighbourhood and as part of this has focused on creating attractive streets for walking and cycling.

### Water Quality

Most of Westminster is served by combined sewers designed in the 1860s. These receive both waste water and rainwater, and during rainy periods may overflow into the River Thames. Open space and green infrastructure can reduce the amount and speed of rainwater entering the drainage network, and thereby reduce the polluting overflows from the combined sewers into the river. Poor water quality, as a result of foul drainage from developments into rivers for example, can lead to excessive weed growth, de-oxygenation and the killing of fish species.

### Heritage and townscape

Open spaces are also an integral part of Westminster's historic fabric. They create attractive views and provide the setting for buildings, contributing to the character of the city. The Royal Parks and River Thames provide the setting for iconic landmarks, such as the Palace of Westminster and Buckingham Palace. Open spaces can also be heritage assets in their own right, with 21 registered parks and gardens and 85 London Squares in Westminster. Many parks and gardens also contain listed buildings and structures including statues and fountains.



## Economic benefits

There is growing evidence to support the economic benefits of green infrastructure. As well as the potential savings to health care, social and environmental costs, there are benefits to local businesses and a positive impact on tourism. Green spaces also provide economic benefits by increasing quality of life, attracting and retaining a skilled work force, increasing property values and encouraging new residents and investments - therefore being economically sustainable, increasing productivity and earning potential. Investment in our open spaces and green infrastructure can therefore help to drive our City for All ambitions by helping to encourage the right kind of economic growth in Westminster.

### Investment and Local Economy

A greener environment can attract investors, significantly boosting the local economy. Research shows that office and commercial floor space within close proximity to high quality parks and green areas can command higher rental rates. Businesses of all kinds are coming to recognise the positive impact that easy access to open spaces and natural environments can have on the wellbeing of their staff, and productivity. Increasingly they are looking to occupy premises that offer these benefits. Parks and open spaces can also directly generate and safeguard jobs themselves. The recognised benefits of greening for the business sector and local economy is reflected in actions taken by Westminster's Business Improvement Districts and major landowners, in undertaking green infrastructure audits and prioritising the protection and enhancements of the city's green assets.

### Tourism and events

Westminster's green spaces are a significant draw, for visitors from around the world. Research by Visit Britain has found that of the 31 million people who visit Britain each year, around a third (11.1 million) enjoy a park or garden while they are here, data from the Royal Parks shows that typically well over a third (37%) of people visiting Hyde Park, have come from outside the UK. So by focusing effort and resources on providing high quality green spaces, we can help drive the local tourism economy, support local businesses and contribute to Westminster's continued reputation as top global destination.

A number of our open spaces can also provide unique and attractive venues for a wide range of special events. In recent years Westminster's Royal Parks and

council-managed green spaces have played host to large scale concerts, international sporting events and film premieres, as well as many smaller scale commercial and community events. Of course, while many of these events are enormously popular with the public but they can also generate litter, noise and wear and tear, as well as potentially restricting access to spaces for a limited amount of time. This means that using our parks and open spaces for these purposes can be a sensitive issue. We need to manage the competing demands, carefully considering what might be appropriate in terms of the nature, duration and frequency of events, and recognising that this may well vary depending on the precise open space or locations.

This strategy joins a number of other documents and policy materials, most notably the council's City Plan, in supporting us to balance the conflicting demands for open spaces as 'venues'. The City Plan creates scope for events that will be beneficial to the local area and to Westminster's communities and enterprises, provided that they do not unreasonably compromise or damage the quality, amenity and accessibility of our open spaces or green infrastructure for the public. This means protecting planting, habitats and biodiversity and controlling the potential negative impacts of noise, litter and so on. We will use that policy in conjunction with this strategy, to ensure that the city and its communities benefit from the positive impact of appropriate events, while preserving the other key benefits of our green assets.

### Corporate Social Responsibility

Our green spaces can also provide opportunities for the private sector to get involved in improving and looking after the city, for the benefit of local people. The city council is committed to helping business to invest in their local community. By supporting them to connect up with Westminster's charities and community sector organisations, as well as linking in with the council's volunteering schemes, we can help all sectors work together on a wide range of activities, from day-to-day parks maintenance, to community growing or educational programmes on wildlife and biodiversity. This type of work further increases the social and economic benefits of our green and open spaces, and mobilising all local sectors like this helps us ensure that our green infrastructure network can continue to thrive in these times of constrained resources.





# Our Assets

## Parks and open spaces

Westminster has over 200 identified parks and open spaces across the city, ranging from large, multi-functional areas such as Paddington Recreation Ground to small ornamental gardens, squares and 'pocket parks'. Westminster's 'blue ribbon' waterways are also included – canals and of course the Thames. These assets are supplemented by the five Royal Parks that fall within Westminster – Royal Parks' land accounts for around 80% of our total green space. Both the city council's spaces and the Royal Parks are at times used for special events and a range of organised activities, but their primary purpose is to provide places for local people and visitors to relax, gather, engage in physical activity and connect with nature.

## Green infrastructure

The term 'green infrastructure' refers to a network of multi-functional green space, both urban and rural, which is capable of delivering a wide range of environmental and quality of life benefits for local communities. Westminster has an impressive network of greening in the built environment which includes green walls, landscaped roofs, food growing and wildlife installations such as beekeeping sites. Some of these are owned and managed by the council, although many are privately held assets which the council has helped to encourage, enable and facilitate through in its role as planning authority.

## Further assets

In addition to the open spaces and greening within Westminster, the city council has some further assets which provide opportunities for people to access nature, get active and enjoy the outdoors. The council operates three cemeteries outside of the borough, at East Finchley, Hanwell and Mill Hill. These spaces are valuable open spaces in their own right, reflected by the fact that they have all individually attained Green Flag status. The council also owns and operates the outdoor education and activity centre at Sayers Croft in Surrey. This is an important asset for enabling and encouraging many kinds of physical activity, leisure and sport. It has a particularly big role to play in our outdoor education, work, offering activities such as pond dipping, nature walks and wildlife themed creative workshops, while actively supporting our Forest Schools programme at Paddington Recreation Ground. Westminster is also part of the consortium of Local Authorities which support and help fund the 26 mile long, 10,000 acre Lee Valley Regional Park.

We even recognise the value of spaces like the central reservation down Park Lane – which actually constitutes a very large area of attractive open space – in adding to the green look and feel of our city.

The city council taps into additional green assets in order to increase access to nature and make a positive contribution to the broader greening and biodiversity agenda, both within and beyond the city itself.





# Working in Partnership

Maintaining and improving Westminster's network of green spaces and infrastructure is something the city council does not and cannot do alone.

Our efforts combine with those of an extended team of partners and it is through this collaboration that we are able to achieve our shared aims in respect of the quantity, quality and positive impact of our green assets for both people and local wildlife.

This strategy seeks to recognise the collective efforts of this partnership. With a range of key partners lending their resources and expertise in various specialist areas, the city council aims to articulate the specific commitments and contribution it will make to achieve goals that we all have in common.

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In the area of biodiversity in particular there is an opportunity to build upon past good practice to deliver things in partnership. In previous years a collaborative approach has been driven by the former Westminster Biodiversity Partnership, which brought together 33 organisations and groups to ensure a healthy future for wildlife in Westminster. This local arrangement operated within the context (and with the support) of the wider London-wide biodiversity partnership. Unfortunately the London-wide partnership structure folded a few years ago. However, many of the partners that were previously involved continue to be instrumental in supporting and protecting Westminster's rich and diverse wildlife, and the city council continues to recognise the benefit of providing opportunities for agencies to come together and work jointly in this area. It is with this in mind that we propose, through this strategy, to re-establish some form of structured partnership around biodiversity at a borough level. We hope to explore how we can make the most of our collective resources and expertise to establish and deliver some key biodiversity priorities locally. This is discussed in greater detail later in this strategy document, and in the Action Plan which accompanies it.

## Across the biodiversity and broader open spaces and greening agenda, our key local partners include:

- Greater London Authority
- Royal Parks
- Major landowners, including Grosvenor and Crown Estates
- BIDs and the wider business community
- Neighbouring boroughs, including Royal Borough of Kensington and Chelsea
- Zoological Society of London (ZSL)
- Canals and Rivers Trust
- Local partnerships, including the Paddington Partnership
- London Wildlife Trust
- Resident Associations, including the Fitzrovia Neighbourhood Association

This is by no means an exhaustive list, and is in addition to partners in central government and elsewhere, working at a national level (including the Environment Agency, Historic England, RSPB and Defra).

This strategy as a whole has been developed with consideration of the roles various partners play, and it will be delivered in direct collaboration with them. We can succeed in our ambitions for open spaces and biodiversity in Westminster only with their help.





# Evidence Base and Priorities

The Mayor's London Plan states that local authorities should periodically audit the green spaces and wildlife in their area. The city council commissioned such an audit in Westminster to support the development of this strategy.

This detailed audit had the purpose of assessing the level of provision of open and green space within the city, highlighting any changes to provision since the last audits were carried out and identifying opportunities for improvement. As well as establishing a solid basis of information about the geographic area, typology and physical features of open spaces and green infrastructure, strong emphasis was also placed on understanding our local biodiversity, looking in detail at the specific habitats and species that those spaces are home to.

Alongside this audit a community consultation and engagement exercise was undertaken, to gather views about our green spaces from those that use them. User surveys were carried out at 14 of the city's parks and open spaces, as well as online, to ascertain usage patterns, levels of satisfaction and priorities for improvement. The results can only provide a snapshot of course, but a mix of spaces (some large areas such as Paddington Recreation Ground as well as several smaller gardens) were included in the study, and over 800 respondents were spoken to, with the aim of gathering a useful and representative range of insights.

Mapping for 'Areas of Deficiency' in access to public open space and access to nature – which will inform the City Plan and subsequently future planning decisions to drive greening where it is needed most – are attached as appendices to this strategy. The other key findings from the audit of green spaces and community engagement research can be summarised as follows.

## Green spaces audit – key findings

A total number of 203 'parcels' of open space in the City of Westminster were audited.

Westminster offers 2.17 hectares of space per 1,000 resident population. This overall level of provision has not changed significantly since the last full audit, a decade ago.

However only a little over half (57%) of the audited spaces are openly accessible to the public.

That said, on account of their smaller average size, the private spaces account for only 24% of total green space.

Contrary to some perceptions, the central area of Westminster is actually the best off area for green space, thanks in no small part to the Royal Parks. There are geographical variations within this though, with some central neighbourhoods being identified as deficient in open space.

Areas of lower provision include Abbey Road and Warwick wards, as well as some very central areas like the West End.

Areas with particular deficiencies in terms of access to nature include Warwick ward and Bryanston and Dorset Square.

Marylebone is an area of comparative deficiency in respect of both open space and wildlife. These findings, alongside the area's Low Emissions Neighbourhood (LEN) status suggest it should perhaps be a priority area for greening.

Green infrastructure (GI) was also audited – 30 living walls / roofs were included in the study. There is a mix of new build and retro-fitted infrastructure and the majority has a lengthy life span of 25 years or more.

## Community engagement – key findings

Satisfaction with Westminster's green spaces is high – 87% of people rate open spaces as "excellent" or "very good".

The majority of people reach open spaces on foot and stay for less than an hour each time. Most visit regularly (at least weekly) and year round.

The majority of respondents also visit Royal Parks in the borough. Compared to open spaces generally, respondents tend to visit Royal Parks less frequently, but tend to spend longer when they are there.

Open spaces are highly valued assets, and those engaged in this research particularly appreciate their ease of access and convenience.

Main reasons for visiting are to get fresh air, to get away from the hustle and bustle of the city and to spend time in a natural environment.

Planting arrangements, a high standard of maintenance, cleanliness and seating were all of great importance to those questioned.

Quiet, informal recreation was by far the most popular purpose for which people use open space in Westminster. Walking was the most popular active pursuit.



## What the evidence tells us: key emerging priorities

From these findings it has been possible to identify some specific emerging priorities. The action plan accompanying this strategy will therefore look to focus the efforts of the council and its partners in the following areas:

**1. Green infrastructure** – There are some excellent examples of living walls, roofs and other green infrastructure across the city, but we want to drive the delivery of more, with a particular emphasis on public access and visibility wherever this is achievable. We will support this through our planning policies, set out in the Westminster City Plan. We're particularly keen to encourage green infrastructure in areas where there is not so much greenery currently and where people have fewer opportunities to have contact with nature, for example in social housing. We're looking to learn from and build upon successful work with and by partners to achieve this. Initiatives such as Wild West End demonstrate the instrumental role local land owners can play and we're keen to also work with Business Improvement Districts (BIDs) and community groups.

**2. Space for play** – We are conscious of an overall lack of play provision in Westminster, with a particular shortage of facilities geared towards older children. There are some areas of the city which have both deficiencies in play space and higher concentrations of resident children, such as Church Street, Pimlico, Little Venice, East Marylebone and Soho (see map at appendix 4). We will be especially keen to take opportunities to add play space in these areas. Recognising the challenges such as pressures on available land, we will ensure targeted policies are built into our refreshed City Plan, which will create scope for different types of play opportunities to be pursued. This will help enable us to take full advantage of any opportunities to offer additional play space, whenever and however they arise.

We will also be exploring other options, for example through our ActiveStreets initiative. Based on legislation passed in 1983, local authorities may restrict or prohibit vehicular access to specific streets at designated times, to create a 'Play Street' which offers a safe opportunity for children to play. Westminster was, in fact, one of the first boroughs in London to create permanent Play Streets in the 1950s. With concerns about air quality as well we're keen to focus on the idea once again – as detailed in the new ActiveWestminster strategy, 'Activating Your City, Lives and Neighbourhoods'. The city council is proposing a new pilot scheme of permanently designated Play Streets. As part of our ActiveStreets initiative, the city council is proposing a new pilot scheme of permanently designated Play Streets, in addition temporary road closures for Street Play and School Streets). These streets would have restricted traffic and be available for play on weekday afternoons and for most of the day at weekends. The initiative would be supported by structured local activities delivered through our ActiveStreets programme, and a team of volunteer 'StreetMakers' who will help people to get involved to facilitate a sense of community ownership.

**3. Walking in and around open spaces** – Most people (63%) using our green spaces get to them on foot and 30% said they were using the space specifically for walking or as a through route. We want to focus on walking routes through and around parks, recognising how things like raising awareness of available green space locally and effective signage can help with this.

We also want to make our green spaces more publicly accessible for the elderly and inclusive for wheelchair users and people with physical disabilities. These aims align directly with the council's Walking Strategy, which outlines a number of specific actions including working in partnership with The Royal Parks to improve access and the pedestrian experience and reduce any conflict between pedestrians and cyclists. We will also continue to drive the greening of Westminster's streets to provide a pleasant walking environment and offer people contact with nature, introducing pockets parks and plazas where possible to offer additional opportunities and incentives for people to experience open spaces on foot. The council's strategies for open spaces and biodiversity and for walking are therefore complementary and will be used in tandem to facilitate the continued enjoyment of our open spaces by people on foot.

**4. Biodiversity** – As outlined previously, the momentum of some biodiversity partnerships and initiatives has decreased in recent years. However, the city council continues to appreciate the importance of protecting and enhancing biodiversity and there are some recent examples of these issues being brought more to the fore at a wider level. In June 2017 the Greenspace Information for Greater London partnership (GiGL) wrote to all London Local Authorities, citing a recent GLA research publication and highlighting the finding that "approximately 18% of planning applications have the potential to impact adversely on nature in the capital". Earlier in the same year the London Assembly drew attention to "a risk that London will see its biodiversity being squeezed or reduced" and highlighted the importance of balancing pressures to deliver housing with impacts on nature in the way that residential developments are delivered.

In the meantime, though, and in the absence of a London-wide framework at present, the city council is interested in drawing together key partners at a local (borough) level to explore how some work on priority outcomes in this area could be driven forward. With all partners, including the council, operating with limited resources, we're keen to look at how we can make the greatest impact. Drawing a borough-level group together on the back of this strategy is the way that we intend to do this. The group would have the specific task of developing a two year action plan (to coincide with the time when Defra's existing Biodiversity 2020 approach comes to a close and these issues may be subject to further review at a national level).

Supporting pollinators is one of many areas we would like to explore in detail as part of developing our biodiversity plans. There are already a number of bee keeping sites in Westminster. Based on expert advice from partners such as the London Beekeeping Association, we are keen to look at what we could do not necessarily to encourage more bee keeping, but to ensure we support the bees that London already has. This is about driving the right kind of planting in both public and private spaces.

Alongside these proposals it is worth noting some existing work that the council does, which can provide an excellent basis on which to further develop our biodiversity approach. Wildlife education is a big part of this. The city council is continually building on the success of our Forest Schools scheme, with an ambitious target for the number of children participating in the 2018–19 financial year. With the ongoing support of our Sayers Croft facility, work is being done to offer additional drop-in learning opportunities in the school holidays which allow whole families to get involved, and we're looking at potentially offering sessions for adults and 'Continuing Professional Development' learning opportunities for teachers. With the completion of works to expand the 'bluebell glade' area at Paddington Recreation Ground, too, it will soon be possible for more people than ever to take part in outdoor activities and learning about Westminster's wildlife.

In the meantime the city council continues to recognise the importance of Westminster's open spaces and green infrastructure as habitats for a number of priority species, as referenced in existing Biodiversity Action Plans.

# Action Plan

Recognising the depth and breadth of impact that our green spaces and infrastructure have, not only on the environment but also on the health, wellbeing and enjoyment of all those who live, work or visit in Westminster, we have developed this strategy to help us – with our partners – to get the very best we can out of these assets.

The following plan outlines the priorities that have been identified on the basis of our audit and consultation work, and the specific actions that the council will undertake to deliver them over the course of the next two years. Many of these commitments will be delivered in collaboration with our partners in any case, but as part of this action plan we also want to recognise some examples of additional work being done by other agencies which supports our common aims.

This action plan structures our priorities and proposed action in a way that reflects our intention to secure and increase the:

- 1. QUANTITY** of green assets across the city
- 2. QUALITY** of our open spaces and green infrastructure
- 3. IMPACT** of our green assets, delivering a range of benefits to individuals, communities and the environment.

## QUANTITY

Our priorities	Our commitments	The council will:	Wider Context – examples of partners' work
<b>Protecting existing green assets</b>	We will robustly protect and preserve existing green space	<ul style="list-style-type: none"> <li>Ensure planning decisions strictly align with our policies, with particular reference to the City Plan.</li> <li>As part of the ongoing revisions to the draft City Plan 2019–2040, incorporate specific policies to protect and preserve open and green space, and the ecological value of it. Include specific provisions to support protection private garden space and waterways.</li> <li>Encourage greater use of green spaces by ensuring planning decisions are promoting accessibility for all to our spaces, as well as providing facilities within them - such as playgrounds, toilets and walking trails. The quality and accessibility of a green space is as important as the size of it.</li> </ul>	<ul style="list-style-type: none"> <li>Historic England are consulted on development proposals affecting grade I or II registered parks and gardens. Gardens Trust are consulted on all proposals. We also consult relevant amenity societies and 'Friends Of' groups on applications affecting open spaces.</li> <li>London Parks and Gardens Trust maintain the inventory of London's green spaces of local historic interest, while Historic England maintain the Register of Parks and Gardens of Special Historic Interest.</li> <li>The Royal Parks, GLA and others all work in various capacities to protect the existing green assets across the city.</li> </ul>
<b>Prioritising city greening by creating new green infrastructure</b>	We will drive and support developers to deliver new green infrastructure and commit to no net loss of green space	<ul style="list-style-type: none"> <li>Adopt robust planning policies to encourage the provision of living roofs / green infrastructure as part of Westminster's City Plan. Such green infrastructure must be accessible to all and extend to social housing: it should not be solely for the purpose of developing private roof gardens, for example. Include specific target that major development should aim to provide an area equivalent to 100% of the building's footprint in, ambitious target for areas that should be used for living roofs, living walls and ecologically sensitive landscaping as a percentage in relation to total building floorspace.</li> </ul>	<ul style="list-style-type: none"> <li>BIDS and land owners' initiatives, e.g. Wild West End.</li> <li>Private developers who introduce innovative green infrastructure within developments and in the public realm.</li> </ul>

Our priorities	Our commitments	The council will:	Wider Context – examples of partners' work
		<ul style="list-style-type: none"> <li>Enhance the usability and multi-functionality of open space</li> <li>Always pursue the delivery of green infrastructure as part of development projects involving schools.</li> <li>Continue to support BIDs and major land owners to deliver greening that should be publicly accessible.</li> <li>Provide advice, information and guidance on ways to incorporate greening in development proposals (potentially using council website and /or signposting to additional information or third parties who can help).</li> <li>Provide opportunities for developers to see good practice examples of greening, and continue to develop our own learning about innovations in this area.</li> <li>Maximise opportunities to fund greening, including actively pursuing the use of Community Infrastructure Levy (CIL) contributions for this purpose.</li> </ul>	<ul style="list-style-type: none"> <li>Other major development / infrastructure projects – developers work with the council to ensure impact on open spaces and biodiversity is considered and steps are taken to appropriately manage.</li> </ul>
	We will directly contribute to the expansion of Westminster's green network	<ul style="list-style-type: none"> <li>Take forward 'green spine' proposals as part of the Church Street regeneration project, with a view to maximising the delivery of green assets in this area.</li> <li>Deliver our ongoing programme of tree planting, in green spaces and on streets. We will continue to strive for a mix of species and sizes, as committed to in our Greener City Action Plan. 75 new trees have just been built in Paddington Recreation Ground, with an aim to build an additional 35 in 2019-20.</li> <li>Use ringfenced council capital funding and where possible lever in external funding to implement open space and green infrastructure projects. Indicatively, commitment within the capital fund for FY 2017/18 was £200k.</li> <li>Encourage developers to consider the provision of pocket parks, allowing access to small open spaces for workers, particularly during their lunch breaks, and school children. Tranquil spaces can help people to feel relaxed in the city and are crucial to improve health and wellbeing. For example, Christchurch Gardens provide a quiet green space off the buzz of Victoria Street where workers, residents and visitors can rest and socialise.</li> </ul>	<ul style="list-style-type: none"> <li>Work between with the council and CityWest Homes to facilitate greening on housing estates that is publicly accessible.</li> <li>The Greater London National Park City Initiative – there is a campaign to have London recognised as a National Park City.</li> </ul>
	We will focus our efforts where they are needed most	<ul style="list-style-type: none"> <li>Use planning policies (including latest/ongoing revisions to the City Plan) to drive delivery of green infrastructure, prioritising identified 'deficiency areas'.</li> <li>Alongside larger scale projects, also support and facilitate innovative greening solutions including pocket parks and private 'greening' activities by residents and businesses.</li> <li>Add much needed play space, with targeted policies in the refreshed City Plan to ensure we can pursue all different types of play opportunities wherever they exist.</li> <li>Complement existing play space by pursuing our ActiveStreets initiative, aiming for the establishment of at least one Play Street in a priority area (based on current deficiencies and location of the Marylebone Low Emissions Neighbourhood). Support this with the Street Makers scheme which will involve local people and drive participation.</li> </ul>	<ul style="list-style-type: none"> <li>Royal Parks will deliver their objectives of the 'Play Strategy: 2015–2020'.</li> <li>A wide range of partners will be working with the council to implement our refreshed ActiveWestminster Strategy, which includes the ActiveStreets proposals and a wide range of other commitments which relate to open and green spaces. This strategy, too, aims to focus efforts on places and people where the impact will be greatest.</li> </ul>

QUALITY			
Our priorities	Our commitments	The council will:	Wider Context – examples of partners' work
<b>Biodiversity and wildlife</b>	We will work to protect important habitats and species	<ul style="list-style-type: none"> <li>• With local partners, look to develop specific, borough level priorities for supporting Westminster's biodiversity, for the next two years to 2020.</li> <li>• Build in specific biodiversity requirements and training when procuring key services . Bring this into line as part of our Responsible Procurement approach.</li> <li>• Raise residents' awareness of the need for bee-friendly planting in gardens, window boxes etc, to support Westminster's existing population of pollinators. Use various communications channels to do this.</li> <li>• Protect the following target species in the city, which are important in the region and require conservation: bats, Buttoned Snout Moths, hedgehogs, House Sparrows and Tawny Owls. The City Plan policies will ensure that these species' habitats are protected to minimise the detrimental impact of developments.</li> </ul>	<ul style="list-style-type: none"> <li>• Involvement by various partners (particularly via Royal Parks wildlife group) in the borough level local biodiversity task force.</li> <li>• Volunteering opportunities orchestrated by various providers, focusing on parks and environment education (e.g. One Westminster, London Wildlife Trust and many others).</li> <li>• Private developers can incorporate wildlife-friendly element in their designs, e.g. planting creepers, creating vertical habitats or introducing 'bird bricks' or spaces for bats within new or converted buildings.</li> </ul>
	We will enable people to access and learn about nature	<ul style="list-style-type: none"> <li>• Continue to provide and update information on the council website about how people can get involved in enjoying and supporting Westminster's biodiversity.</li> <li>• Continue to deliver our successful Forest Schools scheme and, using the newly refurbished and extended outdoor learning facility at Paddington Recreation Ground, pursue opportunities to extend the scheme e.g. with SEN schools and a home school.</li> <li>• Alongside this, look to offer more learning opportunities for adults and whole families, proactively fundraising to enable this.</li> <li>• Extend the range/programme of outdoor learning activities at Paddington Recreation Ground and Sayers Croft.</li> <li>• Provide details and links to wide range of activities and opportunities via the council and ActiveWestminster websites.</li> </ul>	<ul style="list-style-type: none"> <li>• Royal Parks continue to offer wildlife talks at the wildlife garden in Regent's park.</li> <li>• ZSL continue to deliver range of nature and conservation learning opportunities to schools and individuals at London Zoo.</li> <li>• Thames Explorer Trust offer opportunities to bring people closer to the nature living in the Thames foreshore.</li> <li>• BIDs help local people and workers to access and get the most out of the open and green spaces in their areas, e.g. Northbank BID's gardening club at Temple Gardens.</li> </ul>

Our priorities	Our commitments	The council will:	Wider Context – examples of partners' work
<b>High standards</b>	We will deliver and maintain clean, safe and award winning green spaces	<ul style="list-style-type: none"> <li>• Effective management of the re-commissioned Grounds Maintenance contract, with explicit requirements around biodiversity built in.</li> <li>• Maintain our success in Green Flag awards (currently 24). Explore additional opportunities in relation to Heritage Green Flag Site Accreditation.</li> <li>• Continue and build upon Westminster's past successes in the London in Bloom awards.</li> <li>• Continue to monitor the net gain or loss of open space (by square metre) via our annual Authority Monitoring Reports. This will enable us to maintain high standards in terms of quality and quantity of our open space.</li> </ul>	<ul style="list-style-type: none"> <li>• Contracted grounds maintenance provider will work with the council to maintain consistently excellent standards and high levels of customer satisfaction among users of open spaces. This is monitored through contract performance targets and the council's annual City Survey ; in 2018, 97% of respondents said that they are satisfied with Westminster parks and open spaces.</li> <li>• Contractor is also committed to helping us achieve awards and maintain Green Flags – this is explicitly included in their contract.</li> <li>• All those who use and enjoy Westminster's open spaces play their part in keeping standards high. Disposing of litter properly and taking care not to damage plants and infrastructure all helps enormously.</li> </ul>
<b>Managing and balancing demands</b>	We will work to ensure Westminster's green assets can be used for a range of purposes, without jeopardising people's enjoyment of them	<ul style="list-style-type: none"> <li>• Develop a specific approach to facilitating events in appropriate locations in open and green spaces, while avoiding undue harm to biodiversity and heritage assets. We want to ensure successful events can be hosted for the benefit of the local area, but that enjoyment of these spaces by others is not unduly compromised.</li> </ul>	<ul style="list-style-type: none"> <li>• Event organisers and private businesses will collaborate with the council to operate in a way that minimises negative impacts for open spaces and local wildlife.</li> </ul>

## IMPACT

Our priorities	Our commitments	The council will:	Wider Context – examples of partners' work
<b>Health and wellbeing</b>	We will ensure that our parks and open spaces enable and support all aspects of physical and mental wellbeing	<ul style="list-style-type: none"> <li>• Delivery of the Westminster City Council Walking Strategy. Actions particularly relevant to open and green spaces include improvement of parks and street scene with planting, signage and wayfinding to attract people into open spaces to experience the full physical and mental benefits.</li> <li>• Deliver our Park Makers scheme, recruiting, training and deploying local providers and individuals to deliver physical activity, leisure and sport opportunities in our parks and open spaces that benefit both body and mind.</li> <li>• Ensure physical activity is built in by default at our open spaces, supporting people to be physically active where, when and how they choose.</li> <li>• 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.</li> <li>• Explore how we can build the benefits of access to open and green spaces into targeted provision for older people, for example via park benches in tranquil spaces. This commitment also includes the aim to design out anti-social behaviour in open spaces and the perception of crime by improving the quality of our open spaces.</li> <li>• Alongside this, look at the potential to strengthen the connections with our existing Exercise Referral Scheme.</li> <li>• Through robust application of our City Plan policies, protect our open and green spaces as spaces of relative tranquillity, offering opportunities for rest, calm and reflection. This involves maximising the calming and soothing qualities associated with green spaces, particularly trees and other planting on our streets where possible.</li> <li>• Work with Public Health partners to explore the connection with smoke free public spaces, in line with the council's objectives around air quality and its impact on health. Smoke free public spaces would reduce exposure to second hand smoke to people who are more vulnerable to its effects - including children and pregnant women - and to denormalise smoking behaviour, contributing to achieving a 'smoke free generation'. An initiative of this type is currently being scoped in one of Westminster's open spaces.</li> </ul>	<ul style="list-style-type: none"> <li>• Our ActiveWestminster partners will work with us to deliver the new Active Westminster strategy: 'Activating Your City, Lives and Neighbourhoods'. This large multi-agency partnership connections and momentum it offers to promote open spaces to drive participation in physical activity, leisure and sport.</li> <li>• There are various plans and strategies to encourage and enable physical activity, leisure and sport at Royal Parks.</li> <li>• Various partners including CCGs and local Voluntary and Community Sector partners will continue to offer structured physical activities in Westminster's parks/open spaces, e.g. weekly walking groups.</li> <li>• The GLA's Healthy Schools scheme supports many of our objectives around supporting health and wellbeing among young people. Use of open space and encouraging physical activity are important parts of this.</li> </ul>
	We will use our green assets to help support people to eat healthily	<ul style="list-style-type: none"> <li>• Maintain the success of Westminster's numerous community food growing sites around the city, enabling local people to get involved in growing fruit, vegetables and herbs, and learn about healthy food.</li> <li>• Use structured evaluation of the existing food growing programme to explore how to embed food growing in a sustainable way for the future, maximising impact on outcomes including obesity, tackling social isolation and supporting mental wellbeing.</li> <li>• In line with the council's approach to tackling Childhood Obesity, continue to focus food growing sites on housing estates and schools in areas where the need is greatest.</li> </ul>	<ul style="list-style-type: none"> <li>• Other food growing schemes, like the Capital Growth initiative spearheaded by the GLA, complement Westminster City Council's own work increasing the profile and levels of engagement in these types of activities in London.</li> <li>• Royal Parks include sessions dedicated healthy eating in their annual programme of Wellbeing Events, in Hyde Park.</li> </ul>

Our priorities	Our commitments	The council will:	Wider Context – examples of partners' work
<b>Social Value</b>	Our green assets will bring people together and enable them to contribute to their communities	<ul style="list-style-type: none"> <li>• Facilitate appropriate community events in parks, using the rigorous events planning and applications process to manage impact of events.</li> <li>• Encourage volunteering in work areas that support and help us make the most of our green assets. This includes our Park Makers and Street Makers to facilitate physical activity, leisure and sport.</li> <li>• Explore and take advantage of connections with Time Credits and other ways of rewarding volunteers.</li> <li>• Create an options menu of suitable trees for residents to use and maintain as memorial trees, in addition to our memorial bench scheme.</li> </ul>	<ul style="list-style-type: none"> <li>• Westminster's volunteering schemes are delivered by and through partners (One Westminster and other Voluntary and Community Sector organisations). Groundwork offers volunteering opportunities to transform local parks in Westminster e.g. volunteers recreated St John's Wood Church Garden for children and families and cleared a walkway to improve accessibility to the park.</li> <li>• Some partners (Open Age and others) specialise in facilitating intergenerational activities, which can have particular social value benefits.</li> <li>• Westminster City Council's Grounds Maintenance contractor to contribute to the council's civic responsibility priorities, e.g. by facilitating apprenticeships, volunteering and community involvement.</li> </ul>
<b>Information and access</b>	We will promote our green spaces and raise awareness of their benefits to increase access, as part of the City for All priority: a healthier and greener city	<ul style="list-style-type: none"> <li>• Promote the Mypark website, encouraging use by residents, workers and visitors, to make information about green assets accessible and appealing.</li> <li>• Actively promote Westminster's array of open and green spaces and all the uses and benefits they can have, through the council's regular communications channels including the website, social media, and resident newsletter and magazine. This also involves supporting national initiatives such as Keep Britain Tidy's Love Parks week.</li> <li>• Support this by promoting the 'Roads to Wellbeing' online directory and mapping tool provided on communitymaps.org. These tools, originally designed to support our drug alcohol services, are hugely useful for anyone wanting to find out where they can find open spaces and facilities to support their wellbeing, and what they offer.</li> <li>• Connect with relevant public health campaigns (obesity, stress etc) delivering coordinated communications and coherent messages.</li> <li>• Signpost to the Greenspace information available on the GiGL website to encourage people, especially children, to record the wildlife they see in Westminster.</li> </ul>	<ul style="list-style-type: none"> <li>• Royal Parks carry out ongoing promotion and engagement encouraging the use and enjoyment of their facilities.</li> <li>• Ongoing promotion and information provision to general public, by London Parks and Gardens Trust and many other organisations.</li> <li>• Research, lobbying and other work is done by health partners, including Public Health England and academic institutions, to highlight benefits of open spaces and contact with nature for mental and physical wellbeing.</li> <li>• Parklife London offers interactive online mapping tool, provided by City Bridge Trust/City of London. This engages additional audiences and fuels further interest in parks and open spaces.</li> </ul>
	We will share and use data to raise awareness and increase understanding	<ul style="list-style-type: none"> <li>• Work with GLA to ensure our data access agreement with GiGL is maintained after the current arrangements formally expire.</li> <li>• Make the connection with the Mayor's new London Environment Strategy, actively feeding into the detail as it is finalised and goes into implementation.</li> <li>• ActiveWestminster are taking more granular approach to data and business intelligence which will enable a better understanding of who is engaged in the offer and where we should be prioritising resources.</li> </ul>	<ul style="list-style-type: none"> <li>• The GiGL information resource, hosted by the GLA, helps to open up / maximise access to information on Westminster's habitats and biodiversity.</li> </ul>



# Appendices

## APPENDICES 1 – 4: Mapping

1. Map of Open and Green Spaces
2. Map of Open Space Deficiency Areas
3. Map of Access to Nature Deficiency Areas
4. Map of Current Play Space Provision and Local Child Population Data

## APPENDIX 4: Additional Information

### Useful links

Greenspace Information for Greater London (GiGL) [gigl.org.uk](http://gigl.org.uk)

Greater London Authority [gla.gov.uk](http://gla.gov.uk)

Royal Parks [royalparks.org.uk](http://royalparks.org.uk)

Wild West End [wildwestend.london](http://wildwestend.london)

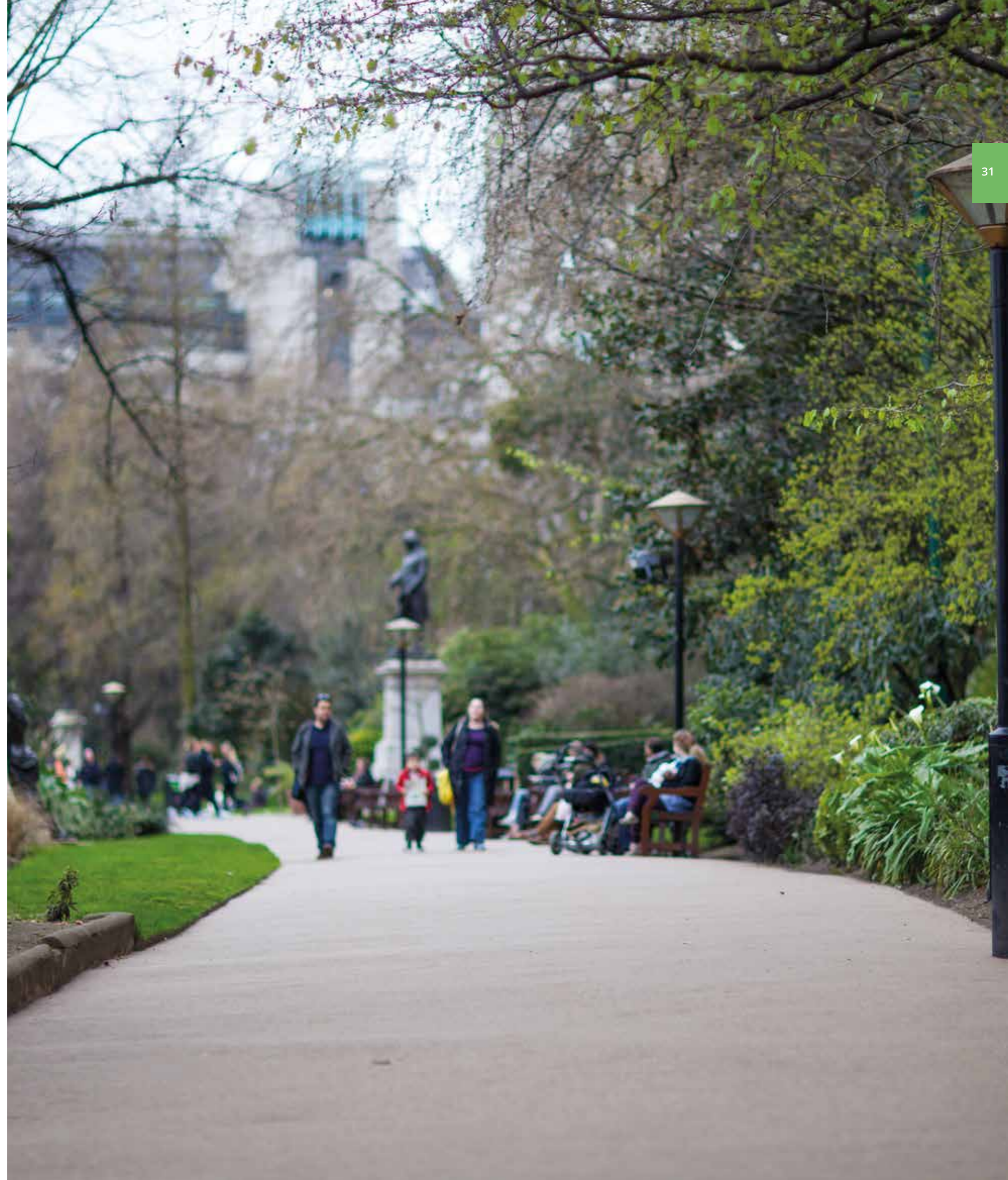
Zoological Society of London [zsl.org](http://zsl.org)

Canal and Rivers Trust [canalrivertrust.org.uk](http://canalrivertrust.org.uk)

Westminster City Plan [westminster.gov.uk/westminsters-city-plan-strategic-policies](http://westminster.gov.uk/westminsters-city-plan-strategic-policies)

### Selection of Further Reading

- London Environment Strategy (2018) Greater London Authority
- London Plan (currently draft) Greater London Authority
- London Infrastructure Plan 2050 (2014) Greater London Authority
- Park Life: Ensuring green spaces remain a hit with Londoners (2015) Greater London Authority
- Biodiversity 2020 (2011) Defra
- Tri-borough Joint Strategic Needs Assessment on Physical Activity (2014)
- Improving Access to Green Spaces (2014) Public Health England
- Natural Capital (2015) and Green Capital (2016) – both Greater London Authority
- Gardens and Health (2016) The Kings Fund
- The Value of our Green Spaces (2016) The Land Trust
- The National Pollinator Strategy (2014) Defra
- Air temperature regulation by urban trees and green infrastructure (2013) Forestry Commission
- Valuing London's Urban Forest (2015) Treeconomics / Forestry Commission





# Appendices

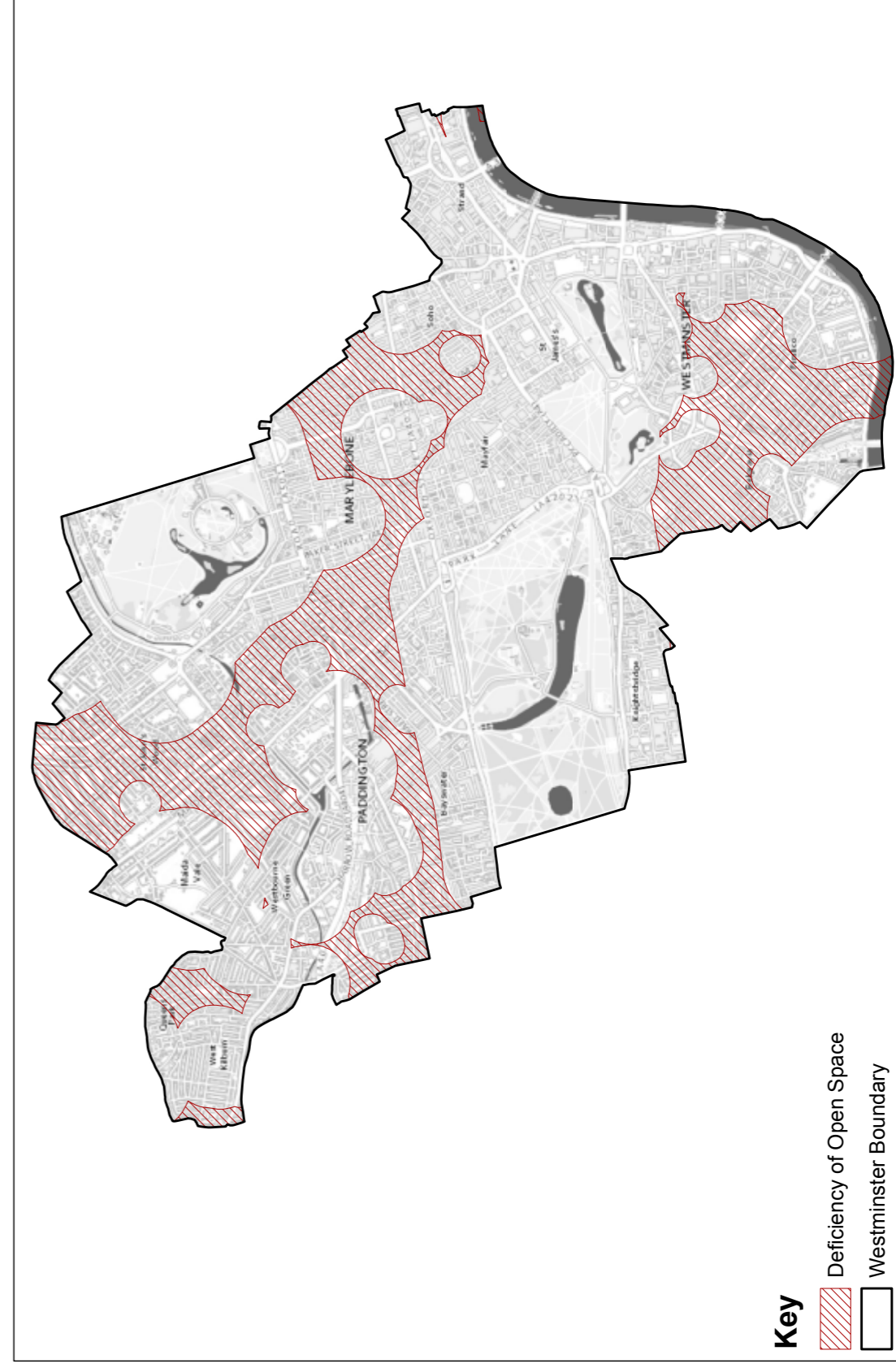
APPENDIX 1 – MAP OF OPEN AND GREEN SPACES

GROUNDWORK OPEN SPACE MAPPING



APPENDIX 2 – MAP OF OPEN SPACE DEFICIENCY AREAS

GROUNDWORK OPEN SPACE MAPPING

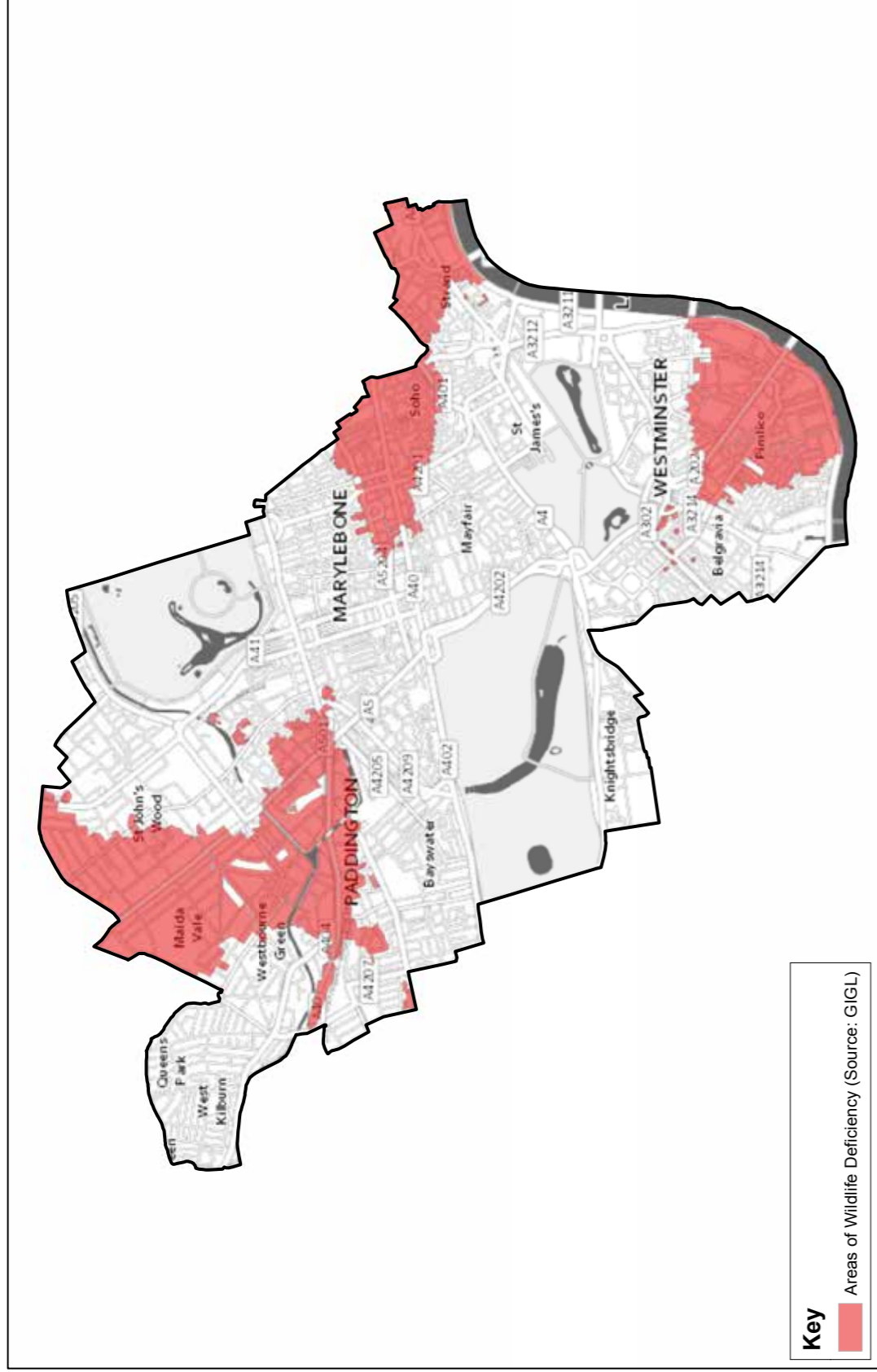




# Appendices

APPENDIX 3 – MAP OF ACCESS TO NATURE DEFICIENCY AREAS

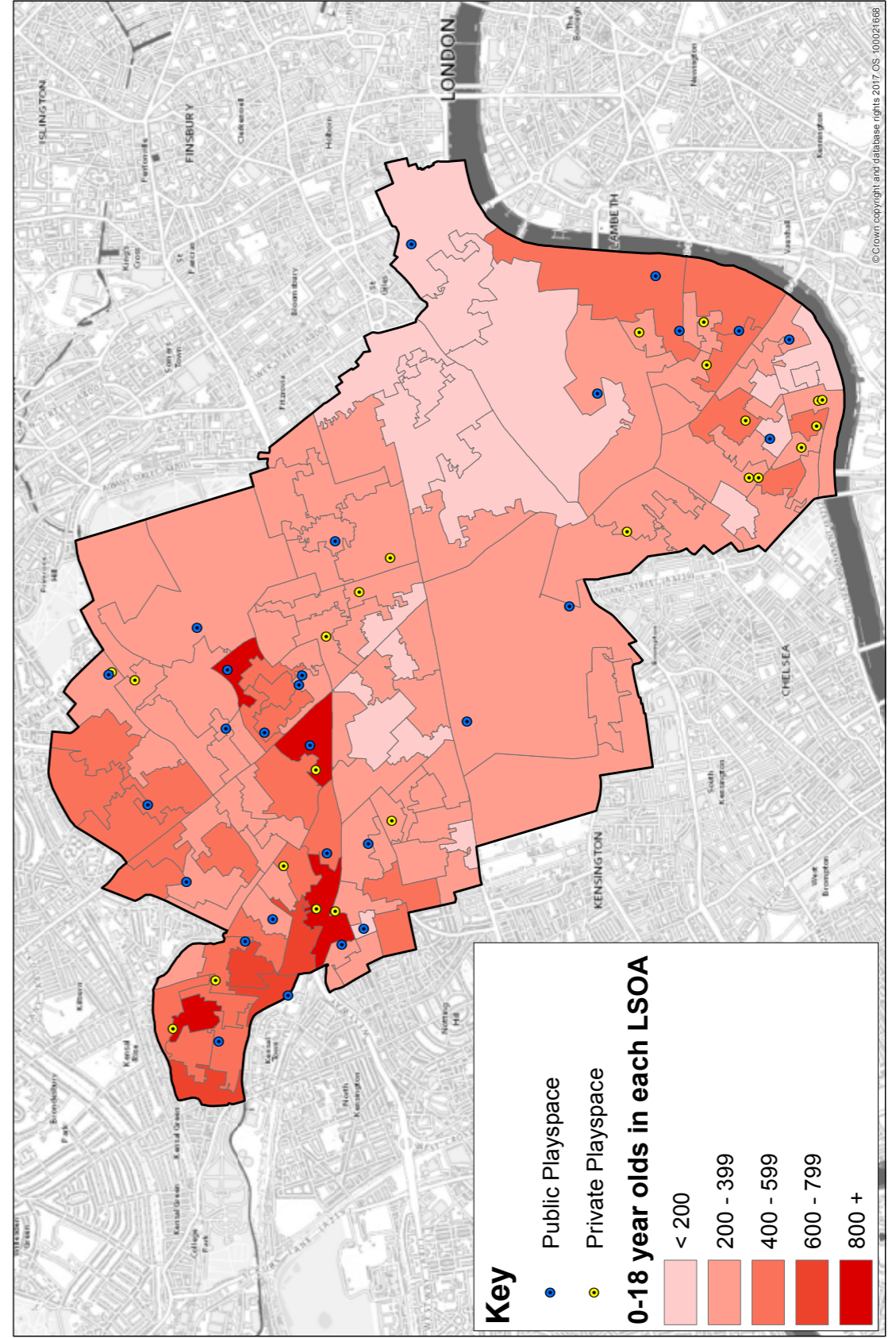
## Deficiency in Access to Wildlife Map



Reproduced from Ordnance Survey mapping, Crown Copyright, City of Westminster LA100019597. J:\D\_City Planning Group\H drive group data\II Kirk\OPEN SPACE

APPENDIX 4 – MAP OF CURRENT PLAY SPACE PROVISION AND LOCAL CHILD POPULATION DATA

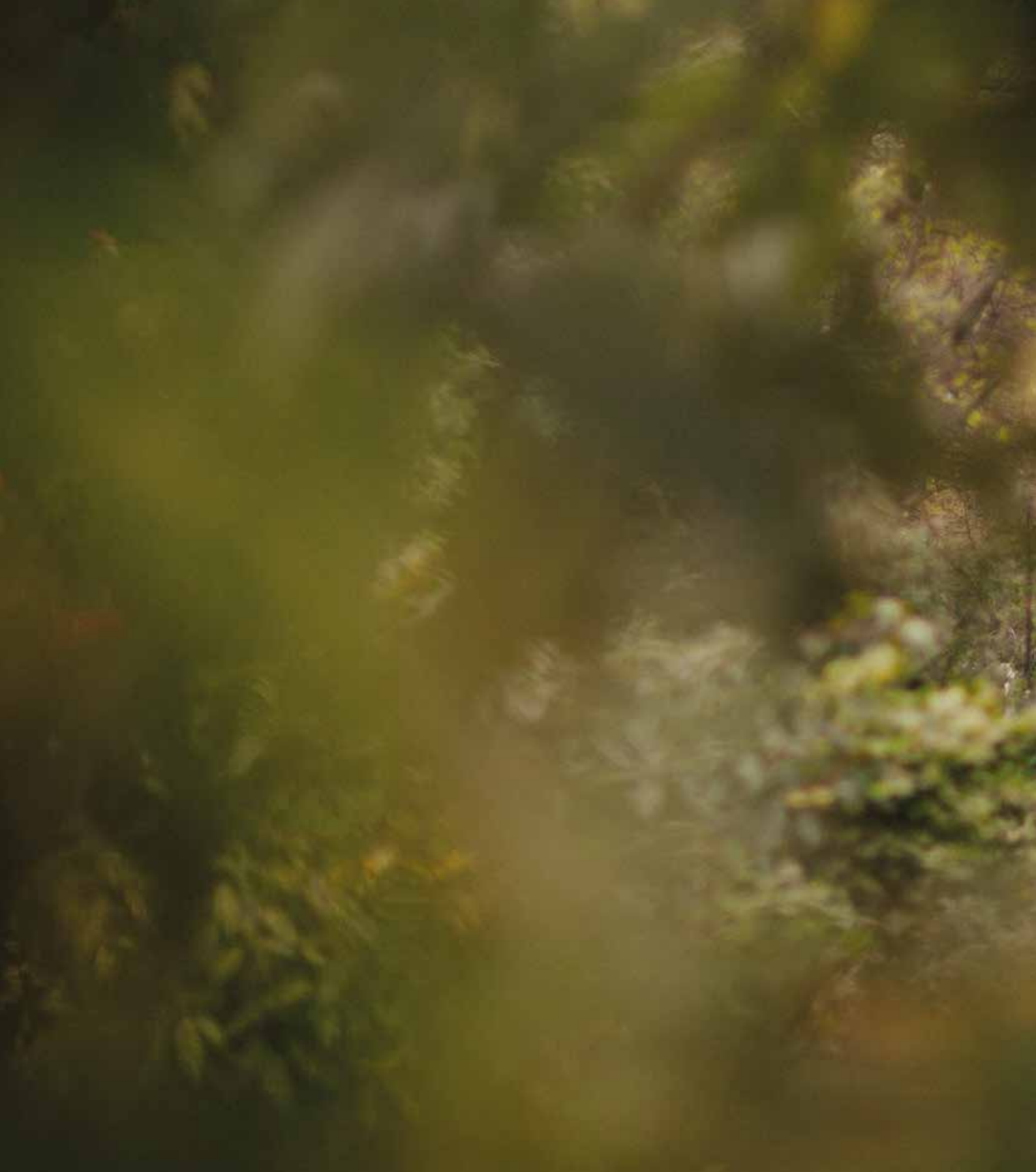
## GROUNDWORK OPEN SPACE MAPPING



Reproduced from Ordnance Survey mapping with the sanction of Her Majesty's Stationery Office, Crown Copyright. Unauthorised reproduction may lead to prosecution or civil proceedings. City of Westminster LA100019597 City Planning Delivery Unit Peter Hollis J:\D\_City Planning Group\GIS\Open Space Strategy\GROUNDWORK DATA\APRIL 2016\GROUNDWORK ACCESS MAP APRIL 2016.mxd

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## City Management and Public Protection Policy and Scrutiny Committee

**Date:** Wednesday, 12 June 2019

**Report Of:** Councillor Ian Adams

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

**Report Author and Contact Details:** Angela Bishop  
[abishop@westminster.gov.uk](mailto:abishop@westminster.gov.uk)  
Ph: 020 7641 5371

### 1. Improving Neighbourhood Co-Ordination

- 1.1 As mentioned in my last report to the Committee, we have reviewed our approach to neighbourhood management to provide Councillors with a consistent approach to member engagement at a neighbourhood level, supporting them in their role as civic leaders.
- 1.2 As of May 2019, a new neighbourhood meeting structure was implemented across Westminster. The new structure promotes a more collaborative approach to problem solving with our partners, including helping the police tackle the more serious cases at ward level. The new structure gives ward Councillors the opportunity to take part in local problem solving through monthly Neighbourhood Coordination meetings with Council officers and key stakeholders.

#### Service Improvements

- 1.3 The Council is constantly working to improve the services that we offer. As part of this, a proposal for a digital officer mobile inspection tool has progressed to the stage of inviting in potential suppliers for demonstration events. These will be evaluated before progressing to the next stage. The inspection tool is the first step to ensuring officers can record and action issues in real time on the street, accessing relevant information, cutting down on administrative process and improving our street service across the City.
- 1.4 The Council's noise SMS text service successfully went live on 14<sup>th</sup> of May. This solution provides customers with the ability to update noise complaints via SMS text messaging, and it is expected to reduce the number of visits required to cases. Initial figures for the first ten days show that the total number of cases that were closed automatically without officer intervention was 45%. We consider these figures an indicator of what might be possible on a long-term basis, and we will be closely monitoring the system. The service also enables a more speedy customer

response and ability for officers to attend, and more effectively investigate, the most serious and complex cases.

- 1.5 E-Notification for both Licensing and Planning applications went live on 28<sup>th</sup> of January. This allows people to view licensing and planning notifications across multiple devices in any location. Since the go-live date the total volume of on-line Planning and Licensing comments has increased by 31% on the same period last year.
- 1.6 A number of other developments to improve the efficiency of the Council are also in the pipeline. These include the automation of Fixed Penalty Notice (FPN) payments.

## **2. Rough Sleeping**

### **Rough Sleeping Strategy**

- 2.1 We have the support available at Westminster Council to make sure every rough sleeper that finds themselves in Westminster has a sustainable route away from the street. However, when offers of support are continually refused our approach is to take more direct action with the aim of getting more people into services and radically reducing the number of rough sleepers choosing to bed down at night, street based anti-social behaviour, organised crime, and drug abuse.
- 2.2 Through our continued approach of delivering collaborative multi-agency working involving accommodation provision, drug and alcohol support services, mental health, police and council enforcement teams, over the next few months we will be increasing our visibility and activity through our neighbourhood co-ordinators and integrated street engagement unit by:
  - Carrying out daily operations targeting hotspot areas (Piazza, Strand, Whitehall, Victoria Street, Park Lane, Edgware Road) supporting people into services and using enforcement powers against the worst repeat offenders of ASB and criminality where they refuse to engage.
  - Continuing to identify and remove tents daily, and carry out fortnightly tent audits.
  - Supporting planned enforcement operations to target organised criminal groups across the city.
  - ISEU officers will be operating with visible branded tabards to help identify officers and the services.
  - Raising awareness of the work the Council does to tackle rough sleeping, by producing locally targeted materials to raise awareness of the campaign and services, and bust myths around rough sleeping.
  - Continuing to engage closely with businesses and residents to highlight how giving money to charities is much more effective than giving directly to those on the streets through our Chat App Tap campaign Numbers on the Street.

## Numbers on the Street

- 2.3** The April Intel Count was carried out on the 29th and 30th of April by the Westminster SOS team.
- 2.4** A total of 283 individuals were seen bedded down in Westminster, which is a 6% decrease since the last street count in March.
- 2.5** During the April count the team encountered 129 EEA nationals, 88 UK & Ireland nationals and 8 'Rest of World' nationals. The nationality is not known for 58 individuals seen.
- 2.6** The below graph details where the Rough Sleepers are located within Westminster.

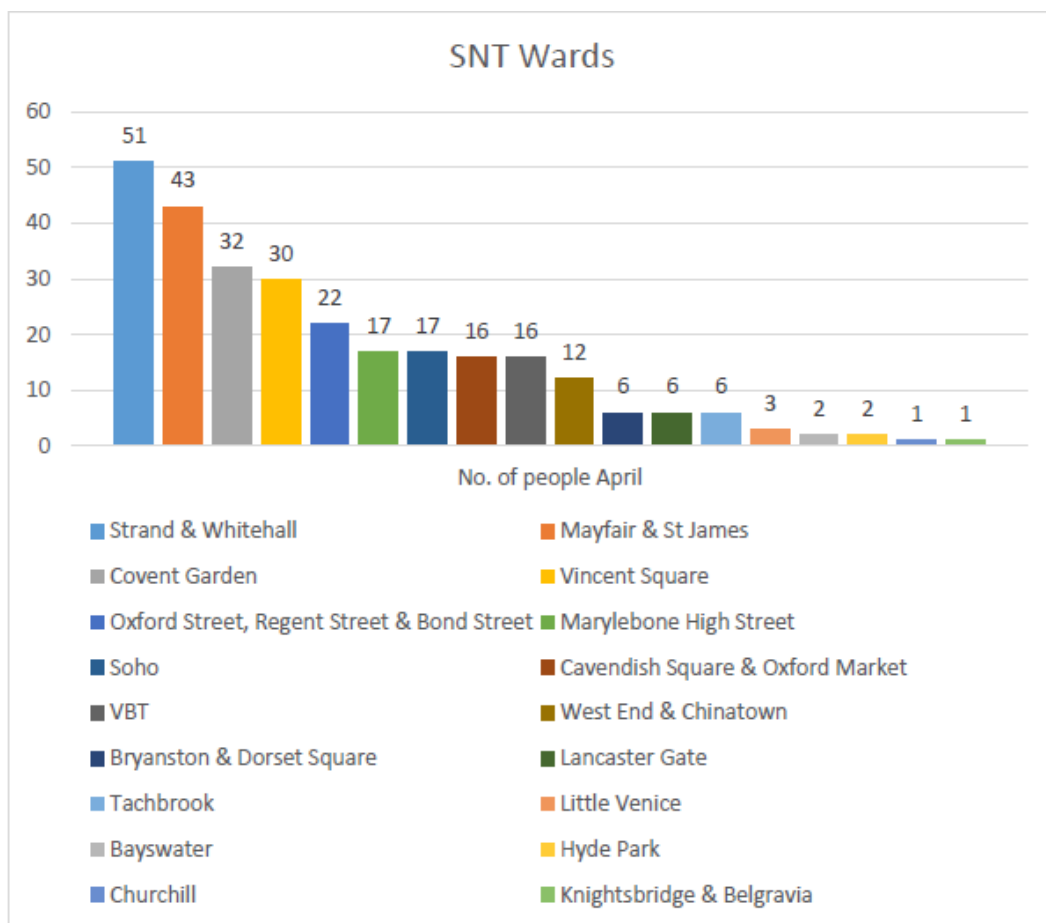


Figure 2- Rough Sleeping by SNT Ward

## Soup Runs, Non-Commissioned Charities & Outside Givers

- 2.7** Officers are developing a close working relationship with soup run operators and considerable work has been undertaken to better understand the needs and motivations of soup runs throughout March and April. As a result, officers have met with several groups and attended multiple listening events. Officers' aim has been to better understand what drives soup run operators to deliver their services in the way that they do.

- 2.8** The largest event was held on the evening of the 15<sup>th</sup> of April at Homeless Link HQ. Many soup run providers and non-commissioned services gathered to discuss why and how they deliver runs, and what Westminster can do to better support and integrate these services into our established pathways.
- 2.9** Engagement will continue throughout the Summer to continue our understanding of how we can work closer with Soup Runs, Non-Commissioned Charities & Outside Givers.

### **Chat, App, Tap**

- 2.10** The Council will soon launch a second phase of this campaign. This second phase will focus on promoting the 'hidden network' of outreach workers and services who work behind the scenes to make a real difference to people's lives and help them off the streets for good.

### **Cathedral Piazza**

- 2.11** The Council continues to engage with residents on the issues raised of rough sleeping and anti-social behaviour in the Westminster Cathedral Piazza. A public meeting to discuss issues was held on 3<sup>rd</sup> April at Westminster Cathedral Hall. A follow up meeting is due to take place on 2<sup>nd</sup> July.

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

- 2.12** The Integrated Street Engagement Unit continues to be deployed across the City. In April the team also undertook thirteen operations in hotspot locations with outreach services and police partners, engaging with a total of 88 individuals. Twenty-eight community protection notices were issued to those behaving anti-socially, and eighteen tents were removed from the highway. Additional resources are being provided to the team from June to provide resilience over the busy summer months.

## **3. Emergency Planning and Business Continuity**

- 3.1.** A pan-London project called EP2020 that seeks to standardise the approach taken by all councils in how they respond to emergency and major incidents in the implementation phase. The project is wide ranging and has involved major changes to the way Westminster's Borough Emergency Control Room (BECC) is both resourced and operated.
- 3.2.** Westminster Council is on-track to fully deliver all aspects of the project as per the programme timelines and has engaged in a process of seeking new volunteers from across the Council to support our emergency operations. A significant amount of training has been undertaken and new cadres of both Gold and Silver Command Officers are now operating, meaning that the Council has increased resilience in its ability to lead during times of emergencies.
- 3.3.** The Council has ensured that even though we have complied fully with the requirements of pan-London standardisation, we have not lost the best of what we already do. For example, the Council has a unique approach of training all of our

City Inspectors as Local Authority Liaison Officers (LALOs) who can respond quickly to potential incidents. Our unique approach means that not only can we operate in the same way as every other London Borough and support mutual aid requests across councils, but we also have an improved response with our own local initiatives.

- 3.4.** The implementation of the new processes was tested fully on the 2<sup>nd</sup> May with the pan-London major incident test, Operation Safer City. All 32 London Boroughs and the City of London were involved in a large-scale test exercise involving a water contamination incident affected large areas of the Borough. The exercise was a complete success locally where our new processes were fully tested and our new staff were able to put their training into good practice. Some good learning points arose which will help us to improve our response even further going forward.

## **4. Serious Youth Violence Task Group**

- 4.1** The Serious Youth Violence Task Group continues to provide the Council's focus on working together across Council departments, the Metropolitan Police Service (MPS) and with partner agencies to adapt to the changing nature of violence in Westminster. The Task Group looks at how we can better understand the drivers behind serious violence in the borough, in order to provide appropriate strategic and tactical responses, as well as empowering our communities to help reduce serious youth violence.

- 4.2** The Task Force has been leading on a number of initiatives including:

- Developing a serious youth violence toolkit for parents and carers in Westminster to equip them with a glossary of facts, practical advice to look for signs of their child's involvement, tips on how to speak to their child and how to seek further help or support within the borough.
- A Task Force meeting focussing on schools and how the partnership can support young people in education and schools in addressing serious youth violence.
- Leading on the Council's Public Health approach to serious youth violence. A workshop was held in November 2018 exploring what a Public Health whole systems approach to serious youth violence could look like in Westminster. The workshop began to collectively capture what we are currently doing that contributes to a Public Health approach and what we could be doing more from a PH perspective to shape an action plan. The full outcome of this workshop has contributed towards the new Public Health Approach that has now been adopted by the Health and Wellbeing Board as a priority for 2019/20.
- The Task Group decided to pilot the proposed Public Health approach and the identified evidence-based interventions in Church Street. A scoping meeting took place in February 2019 with a range of council and community partners to gain support and develop a programme plan. Work is currently ongoing to develop preventative education sessions in primary and secondary schools and sessions with young people during the school summer holidays; training in schools for professionals, as well as linking in opportunities for positive activities and consultation with young people alongside the Church Street Regeneration programme.

- Following a Task Group workshop on Community Engagement, a gap was identified in terms of having a dedicated post to develop engagement with the local community. A Serious Youth Violence Engagement Officer has now been recruited and will begin work at the end of July.
- The next Task Group meeting will look at how we can improve the links between Sports and Leisure and the work of the Serious Youth Violence Taskforce.

## **5. Westminster Knife Crime Action Plan**

- 5.1** The Mayor's Office for Policing and Crime (MOPAC) published its Anti-Knife Crime Strategy in 2017. The strategy has six key themes:
- Governance
  - Targeting lawbreakers
  - Keeping weapons off our streets
  - Protecting and educating young people
  - Standing with communities, neighbourhoods and families against knife crime
  - Supporting victims of knife crime and offering ways out of crime
- 5.2** The Westminster local knife crime action plan is currently being refreshed and is currently subject to consultation. It will be submitted to the Met Police and Violence Reduction Unit at the end of May. The Westminster Knife Crime Action Plan is overseen by Community Safety and has been updated and agreed within the Youth Crime Prevention Partnership, which sits within the broader Safer Westminster Partnership.
- 5.3** The latest refresh reflects the shift within the IGXU to include exploitation, such as the new GMACE (Gangs Multi-Agency Child Exploitation) meeting which takes place every six weeks and its purpose is to identify, monitor and disrupt high risk gang members and identify young people at risk of exploitation in order to identify the links and to develop common themes in order to provide an adequate partnership response. The plan also reflects the changes in responsibilities following the BCU merger.

## **6. Knife Crime**

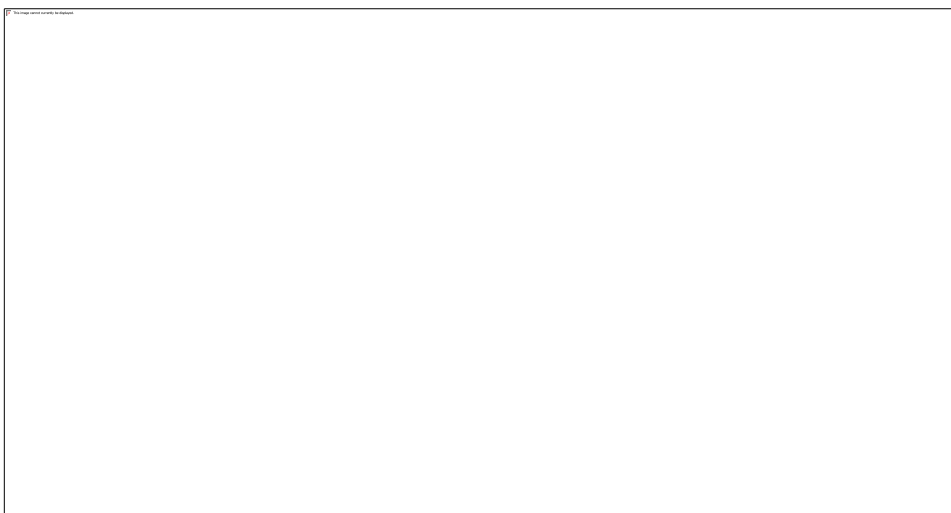
- 6.1** On 27<sup>th</sup> June, Westminster Council will be joining with the MPS to run Operation Poniard, a day of action to tackle knife crime and to specifically promote social responsibility amongst retail premises selling knives, reducing opportunities to steal knives and reduce the availability of knives to young people.
- 6.2** We have also been updating our joint Knife Crime Action Plan as part of the London Knife Crime Strategy launched in 2017. This document captures activity to combat knife crime across London Boroughs and allows for sharing of good practice to inform local knife crime prevention planning.



## **7. Basic Command Unit (BCU) Update**

- 7.1** Following the tri-borough merger of the Police BCU in February, Westminster Council has kept regular touch with the Met to ensure that Westminster remains safe.
- 7.2** The BCU has launched a Priority Crime Team (PCT) that consists of forty-six Detectives and Uniformed officers working to a Detective Inspector in response to significant increases in robbery offences.
- 7.3** This team will focus on responding to those incidents and will own investigations from reporting through to case disposal. This improved grip by a dedicated team will see an increase in positive outcomes at court thereby reducing the levels of this crime type across the BCU.
- 7.4** Overall, the response time for 999 calls requiring an immediate response has remained stable, showing only a slight decrease since the implementation of the BCU as shown in the graph below.

### **I Call Performance**



## **8. Homes (Fitness for Human Habitation) Act 2018**

### **Building Safety Programme**

- 8.1** In response to central government's Building Safety Programme, work is ongoing to inspect and assess buildings with unsafe cladding across the City. Since identification of affected buildings, officers have been closely engaged with relevant parties, including building owners and leaseholders, to bring about assessment of the fire risk presented by buildings and the necessary remediation works. This has included inspections of these buildings and obtaining certain information regarding building construction and fire risk assessment.

- 8.2** Officers are also consulting with key partners including Building Control and London Fire Brigade in specifying necessary remedial works. We are currently working towards ensuring remediation on twelve buildings. One building has been remediated, and another three are nearing completion.
- 8.3** The Council possesses powers under the Housing Act 2004 to enforce remediation of buildings, and consideration is being given to utilisation of enforcement powers dependent on the circumstances of each case.
- 8.4** Officers regularly meet with colleagues from other local authorities, Ministry of Housing, Communities and Local Government (MHCLG) and London Fire Brigade to monitor the progress of this work and share key information to assist with the remediation of these buildings. A dedicated Joint Inspection Team is being established by MHCLG to assist with the practical inspection, assessment and enforcement on affected buildings which we will work with closely.
- 8.5** On 9<sup>th</sup> May, the Housing Secretary, James Brokenshire announced that the Government will fund the replacement of ACM cladding with a £200 million fund to remove cladding from unsafe privately-owned buildings.
- 8.6** The recent government announcement of funding to utilise in the remediation of private high-rise buildings is welcomed, and we will ensure that affected buildings within Westminster can avail of the use of this fund and use it to remove cladding as soon as possible. We continue to liaise with the MHCLG on the removal of ACM cladding on buildings in Westminster.

### **Housing Standards Task Force**

- 8.7** The Taskforce has been operating since May 2018, linking closely with the short term lets team, but operating independently. Enforcement action is a priority for this team. Warrants of entry have been executed and Civil Penalty Notices of £44,000 issued. A total of fifty-three enforcement notices have been served for various offences and two successful Housing Act prosecutions completed.
- 8.8** The Taskforce has been involved in analytical work, drawing together databases across the Council to provide the basis for a HMO Licensing Tool. This work is nearing completion and a report is due imminently. A Landlords Forum has been developed, to share best practice and encourage compliance, and two successful meetings have been held.
- 8.9** The team has supported tenants through the 'safer renting' scheme, and was also part of a successful bid to MHCLG for Rogue Landlord funding. The Bid was to provide a joined-up landlord intelligence base across London. This database is now accessible by both Trading Standards and Environmental Health Officers

## 9. Markets

### New Fee for Markets

- 9.1** Revised fees and charges for Westminster's markets came into effect on 1<sup>st</sup> April, following approval by the Licensing Committee on 28 November 2018.
- 9.2** The Committee approved a tapered rate over a two-year period for the daily charge increasing it to £16 Monday to Thursday, £22 Friday and Saturday, rising to £22 across all days in year 2. 55% of traders had responded favourably to this option in the consultation which allowed traders a one-year transitional period to full charging.

### New Application Process

- 9.3** The Licensing Committee also agreed that we would implement a new process for granting permanent licences. Strutton Ground Market will be the first market to undergo the new process, followed by Tachbrook Street Market and then rolled out to the remaining markets. From the 1<sup>st</sup> of June an advertisement will appear for two months in the trader newsletter, on the Licensing website and by email to all current traders inviting applicants. Applications will then be assessed, and licences granted in August.

### Trader Handbook

- 9.4** A new trader handbook has been completed and uploaded to the Council's licensing website. The handbook contains all the information that a trader requires to apply for a street trading licence including the assessment criteria. It also includes local information pertaining to the individual markets within Westminster.

## 10. Special Events

- 10.1** The Council works hard to help stakeholders deliver successful events across the city every year. My portfolio deals with the environmental health and licensing aspects of events, including food hygiene, health and safety, public safety, licensing, noise.
- 10.2** Throughout Summer 2019, there are several major impact events this year which the team will work closely with including:
- *Taste* (Regent's Park, 19 - 23<sup>rd</sup> June)
  - *British Summertime at Hyde Park* – a 6-day concert with 65,000 people per event (5<sup>th</sup>, 6<sup>th</sup>, 7<sup>th</sup>, 12<sup>th</sup>, 13<sup>th</sup> and 14<sup>th</sup> July)
  - *Pride* (6<sup>th</sup> July on the streets of Westminster)
  - *Cricket World Cup at Lords* (23<sup>rd</sup>, 25<sup>th</sup> and 29<sup>th</sup> of June and the 5<sup>th</sup> and 14<sup>th</sup> July),
    - *The Fan-zone* (Trafalgar Square, 12<sup>th</sup>-14<sup>th</sup> July)
    - *The Opening Party on The Mall* - (29<sup>th</sup> May)
  - *Somerset House Summer Series* -(11<sup>th</sup> - 21<sup>st</sup> July)
  - *Notting Hill Carnival* (25<sup>th</sup> and 26<sup>th</sup> August)

- *Last Night of the Proms and the Radio 2 concert at Hyde Park (14<sup>th</sup> and 15<sup>th</sup> September)*

**10.3** The Council's aim is to help to deliver a safe and successful event that is enjoyed by all those concerned by:

- Promoting **Public Safety**: This includes all members of the public including vulnerable children and adults.
- Ensuring **Food Safety**: Documentation review and inspection of all catering provisions on site.
- Overseeing **Health & Safety** procedures: Risk assessments and method statements reviewed and full site inspection. Assessment of activities such as, inflatables, funfair rides, children's activities, face painting, use of pyrotechnics and special effects, performance of animals, special treatments, etc, are carried out.
- Administering **Licensing** regimes: Check that the event is licensed and in compliance with all conditions attached to a Premises Licence or a Street Trading Licence.
- Managing **Noise** levels: A noise limit may need to be set and/or continuous noise monitoring to ensure compliance with Licence conditions and ensure that the event does not cause a nuisance under the Environmental Protection Act 1990. Ensure compliance with the The Control of Noise at Work Regulations 2005 for staff and contractors on site.

## 11. Licensing Venues

### Windmill Sexual Entertainment Venue Appeal

**11.1** The appeal to Crown Court against the refusal to renew the sexual entertainment venue licence for the Windmill has recently been withdrawn. This means that the provision of Sexual Entertainment must cease immediately. The venue is currently closed and all licensable activities relating to the premises licence has also ceased. Should the premises re-open, the licence holder of the premises licence understands that no sexual entertainment can be offered until, if it is their intention, a new Sexual Entertainment Venue is obtained.

**11.2** We continue to seek our costs in relation to this case. Clear breaches of licence conditions were proven in this case, and we have made it clear to the industry that compliance and protection of both customers and workers is our absolute priority.

## 12. Hate Crime Commission

**12.1** The important job of establishing and supporting the work of Hate Crime Commission was advertised nationally last year. After an open and fair competition, an appointment was made earlier this year and the post-holder started in March.

**12.2** The lead officer's role is currently focused on identifying suitable candidates for the role of Commission Chair and Commissioners more widely. To ensure we are

considering the best people for the role, I have written to Cabinet colleagues for their views on suitable candidates.

**12.3** We expect to be able to announce the Commission and its terms of reference in the coming weeks.

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# City Management & Public Protection Policy and Scrutiny Committee

<b>Date:</b>	12 <sup>th</sup> June 2019
<b>Classification:</b>	General Release
<b>Title:</b>	Action on Fly-tipping
<b>Report of:</b>	Sara Sutton – Executive Director for City Management & Communities
<b>Cabinet Member Portfolio</b>	Cabinet Member for Public Protection & Licensing Cabinet Member for Environment & City Management
<b>Wards Involved:</b>	All
<b>Policy Context:</b>	Clean Streets
<b>Report Authors and Contact Details:</b>	<b>Annette Acik – Director of Public Protection &amp; Licensing</b> <b>Mark Banks – Head of Waste &amp; Parks</b> <a href="mailto:mbanks@westminster.gov.uk">mbanks@westminster.gov.uk</a>

## 1. Executive Summary

- 1.1 Satisfaction with the council's waste collection and street cleansing services remains exceptionally high (93% and 91% respectively in the 2018 City Survey) but fly-tipping continues to be a source of substantial frustration for many residents and businesses. This report provides an overview of waste enforcement activity undertaken during 2018-19, the work of the Street Waste Action Team, and two new initiatives to tackle fly-tipping – the trial use of CCTV monitoring and utilising 'nudge' theories to improve behaviours.



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

- How can the council more effectively communicate 'waste rules' to residents and businesses?
- Does the committee support the programme for the continued removal of waste and recycling bin sites that are frequent fly-tipping hot-spots?
- What further measures should the council consider taking to effectively tackle fly-tipping?

## 3. Background

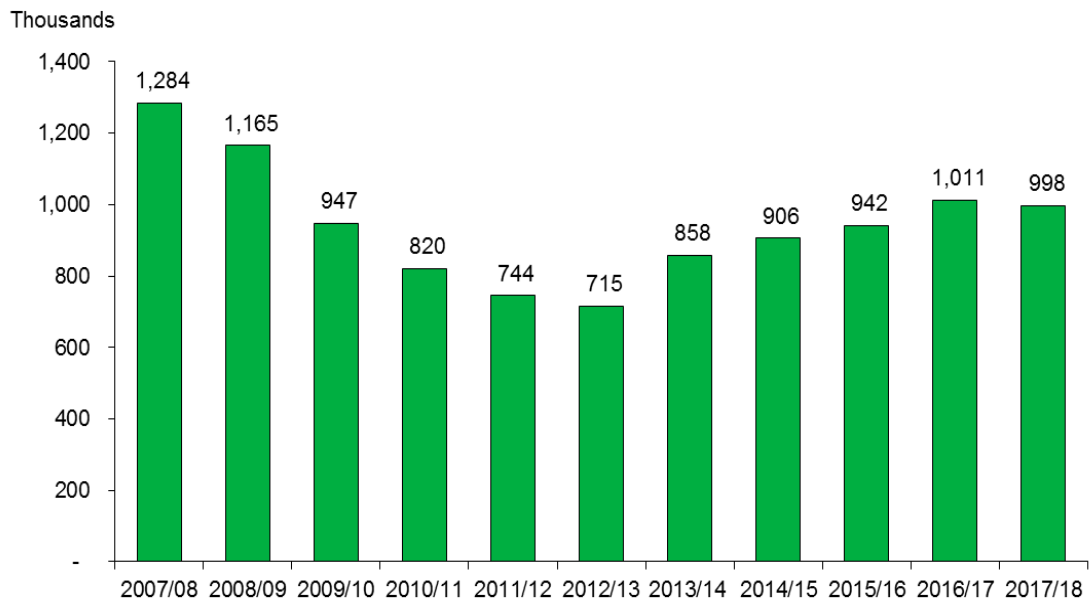
3.1 Fly-tipping is defined as the 'illegal deposit of any waste onto land that does not have a licence to accept it'. Tipping a mattress, electrical items or 'bin bag' of rubbish in the street causes a local nuisance and makes an area look uncared for. At the larger end of the scale fly-tipping can involve truckloads of construction and demolition waste being tipped although vehicle related fly-tipping remains relatively rare in Westminster.

3.2 Much of the fly-tipping activity in Westminster happens around the 141 Big Black Bin (BBB) sites that are predominantly located in high density residential areas. The BBB service was first introduced over 30 years ago. These sites are widely misused, with significant levels of recycling material in general waste bins and are hotspots for dumping. From the City Survey we know that 30% of our residents feel that litter and waste on the street is a "big" or "very big" problem". A recent audit found that:

- 35% of waste placed in street waste bins, could have been recycled.
- 86% of these sites had bulky waste dumped next to the bins.
- 82% of sites had black bag dumped by the bins, despite their being space in the bins.

3.3 Incidents of fly-tipping across England had shown steady declines from 2007/08 until 2013/14, when there was an increase to 858,000 incidents. Since then, the number of fly-tipping incidents had been increasing year-on-year until 2017/18 when there were 998,000 incidents reported – a marginal decrease of 1% from the previous year. In London however, fly-tipping has increased at twice the rate observed nationally, rising by 14 per cent from 2015/16 to over 366,000 reported incidents in 2016/17. London boroughs spend £18 million each year dealing with fly-tipping. Fly-tipping in Westminster costs an estimated £1m annually. A more accurate estimate of the total cost is difficult to calculate as fly-tips are cleared as part of the 'business as usual' activities of the waste collection and street cleansing services.

**Chart 1 – National Trend in Fly-tipping Incidents 2007-18**



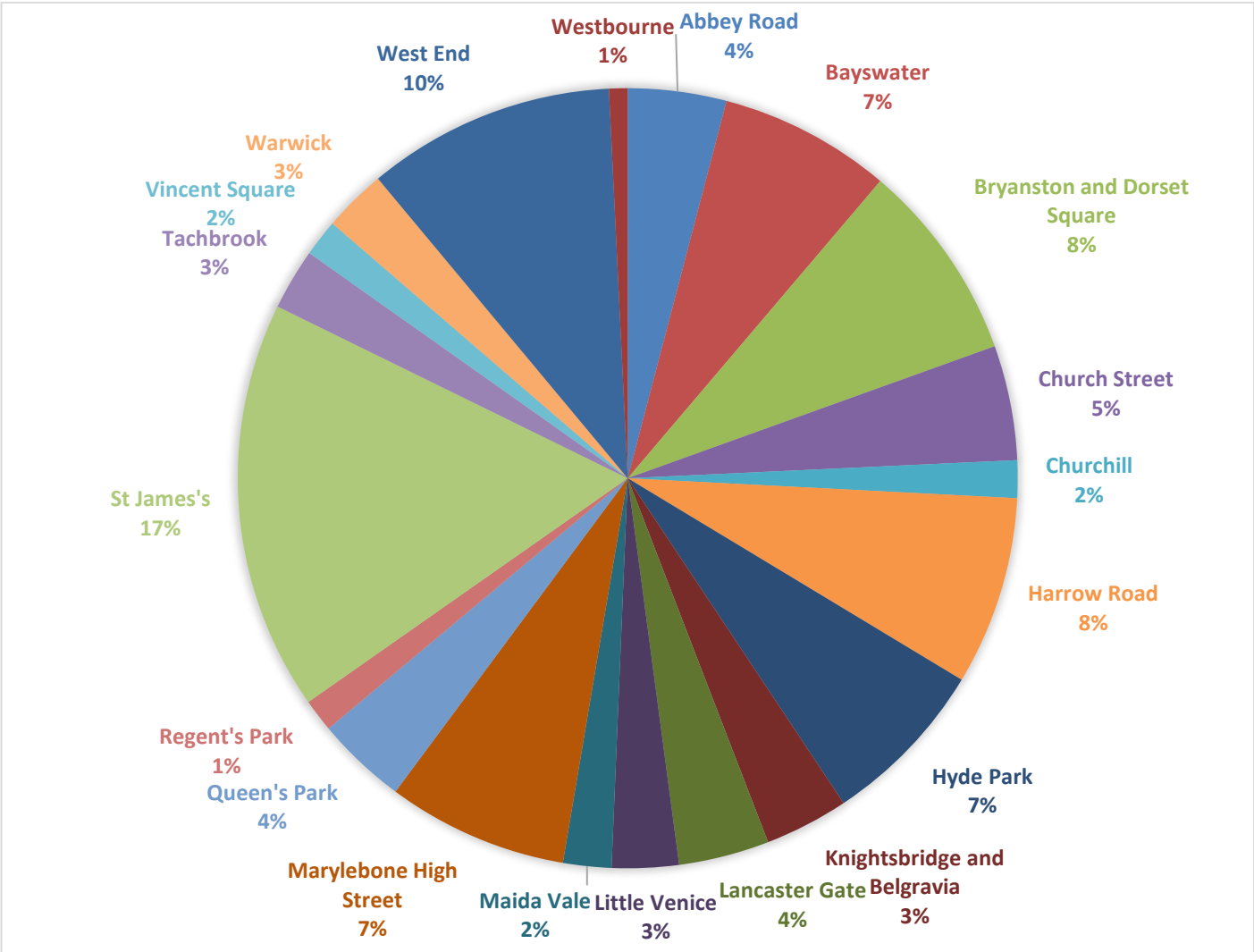
3.4 As can be seen in Table 1 below, it is difficult to draw any comparisons with fly-tipping data from neighbouring boroughs. The most likely explanation for the wide variability in data across the boroughs is likely to be the numbers of council officers reporting in each borough and the relative convenience/usage of complaints reporting channels by local residents.

**Table 1 - London Borough Fly-tipping Comparison 2016/17**

	'Black Bag'	As % of WCC	Other H/h Waste (e.g. bulky waste)	As % of WCC
<b>Westminster</b>	<b>1685</b>	-	<b>4251</b>	-
Brent	321	-81%	15,425	+263%
Camden	1181	-30%	1808	-58%
Kensington & Chelsea	3572	+112%	2708	-57%
Lambeth	506	-70%	1736	-59%
Southwark	2936	+74%	7669	+80%

3.5 The breakdown of fly-tipping reports by ward remains very consistent with the 'commercial' areas representing the largest proportion of reports. The increased presence of council officers and inspections by BID Ambassadors is the principle reason for the difference in reporting levels.

**Chart 2 – Abandoned Waste ('Fly-tip') Incidents by Ward 2018**



3.6 The council actively participated in a study of fly-tipping across London conducted last year by Keep Britain Tidy and the London Environment Directors Network (LEDNET). A link to the full report is included as a Background Paper but relevant findings included:

- While the vast majority of Londoners dispose of their waste responsibly, one in five Londoners disposed of their waste in a way that constitutes 'fly-tipping' over the past two years.
- The most common fly-tipping behaviours were leaving black bags next to household bins on collection day, leaving cardboard boxes on and around public recycling bins and leaving donations outside a charity shop when it is closed.
- Those in younger age groups (18-24 and 25-34 year olds) were considerably more likely to say that they had fly-tipped black bags/cardboard waste compared to all other age groups, whereas fly-tipping of bulky/other household waste items was somewhat more evenly spread across the age groups.
- The results suggest that people of other European nationalities are more likely to fly-tip black bags and cardboard waste compared to those from other regions, including the UK. There is evidence to suggest that this is largely driven by respondents from these nations not realising that what they were doing is 'wrong'.
- People who live in smaller household accommodation types were more likely to fly-tip both black bags/cardboard and bulky/other items. This may be due to limited waste storage space in smaller household accommodation types.
- Fly-tipping of black bags was highest amongst full time students and full-time workers, indicating that there may be a perceived lack of time or convenience issue influencing behaviours. By contrast, fly-tipping of bulky waste was highest amongst unemployed people. This may be due to the costs associated with waste removal by council or private waste collectors, which was highlighted as a key barrier by participants in the focus groups (note: Westminster currently provides free bulk waste collections for residents in receipt of benefits).
- Having regular access to a vehicle does not appear to have an influence on the likelihood that a person living in London will fly-tip.
- Respondents in the AB and C1 social grades were more likely to fly-tip black bags/cardboard waste compared to those in the C2 and DE groups, whereas those in the C2 and DE grades were more likely to fly-tip bulky/other household waste.
- A person's feeling of personal connection to their local area, and the length of time they have lived there, does not appear to be a determining factor in

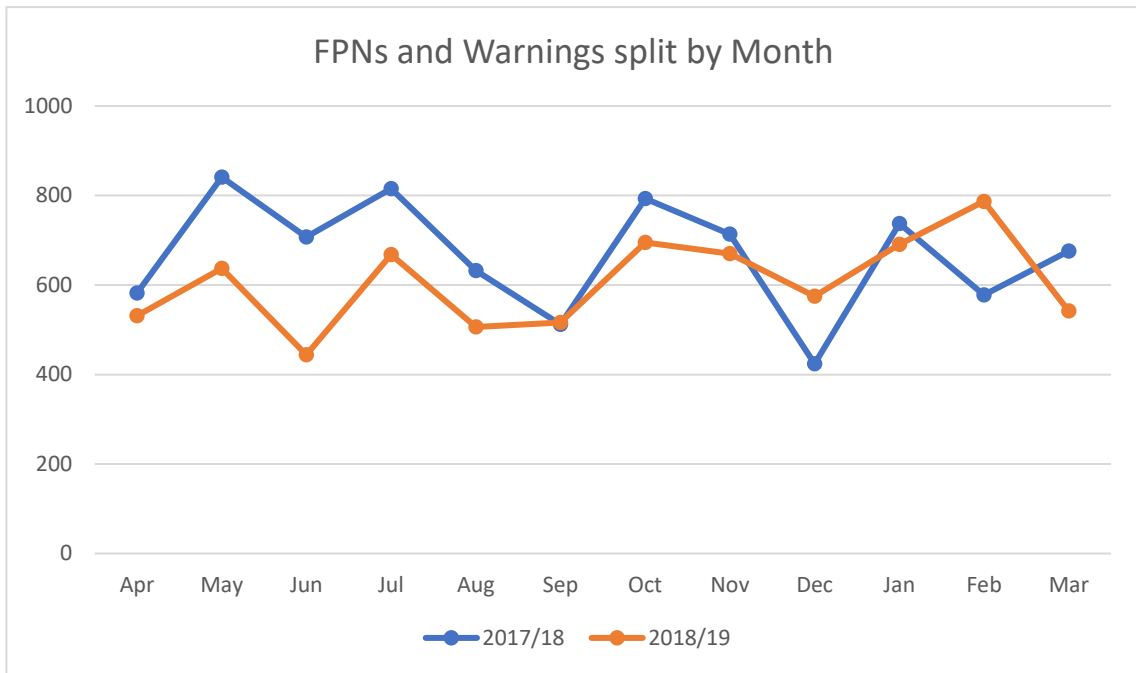


their likelihood to fly-tip. This suggests that other factors have a stronger influence on fly-tipping behaviours.

#### **4. Overview of Waste Enforcement Activity**

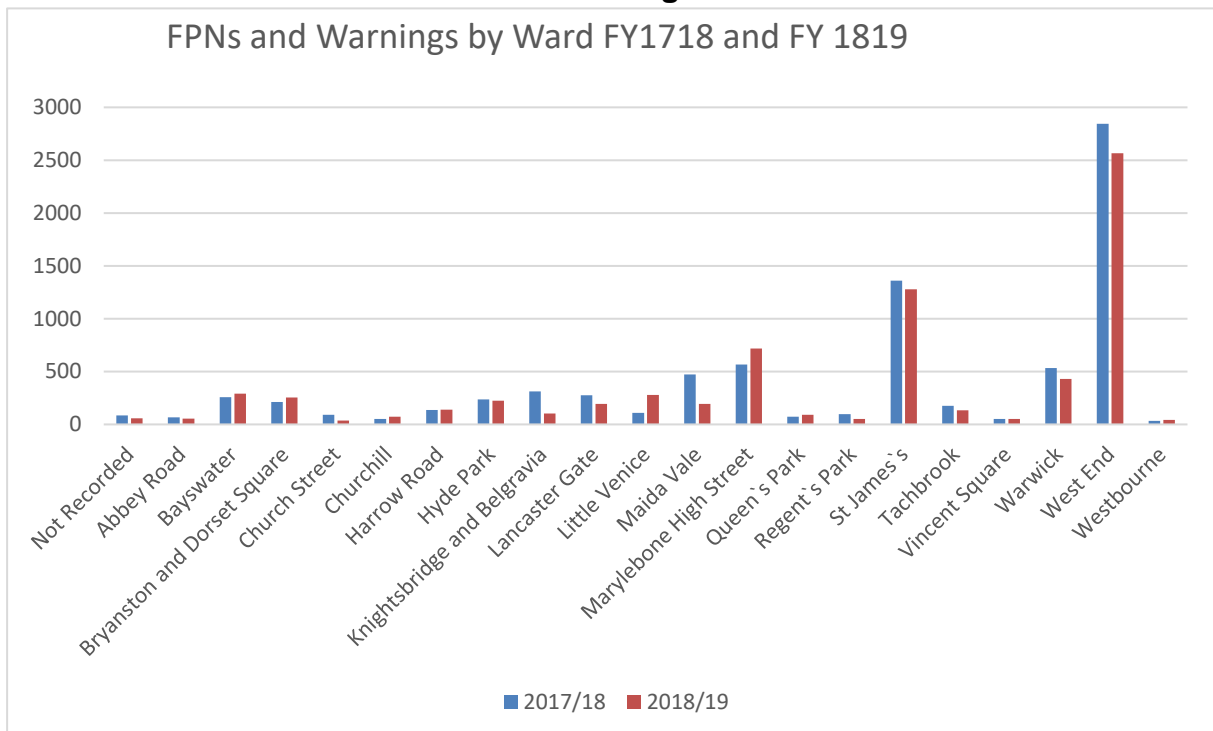
- 4.1 The aim of enforcement against waste offences such as littering and fly-tipping is to protect the safety, wellbeing and environment of all those who live, work and visit the borough. Officers adopt a positive and proactive approach towards ensuring compliance, by helping businesses and individuals understand and meet regulatory requirements more easily and responding proportionately to regulatory breaches.
- 4.2 Officers recognise that the failure to comply often stems from unintended ignorance, carelessness, or a lack of training and management control. Educating through the provision of information and advice, as well as serving notices that provide the opportunity to remedy the breach, are examples of the important tools that officers will use to manage risks. However, in some cases failure to comply may risk causing serious harm, be the result of deliberate illegal behaviour, or failure to correct an identified serious problem. In these instances, officers will issue Fixed Penalty Notices (FPNs).
- 4.3 The table below shows the number of Fixed Penalty Notices (FPN) and warnings issued since 2017. There has been an increasing trend of enforcement action since the implementation of the new Effective Neighbourhood Working (ENW) approach in September 2018, peaking in February 2019. The transition to ENW in the months leading up to its implementation in September 2018 and a reduction in staff numbers meant the number of FPNs issued decreased comparative to the previous year but a recent recruitment drive will see City Inspectors up to full capacity in June/July 2019.

**Chart 3 - FPNs and Warnings by Month, FY 17/18 and 18/19**



4.4 Below is an overview of the number of FPNs (including warnings) by ward.

**Chart 4 - Overall % FPNs and Warnings 18/19**

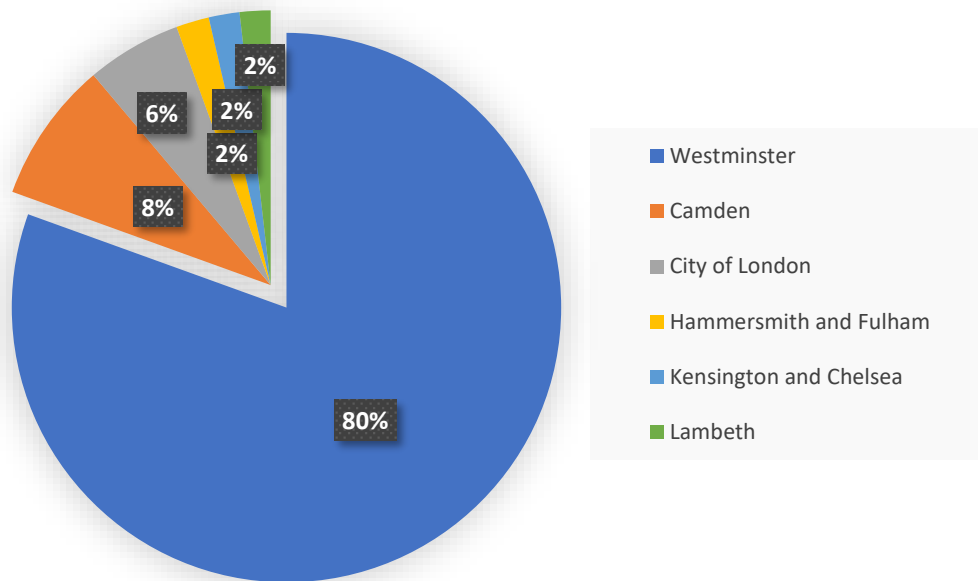


**Table 2 - Total Number FPNs and Warnings 17/18 and 18/19**

Ward	2017/18	2018/19	Grand Total	% of all FPNs & Warnings
Not Recorded	86	59	145	0.9%
Abbey Road	68	56	124	0.8%
Bayswater	258	290	548	3.6%
Bry. & Dorset Sq.	211	255	466	3.0%
Church Street	92	38	130	0.8%
Churchill	52	72	124	0.8%
Harrow Road	135	141	276	1.8%
Hyde Park	236	223	459	3.0%
Knight & Bel.	312	104	416	2.7%
Lancaster Gate	277	194	471	3.1%
Little Venice	108	280	388	2.5%
Maida Vale	473	193	666	4.3%
Mary. High St	567	718	1285	8.4%
Queen`s Park	73	90	163	1.1%
Regent`s Park	98	53	151	1.0%
St James`s	1361	1278	2639	17.2%
Tachbrook	175	132	307	2.0%
Vincent Square	52	51	103	0.7%
Warwick	532	430	962	6.3%
West End	2846	2566	5412	35.3%
Westbourne	34	43	77	0.5%
<b>Grand Total</b>	<b>8046</b>	<b>7266</b>	<b>15312</b>	<b>100%</b>

- 4.5 As would be expected the 'central commercial' wards accounts for 58% of all FPNs and Warnings, with West End and St James's Wards accounting for 52.5% of all FPNs and Warnings. Given that a vast majority of FPNs issues relate to the Commercial premises we would expect these Wards to consistently feature highly.
- 4.6 Comparative to the year before, overall there has been an overall 7% reduction warnings issued, and a 10% reduction in FPNs. This may be a result of an increase in compliance, however it may also be following the introduction of Effective Neighbourhood Working mid-year causing an associated lag in interventions whilst new officers embed the new ways of working.
- 4.7 The below chart and table compares our enforcement interventions with that of our neighbouring local boroughs for 2017-18.

**Chart 5 - FPNs 2017/18 across neighbouring boroughs**



**Table 3 - Breakdown of FPNs across the neighbouring boroughs 2017/18**

Borough	Number of FPN Actions
Westminster	8045
Camden	832
City of London	559
Hammersmith and Fulham	194
Kensington and Chelsea	181
Lambeth	181
<b>Total</b>	<b>9992</b>

4.8 The total number of FPN Actions for the whole London region in 2017/18 stands at 50,707; Westminster therefore accounts for 15.9% of all FPN Actions in London (comparative data for 2018-19 is not yet available).

## **5. Street Waste Action Team**

- 5.1 The SWAT project was launched in February 2018 as part of the Leader's #My Westminster programme. It aims to educate local resident's behaviour around waste and recycling, particularly duty of care around communal on street bins, dumping around street furniture, and doorstep presentation. Each ward undergoes a typical 6-8 week programme that involves baseline monitoring, engagement, compliance, and a later comparative analysis.
- 5.2 To date, 10 wards have been completed (Table 4 below). Both West End and St James's wards will both be captured under a new commercially focussed project in partnership with local Business Improvement Districts (BIDS).



**Table 4 – SWAT Ward Deployments to Date**

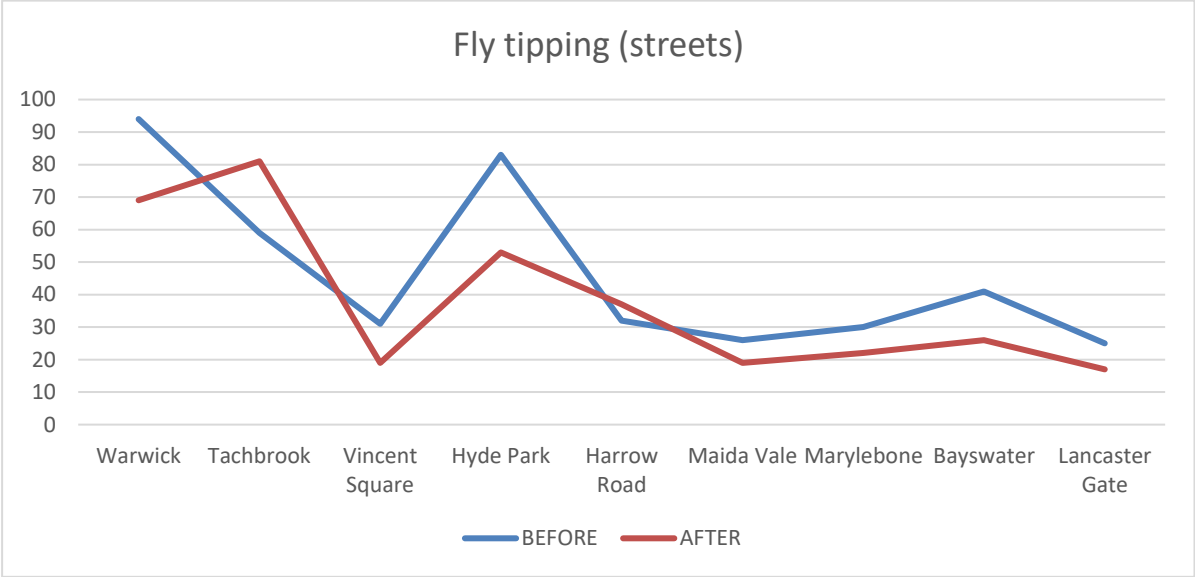
WARD	DATE BEGAN	STATUS	Fly-tipping, dog fouling & overflowing litterbins			Fly-tippin around big black bins			Correct Doorstep Presentation			Compliance	
			Before	After	% difference	Before	After	% Difference	Before	After	% difference	Warnings	Fixed Penalty Notices
Warwick	12/02/2018	Completed	94	69	26.60%	26	30	15.30%	336	264	21.40%	25	9
Tachbrook	12/02/2018	Completed	59	81	37.20%	55	10	81.80%	285	131	54%	13	5
Vincent Square	19/03/2018	Completed	31	19	38.70%	20	4	80%	112	55	50.80%	6	3
Hyde Park	14/05/2018	Completed	83	53	36.10%	24	12	50%	34	98	188%	20	27
Harrow Road	09/07/2018	Completed	32	37	15.60%	14	21	50%	34	63	85.20%	23	4
Maida Vale	06/08/2018	Completed	26	19	26.90%	13	0	100%	63	34	46%	28	3
Marylebone High Street & Bryanston & Dorset Square	24/09/2018	Completed	30	22	26.60%	20	15	25%	91	61	32.90%	81	27
Bayswater	07/01/2019	Completed	41	26	36.50%	32	1	96.80%	52	51	1.90%	152	23
Lancaster Gate	04/02/2019	Completed	25	17	32%	24	10	58.30%	44	27	38.60%	87	34
Queen's Park	29/04/2019	Pending											
Church Street		Not Started											
Little Venice		Not Started											
Westbourne		Not Started											
Regent's Park		Not Started											
Fitzrovia		Not Started											
St James's*		Not Started											
Westend*		Not Started											
Knightsbridge		Not Started											
Churchill		Not Started											

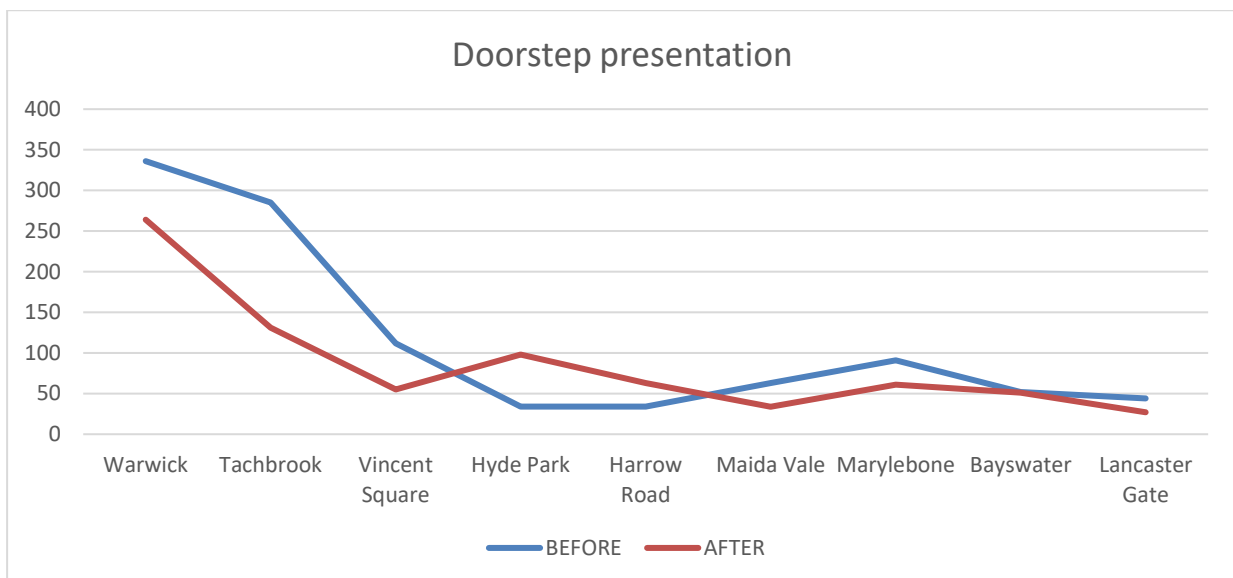
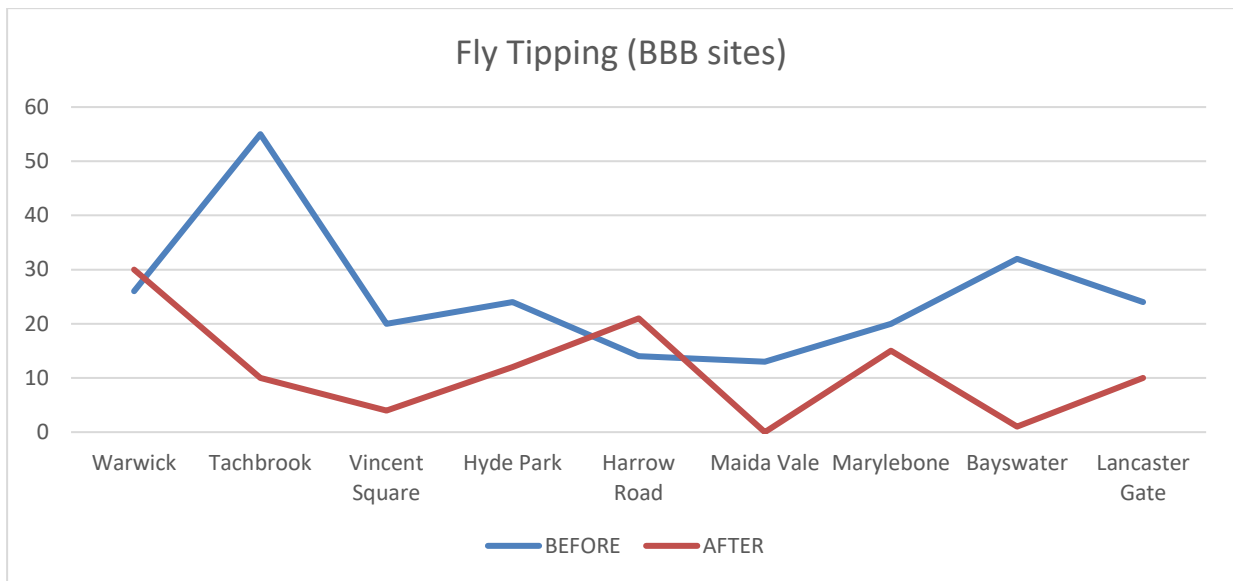
5.3 The 'before' and 'after' measurement of the cleanliness of a ward is calculated through three sub-sets:

- Fly-tipping (Streets) – This includes bags/bulky waste dumped around tree bases, litter bins or other sites where the owner of the waste is not immediately obvious;
- Fly-tipping BBBs – This is bags/bulky waste next to street bin sites;
- Doorstep Presentation – This is where bags have been put immediately outside a property but at the wrong time or day.

5.4 Charts 6-8 below summarise the change in 'cleanliness' following each SWAT ward project. The results are broadly positive across all categories for the majority of wards. The SWAT project had no discernible impact on fly-tipping activities in Harrow Road ward and there is no clear reason for the sudden increase in Hyde Park ward residents leaving waste outside their properties on incorrect days/times after the project was completed.

Charts 6-8





5.5 Related to the work of the SWAT team, there has recently been a series of projects to remove problematic street bin sites. After consultation and agreement from ward members, notices are placed on problematic bin sites advising residents of their removal in seven days' time. Leaflets are also distributed to neighbouring residents within a radius of approximately 150 metres. Vehicles continue to visit sites at least three times each day to clear fly-tipped waste following the removal of the bins. After a six week trial removal period an assessment is made as to whether the trial has been successful and bins either returned or their removal confirmed as permanent.

5.6 Although the SWAT project didn't have any notable impact on fly-tipping behaviours in Harrow Road ward, the subsequent removal of the highly problematic bin site at Ashmore Road junction with Shirland Road has substantially improved local cleanliness with an almost immediate end to fly-

tipping at this location. Image 1 & 2 shows an example of the site at its worst from last year. Flower planters were installed in the area (image 3) which had an immediate effect which saw minimal amounts of waste (images 3 & 4) being left which officers have been monitoring.

Image 1



image 2



Image 3



image 4



## 6. CCTV Trial to Combat Fly-tipping

- 6.1 As part of the council's interventions to crack down on deliberate fly-tipping, from 24<sup>th</sup> May 2019 officers will be operating a four-week trial of overt CCTV in Porchester Terrace North in Bayswater – a known hotspot for this offence.
- 6.2 The CCTV equipment for the trial is being loaned to the council free of charge. The CCTV will focus in and around Big Black Bin sites and will record when movement is detected. The equipment will also be fitted with Automatic Number Plate Recognition (ANPR) to evidence vehicle ownership in any waste offence committed.
- 6.3 With the footage, officers will be able to test whether the CCTV increases our ability to identify and take enforcement action against fly-tipping offenders. It will also help officers gather a complete picture and understanding of who the offenders are (commercial, building waste, residential etc.), and when the offences are being committed, to develop a targeted plan of interventions.
- 6.4 Initial feedback and results from the trial will be reported verbally at the meeting.

**Picture 1 – Barking & Dagenham’s CCTV YouTube Channel**



## **7. Behavioural Insights Project**

- 7.1 The Council has been successful in applying to be part of the Behavioural Insights Programme, run by the Local Government Association. The programme provides a £25,000 match funded grant to use 'nudge theory' to encourage people to make better choices. The project will focus on using behavioural insights to reduce abandoned waste on streets and around communal waste facilities. These facilities are often referred to as Big Black Bin Sites and are widely misused.
- 7.2 Following a competitive tendering exercise, Ogilvy Consulting Behavioural Science Practice have been appointed to work on this project. Ogilvy's Behavioural Science Practice has significant knowhow, having worked in this field for over seven years and has executed 100's of behavioural insight trials for clients from across the world. Furthermore, as the practice sits within the advertising giant Ogilvy, they will bring with them a background of changing behaviour through creative messaging. This team will work hand in hand with our communications and design team to create a tailored approach that will consider:
- How might we overcome the negative, visual social norm that bags at the side of the bins reinforces they are ok to be placed there?
  - Can we help bring neighbourhoods together to co-create ideas they are proud of?



- Can we also make being good with bin bags feel like a socially valuable behaviour?
- Would more aesthetically pleasing bins promote prosocial behaviours and good recycling habits?
- Can we discourage dumping bulky items by calling out that this is NOT the place for them?

7.3 The project involves a four-stage approach (Diagnose, Discover, Design, Do). Each stage is briefly summarised below:

**Diagnose** – Ogilvy are working with key project stakeholders to agree project parameters, timescales and deliverables. This stage will identify the timelines for the project and draft a project scope, trail design and power analysis for sign off by the LGA. We will identify potential risks, resource and feasibility analysis for the project. **(Complete)**

**Discover** – The project team will work with Ogilvy and key stakeholders to ensure we build a true picture of current behaviour around littering, abandoned waste and recycling in Westminster. We will conduct both primary and secondary research that incorporates the following, analysis of the bin sites. This will involve working with waste teams and key stakeholders to gain their insight and to analyse any existing research and data we have. This information will be combined with existing academic research and psychologically similar challenges in this area. **(In Progress)**

**Design** – Ogilvy will take the detailed research and analysis to create a novel, effective behaviourally optimised approach to changing these bin sites to improve behaviour. It is crucial for this project to create an intervention that offers a new solution to deter people from abandoning their waste and encourage them to recycle. Ogilvy will facilitate a half day ideation workshop with key project stakeholders from Westminster. From this session Ogilvy will deliver a maximum 6 concepts and illustrations for Westminster to brief our internal design teams with to ensure behavioural insights are successfully embedded in production. Westminster will then conduct printing, production and share photos for Ogilvy to approve prior to trial commencing. **(May-July 2019)**

**Do** – The final phase incorporates the production, roll-out and evaluation of our interventions trial. At this stage we anticipate a three-month pilot period where our interventions are tested, and behaviour is carefully measured. We will create an experimental design briefing template to confirm what we are to measure, the number of conditions, how long we need to test, and the samples size needed for significant results. **(August – December 2019)**

7.4 An update will be provided to the Committee once this project has been completed and evaluated.

## **8.0 Future Waste Strategy/Enforcement Interventions**

8.1 A Waste Governance Group has been created which involves different departments coming together in partnership to achieve the City for All vision of a “City that offers excellent local services”. Regular meetings are taking place with representatives from Comms, Policy, Waste and Parks and City Inspectors attending regularly to drive short- and long-term objectives of the waste portfolio which includes Policy, Digital and CCTV. This group will provide the delivery of such areas going forward.

8.2 City Inspectors have several new recruits starting employment in June and July. As part of their induction they will be provided full training on our waste procedures and policy. The training will also be available to more experienced staff who may require a refresher course. Training will be ongoing in the form of classroom and on the job training with quality assurance of the officer’s work being monitored by senior officers.

8.3 Officers are engaging closely with businesses in areas of the West End of the due to non - compliance with our waste regulations. City Inspectors are educating commercial premises in relation to waste collection times, and how and where they present their waste. City Inspectors are following up where necessary with enforcement action also working closely with Heart of London in terms of obtaining long term solutions.

8.4 Another project is also being developed to tackle fly-tipping specifically related to short-term let properties. This will involve better liaison with estate agents so that tenant information packs include guidance on waste disposal requirements and cleaning companies who frequently clean after ‘Air BnB’ type lettings. This project will be developed in liaison with the short term lettings planning enforcement team.

8.5 Development is under way with IT to produce a mobile application which will allow City Inspectors to issue Fixed Penalty Notices (FPN) on the street to be more effective with their time. The application will allow for all investigation work and production of an FPN to be completed whilst on site.

8.6 We are in the middle of making changes to our data recording for waste to highlight our hot spots for abandoned waste. This will allow us to review hot spots on a regular basis to deploy staff more effectively and look at long term

solutions to the problems within these areas which overlap with elements of ASB. Regular analysis will also allow us to measure and review performance.

- 8.7 Westminster's Waste Enforcement Policy is currently under review. The aim of the review is to bring it in line with recent legislative and national policy updates, and ensure our approach to enforcement is clear, transparent and consistently applied.

## 9. Summary

- 9.1 The diverse range of locations and causes of fly-tipping will continue to require a number of different approaches to effectively address this long-standing issue. Ensuring that residents and businesses understand what they are supposed to do to correctly dispose of their waste and recycling and the consequences of non-compliance will remain the foundation for reducing fly-tipping. Better use of technology to deploy collection vehicles and enforcement staff to provide a visible deterrent will also be a priority area combined with encouraging residents and businesses to report problems to us in a more timely and effective format.

**If you have any queries about this Report or wish to inspect any of the Background Papers, please contact Mark Banks x3369**  
[mbanks@westminster.gov.uk](mailto:mbanks@westminster.gov.uk)

## APPENDICES:

Keep Britain Tidy & LEDNET Fly-tipping in London Report 2018

<https://www.keepbritaintidy.org/sites/default/files/resource/Understanding-and-Tackling-Fly-Tipping-in-London-Final-Report.pdf>

## BACKGROUND PAPERS

None

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## City Management and Public Protection Policy & Scrutiny Committee

<b>Date:</b>	12 June 2019
<b>Classification:</b>	General Release
<b>Title:</b>	<b>2019/2020 Work Programme and Action Tracker</b>
<b>Report of:</b>	Director of Policy, Performance & Communications
<b>Cabinet Member Portfolio</b>	Cabinet Member for Public Protection and Licensing Cabinet Member for Environment and City Management
<b>Wards Involved:</b>	All
<b>Policy Context:</b>	All
<b>Report Author and Contact Details:</b>	Artemis Kassi x 3451 <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 2019/2020 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; and
- 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 10<sup>th</sup> April 2019 and from the topic selection campaign. It is presented here for the committee to review and prioritise as appropriate. The suggested focus for the item for the meeting on 10<sup>th</sup> September is a review of the work in the city to tackle county lines gangs.

**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

**WORK PROGRAMME 2019/2020****City Management and Public Protection Policy and Scrutiny Committee**

<b>ROUND ONE 12 JUNE 2019</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 Tim Mitchell Cabinet Member for Environment and City Management
Waste and Recycling	To review recent work on fly tipping and waste management	Sara Sutton

<b>ROUND TWO 10 SEPTEMBER 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
County Lines	To review the work in Westminster aimed at tackling county lines gangs	Sara Sutton

<b>ROUND THREE 20 NOVEMBER 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 Management
Energy Strategy	Review the approach to developing a council wide energy strategy	



**ROUND FOUR  
29 JANUARY 2020**

<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
Safer Westminster Partnership/Community Safety Partnership	Annual report	Sara Sutton
Basic Command Unit	Review of the first year of basic command units	Metropolitan Police

**ROUND FIVE  
16 MARCH 2020**

<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 Management

**ROUND SIX  
28 APRIL 2020**

<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
Hate Crime Commission/Strategy	To review hate crime within the city and the initiatives aimed at tackling it. To feed into the	

	development of a hate crime strategy	
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<b>ROUND SEVEN TBC</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 Tim Mitchell Cabinet Member for Environment and City Management
Noise Pollution	To review the problems associated with noise pollution and ways of tackling it.	Sara Sutton

<b>ROUND EIGHT September 2020</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

<b>UNALLOCATED ITEMS</b>		
<b>Agenda Item</b>	<b>Reasons &amp; objective for item</b>	<b>Represented by</b>
Sexual Exploitation	Review of sexual exploitation in Westminster	
Gambling Policy	Review proposals and comment	
Utilities Update	An investigation into the practices of utility companies	

Probation Service		
Green Infrastructure Strategy		

<b>TASK GROUPS AND STUDIES</b>		
<b>Subject</b>	<b>Reasons &amp; objective</b>	<b>Type</b>
Inclusion in the ENTE	Report on inclusion within, access to and diversity in Westminster's dance entertainment venues (nightclubs) which operate within the evening and night-time economy, identifying areas of best practice and making recommendations aimed at further improving standards	Task Group – scoping and research commenced. Meetings held.



**ACTION TRACKER**  
**City Management and Public Protection Policy and Scrutiny Committee**

<b>ROUND 5</b> <b>10 April 2019</b>		
<b>Agenda Item</b>	<b>Action</b>	<b>Status/Follow Up</b>
Item 3 Minutes	The committee queried the names of Westminster nurseries that had received funding from the Clean Air Fund	Completed
Item 6 Basic Command Units	The committee requested information about crime statistics concerning knife crime within the city	In progress
Item 7 Safer Westminster Partnership	The committee requested that information concerning arrangements for youth services bids and funding should be resent to members	Completed

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