



City of Westminster

Committee Agenda

Title: **Communities, Regeneration and Housing Policy and Scrutiny Committee**

Meeting Date: **Wednesday 9th March, 2022**

Time: **6.30 pm**

Venue: **Hybrid MS Teams and 18th Floor, Westminster City Hall, 64 Victoria Street, Westminster, London SW1E 6QP**

Members: **Councillors:**

Antonia Cox	Matt Noble
Elizabeth Hitchcock	Hamza Taouzzale
Ian Rowley	Jim Glen (Chairman)
Barbara Arzymanow	Liza Begum

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

[Link to meeting](#)

This meeting will be livestreamed and recorded. To access the recording after the meeting, please revisit the link.



If you require any further information, please contact the Scrutiny Coordinator, Tracey Chin.

E: tchin1@westminster.gov.uk

Corporate Website: www.westminster.gov.uk

Note for Members: Members are reminded that Officer contacts are shown at the end of each report and Members are welcome to raise questions in advance of the meeting.

AGENDA

1. MEMBERSHIP

To note any changes to the Membership.

2. DECLARATIONS OF INTEREST

To receive declarations by Members and Officers of the existence and nature of any pecuniary interests, or any other significant interest in matters on this agenda.

3. MINUTES

To agree the minutes of the Committee's meeting held on 26 January 2022.

(Pages 5 - 12)

4. UPDATE FROM THE CABINET MEMBER FOR COMMUNITIES AND REGENERATION

To update the Committee on current and forthcoming issues in this portfolio.

(Pages 13 - 18)

5. UPDATE FROM THE CABINET MEMBER FOR HOUSING

To update the Committee on current and forthcoming issues in this portfolio.

(Pages 19 - 22)

6. CHANGING FUTURES

To update the Committee on the work of the Changing Futures programme.

(Pages 23 - 32)

7. ROUGH SLEEPING STRATEGY

To discuss the development of the Council's Rough Sleeping Strategy, exploring whether there is the correct balance of enforcement and supportive measures.

(Pages 33 - 38)

8. WORK PROGRAMME

To discuss items for consideration in the next municipal year 2022-2023.

(Pages 39 - 44)

9. ANY OTHER BUSINESS

To review any other business which the Chairman considers urgent.

Stuart Love
Chief Executive

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CITY OF WESTMINSTER

MINUTES

**Communities, Regeneration and Housing
POLICY and SCRUTINY COMMITTEE
26 January 2022**

MINUTES OF PROCEEDINGS

Minutes of a meeting of the **Communities, Regeneration and Housing Policy and Scrutiny Committee** held **virtually** on 26 January 2022 at 6:30pm and livestreamed **via Microsoft Teams**.

Members Attended: Councillors Jim Glen (Chairman), Barbara Arzymanow, Liza Begum, Eoghain Murphy (substituting for Antonia Cox), Matt Noble, Ian Rowley, Mark Shearer (substituting for Elizabeth Hitchcock) and Hamza Taouzzale.

Also present: Councillor Heather Acton (Cabinet Member for Communities and Regeneration), Councillor David Harvey (Cabinet Member for Housing), Tracey Chin (Policy and Scrutiny Co-Ordinator), Michael Clarkson (Lead City Planning Policy Officer), Fergus Coleman (Head of Affordable Housing and Strategy), Alexandra Deolinda Severino (Portfolio Advisor), Cecily Herdman (Principal Policy Officer), Debbie Jackson (Executive Director of Growth, Planning and Housing), Artemis Kassi (Lead Scrutiny Officer/Statutory Scrutiny Officer), Gillian Matthews (Homeless Contract and Performance Manager), Raj Mistry (Executive Director of Environment and City Management), Sally Ann Nott (Housing Partnership and Development Manager), Ezra Wallace (Director of Policy), Neil Wightman (Director of Housing)

AGENDA PART 1

1. MEMBERSHIP

- 1.1 Apologies were received from Councillor Elizabeth Hitchcock (Councillor Shearer substituting) and Councillor Antonia Cox (Councillor Eoghain Murphy substituting).

2. DECLARATIONS OF INTEREST

- 2.1 The Committee noted a declaration by Councillor Shearer on his work in the local community. Councillor Shearer confirmed this would not impact on any of the items on the agenda.

3. MINUTES

- 3.1 The Committee noted that Councillor Begum's attendance had been omitted in the minutes of the meeting held on 17 November 2021 and requested this be corrected for public record.
- 3.2 **RESOLVED:** That the minutes of the meeting held on 17 November 2021 be approved as an accurate record of proceedings, pending the above correction.

4. UPDATE FROM THE CABINET MEMBER FOR COMMUNITIES AND REGENERATION

- 4.1. The Committee received an update from Councillor Acton, Cabinet Member for Communities and Regeneration, focussing on current and upcoming issues from the portfolio. The Committee discussed the following points:

Homelessness and rough sleeping

- 4.2. The Cabinet Member reported that the numbers of rough sleepers had decreased, although the exact numbers had yet to be confirmed. There was the possibility of an increase, due to the number of rooms that were being allocated to those outside the City. However, it was confirmed accommodation had been provided for the most vulnerable.

Digital enforcement and fixed penalty notices

- 4.3. The Committee queried the effectiveness of digitisation for enforcement and its impact on public protection, especially on market trading and the entertainment sector. The Cabinet Member recognised that using this approach would help simplify the application process in these areas and would enable faster action to be taken. This may include an increase in fixed-penalty notices by the inspectorate on fly-tipping.

Leaseholder queries regarding Ebury Bridge regeneration

- 4.4. The Committee reported concerns from leaseholders regarding the proposals for short lets as part of the Ebury Bridge scheme. The Cabinet Member expressed reservations in the use of short-term lets and confirmed that the Council were applying for greater control in this area.
- 4.5. There were further concerns from residents regarding Phase 2a of the Programme, that some existing properties would lose a large percentage of natural lighting because of the proposals. The Cabinet Member encouraged greater liaising between residents and officers as part of part of the consultation process to ensure their concerns were noted.

- 4.6. A Member of the Committee reported intimidation claims from leaseholders by officers during the negotiation process and had raised concerns that they would not be receiving like-for-like properties as had previously been agreed. The Cabinet Member noted the claims and confirmed these would be investigated further.

The importance of continual work on ASB

- 4.7. The Committee queried the work that had been undertaken by the Anti-Social Behaviour Strategy Task Group in response to ongoing anti-social behaviour across the City. The Cabinet Member confirmed the recommendations made would be utilised in the ongoing work.
- 4.8. The Committee raised concerns on the continuing issues of drug-use, pedicabs and US-style sweet shops along Oxford St, which were contributing to the issues of anti-social behaviour and what law enforcement methods could be applied to resolve this. The Cabinet Member agreed that these were ongoing concerns. Drugs were a specific area of law enforcement and would continue to be so. The rise in US-style sweet shops would continue to be monitored, following the success of Operation Jade.
- 4.9. Anti-social behaviour in private transportation was noted by a member of the Committee including cyclists and e-scooterists passing red lights and the continued presence of pedicabs. The Cabinet Member acknowledged the challenges in the permanent removal of pedicabs and indicated that the use of PSPOs would be considered. However, it was clarified that a TMO could not be used as pedicabs were not classed as traffic.
- 4.10. The Committee requested an update on busking enforcement. The Cabinet Member noted concerns from residents and businesses on increased noise levels and acknowledged the challenges faced by Police when buskers had given false details. It was noted that most individuals had applied for licenses.

Heathrow flight path and its impact on residents

- 4.11. The Committee requested information on the changes to the Heathrow flight path. The Cabinet Member acknowledged concerns from residents on the changes to the Heathrow flight path, which included the lowering of flights, resulting in increased noise levels. It was confirmed that the Civil Aviation Authority (CAA) had noted these concerns and advised the Council to liaise directly with Heathrow. It was confirmed that a consultation with residents would be available later in the year.
- 4.12. **RESOLVED:** That the Committee note the current and forthcoming issues in this portfolio.

ACTIONS:

1. to investigate leaseholders' concerns and allegations of intimidation regarding the Ebury Bridge project.

The Committee requested information on the following:

2. to report on figures for performance and sustainability on Policy and Scrutiny issues.
3. to explore the possibility of using PSPOs to resolve the pedicabs issue.
4. to circulate the figures for the confiscation of e-scooters and fines for cyclists on pavements.
5. a written response on the work of the Private Rented Sector Strategy Task Group in improving the standards of privately rented accommodation in the City.

5. UPDATE FROM THE CABINET MEMBER FOR HOUSING

- 5.1. The Committee received an update from David Harvey, Cabinet Member for Housing, focussing on current and upcoming issues from the portfolio. The Committee discussed matters including:

- 5.2. **Details of the allocation of affordable housing**

The Committee queried the information on 3.7 of the report and the exact figures for the allocation of affordable housing. The Cabinet Member confirmed that most of the flats being developed were 2–3-bedroom properties, which were classed as family-sized.

Shared spaces innovation

- 5.3. The Committee enquired about the use of the shared spaces scheme, citing promising results on the Churchill Gardens Estate. The Cabinet Member confirmed that this was a possibility that was being investigated. It was emphasised that balance was needed between quiet and active spaces.

Housing of refugees in the City of Westminster

- 5.4. The Committee queried the number of refugees receiving permanent residency in the City of Westminster. It was confirmed that there were many individuals and families, with differing requirements, waiting to be rehoused. The Council was working to ensure that families were able to be housed in suitable permanent, long-term accommodation.

- 5.5. Whilst there had been reports of families settling successfully outside the capital, it was acknowledged that there were cases where families had declined accommodation outside of London, in favour of remaining in the City.

Residents being housed outside the City

- 5.6. The Committee raised concerns that some City of Westminster families could not get housing locally and were being re-housed outside the City in private rented accommodation. The Cabinet Member noted the Committee's concerns on the pressure of temporary housing on residents.

Lillington & Longmoore Estate repairs

- 5.7. The Committee requested an update on the flooding repairs and queried, what long-term improvements could be made regarding the heating and hot water systems and how long these were likely to take.
- 5.8. The Cabinet Member explained that the waiting time for the properties to dry was between two to three months. Most of the issues found were linked to mould and groundwater flow, which may require residents of the affected properties to vacate where necessary, before full repairs could be made.

Flooding

- 5.9. The Committee queried the allocation of funds to address repairs caused by flash-flooding on the City's housing stock. The Cabinet Member confirmed funds came from the Council's insurance but acknowledged that the most impact would be on leaseholders. It was noted that issues would vary across different stock and highlighted the importance of having ongoing discussions with leaseholders.

Resident Repairs

- 5.10. The Committee queried residents' satisfaction level on repairs, and how this had been collected. The Cabinet Member explained that this had been carried out via a range of methods, including telephone surveys and independent technology, which can measure the tone of voice.
- 5.11. **RESOLVED:** That the Committee note the current and forthcoming issues in this portfolio.

ACTION:

1. The Committee to investigate reported cases of City of Westminster families having to be rehoused outside the City.

6. PLANNING OBLIGATIONS AND AFFORDABLE HOUSING SUPPLEMENTARY PLANNING DOCUMENT

- 6.1. The Committee received a report from the Executive Director of Growth, Planning and Housing and the Executive Director of Innovation and Change, which provided an update on the progress on affordability of new intermediate housing in the borough. The key goals of the report were to gain the Committee's views of the scope of the proposals. The report was presented by Ezra Wallace, Director of Policy, with support from Cecily Herdman,

Principal Policy Officer, and Fergus Coleman, Head of Affordable Housing and Strategy.

- 6.2. The Committee queried the decision to focus on the intermediate housing sector. It was explained that the definition of “affordable” was complex and that pricing could be better controlled in this sector, with any rent increases helping more people over several years.
- 6.3. The Committee recommended that it may be useful to increase the case studies available based on the differing financial circumstances of a variety of individuals.
- 6.4. The Committee proposed having tighter regulations on foreign investments as this seemed to be impacting the land values.
- 6.5. Discussion arose on the number of provisions allocated to key workers. It was confirmed that the report did not include information on all key worker sectors, focussing instead on the “traditional” sectors.
- 6.6. The Committee queried the size of the new units and who these were primarily allocated to. It was explained that the size and type of units was dependent on the needs of those in the City and that a target of 25% of these new homes would be at least 2-bedroom units.
- 6.7. The Committee asked officers if they had any further queries and confirmed their satisfaction of the information provided. The Chair thanked officers for their work.
- 6.8. **RESOLVED:** That the Committee note the report and the actions arising from the discussion.

7. SUPPLY AND ALLOCATION OF SOCIAL HOUSING 2022/23

- 7.1. The Committee received a report from the Executive Director of Growth, Planning and Housing and Neil Wightman, Director of Housing, which focussed on the proportions and methodology of allocated housing. The report was presented by Neil Wightman, with support from Cecily Herdman.
- 7.2. The Committee queried the status of housing provisions for care leavers. It was confirmed that care leavers would receive appropriate accommodation in social housing once they had turned eighteen.
- 7.3. The Committee raised concerns about the number of individuals on the housing waiting list and queried how fairness was ensured in allocations across the differing categories, especially with regards to those on the waiting

lists. Neil Wightman agreed that this was an ongoing issue, acknowledging that demand far outstrips supply and all allocation decisions between different groups were very difficult.

- 7.4. In response to the Committee's query regarding any additional points for consideration, Cecily suggested further scrutiny on the housing waiting list points system.

ACTIONS:

The Committee requested information on the following:

1. to provide a breakdown of housing allocations given to BAME groups.
2. to provide Members with year-to-date stats for the proportion of projected properties for wheelchair users.

8. WORK PROGRAMME

- 8.1. The Committee agreed that the next meeting of the Committee is scheduled for the 9 March 2022. This was amended from the original date of 17 March 2022.
- 8.2. The Committee discussed its work programme for the remainder of the municipal year and was confirmed that the main items for the next meeting would be anti-behaviour and rough sleeping.
- 8.3. It was agreed by the Committee and Cabinet Members that any unallocated items would be heard in the following municipal year.
- 8.4. **RESOLVED:** That the work programme report be noted

9. TERMINATION OF MEETING

- 9.1. The meeting ended at 9.20pm.

CHAIRMAN _____

DATE _____

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City of Westminster

Communities, Regeneration and Housing Policy and Scrutiny Committee

Date: 9 March 2022

Report of: Councillor Heather Acton

Portfolio: Cabinet Member for Communities, PPL and Regeneration

Report Author and Contact Details: Alexandra Severino (adseverino@westminster.gov.uk)

1. City for All Vision and Strategy (2021 – 2022) – Communities, PPL and Regeneration Priorities

1.1 Vibrant Communities

1.1.1 Refreshing our Anti-Social Behaviour (ASB) Strategy

The development of a 5-year Anti-Social Behaviour (ASB) Strategy is progressing well, outlining strategic objectives for the Council. A number of professional engagement sessions have already taken place and there will now be wider community engagement during March. The aim is to gather first-hand experiences, insights and suggestions from young people, the elderly, victims of ASB, perpetrators of ASB, mental health services, the business community, and the rough-sleeping community.

1.2 Greener and Cleaner

1.2.1 Update on Air Quality

After writing to the CAA regarding Heathrow's Airspace Change proposal developments and flight paths over Westminster we received a response in late February informing us that we would have confirmation on whether our design principles have been accepted by the CAA before the end of February. We will continue to work with our partners to ensure we work together to reduce carbon emissions in our City by continuing to engage with the CAA on this development.

1.3 Smart City

1.3.1 Adopt a Digital Approach to Enforcement, Inspections and Licensing

A new Markets and Street Trading licensing portal is now operational. It includes account management, online booking for pitches and visibility of payments due and is being used by 80% of traders. The next step is a Food Digital project for mobile food hygiene and safety inspections.

2. Major Decisions

- Ebury Phase 1 Appropriation (Joint with Cabinet Member for Finance & Smart City)
- The Potential Integration of Air Source Heat Pumps at the Ashbridge, Ashmill and Cosway Sites (Joint with Cabinet Member for Finance & Smart City)

3. Areas of Focus

3.1 Outbreak Management

It is anticipated that community testing will end in February 2022 with the Government announcement of ending of all COVID-19 Regulations including self-isolation. Case rates per hundred thousand are trending downwards both locally and nationally, the 7 day case rate in Westminster as of 15/02/22 is 520.

3.2 City Inspectors

The main focus for City Inspectors continues to be the ‘Clean City’ programme with enforcement against the worst offenders. Though officers have seen a reduction in Fixed Penalty Notices (FPNs), due to increased compliance, officers are still carrying out increased levels of waste enforcement actions.

Enforcement Type/Month	October 2021	November 2021	December 2021	January 2022
FPNs	1011	1012	771	596
Warnings	264	326	439	387
Waste investigations	689	751	994	1066
Waste Enforcement Actions	1964	2089	2204	2049

3.3 Pedi Cab Operations

Following the success of previous operations, a joint operation was held with the MET on 12 February 2022 from 9pm to 4am. The areas covered were Leicester Square, Covent Garden, Soho, China Town, Mayfair, and Oxford Street. Two written warnings were issued to riders for various ASB offences. Approximately 70 other pedicabs were warned and or moved on from blocking the pavement. Those riders reported as part of the operations from 2021 are now being allocated court dates, with the first 2 held on 2 February 2022. Both riders were found guilty, fined £120.00, and ordered to pay £85 costs. The results of these hearings, along with any feedback from the court or counsel, including efforts to increase the fines, will be incorporated in future operations. The partnership working with the police is good, with their support the operations and their actions ensuring names and details of those causing noise issues are verified to so that enforcement action is undertaken. There has also been positive feedback from residents and through the press.

3.4 Safety in the City – ‘Night Stars’ Update

The Council is about to implement its new ‘Night Stars’ safety service, based on the model of the Soho Angels. The Council will train and support volunteers to operate in key areas to support vulnerable women and other users of the evening and night-time economy. The teams will be supported by the London Ambulance Service, the MPS and St John Ambulance. This will initially be every Friday night, but there are plans to expand the service both in location and in frequency once the volunteer teams have been established. Meetings have been held with the BIDS and landowners and there is interest from them in supporting the Night Safety operation through potential funding, accommodation, and volunteers from local workforces.

3.5 Nuisance Vehicle Public Space Protection Order (PSPO) Update

FPNs can be issued against breaches of the PSPO since it came into operation on 31st December 2021. Work continues with police who ran a large-scale operation on 14-16 January tackling car meets in the Exhibition Road area. The MET enforcement actions included a vehicle seizure and S59 notices.

3.6 The Bi-Borough Cuckooing Multi-Agency Model Update

The Bi-Borough Cuckooing multi-agency model has been finalised for presentation to the joint working group. Following referral, enforcement and safeguarding professionals will work through the victim risk tracker (scoring vulnerability and risk of harm), identifying opportunities for early intervention and enforcement to protect the most vulnerable of our residents. Innovative early intervention enforcement approaches are being investigated within each cuckooing case, to establish case law and the eventual creation of enforcement tools as seen in domestic violence and trafficking.

3.7 Homelessness and Rough-sleeping Update

At the last street count conducted on 25 January 22 there was a reduction in numbers of rough sleepers of 36% (at 119 from 187) since the national count in November 2021. General trends show that Oxford Street and Marble Arch continue to be hotspot areas, with a large reduction of rough sleepers in the areas of the Strand and Embankment. During the count 17 tents were identified in total with 8 unoccupied.

3.8 Busking and Street Entertainment

Since late 2021 complaints against Street Entertainment have increased. There have been 846 negative engagements and 343 positive ones from residents and business owners. Police support remains vital for the successful enforcement of our policy and the team plans to conduct joint operations with the Police in Covent Garden and Leicester Square in the coming months. Officers have also begun to use ASB legislation where performers have sought to intimidate and harass City Inspectors working, mainly in and around Leicester Square. One CPN warning has been served with others being considered on a case-by-case basis. One injunction has also been secured.

3.9 Sisha Local Authority Working Group Updates

Policy colleagues working with other Local Authorities, Public Health, and officers in PP&L have developed a White Paper setting out our policy position regarding shisha, to use wherever lobbying opportunity arise. The team has been in regular contact with DLUHC to gauge their interest in these efforts.

3.10 Oxford Street Strategy Group

On 27 January 2022 the inaugural meeting of the Oxford Street Strategy Group took place and comprised of members from our PP&L, Public Realm, and Oxford Street District teams in partnership with our external stakeholders from the Portman Estate, The New West End Company, the MET and TfL. The purpose of this group is to discuss the issues most currently pressing on Oxford Street including ASB, crime, pedi-cabs and illegal trade.

3.11 Edgware Road Strategy Group

On 22 February the Edgware Road Strategy Group met with our external stakeholder for a second time to discuss the most important issues facing Edgware Road as well as to take note of the actions progressed since the last meeting in September. The main items for discussion for this session included updates to the public realm and future developments in the area.

3.12 Short Term Lets (STL)

Lobbying Central Government has continued through a letter written by the Leader of Council to request that central London have the same powers as Paris and Amsterdam to stop ASB caused by STL. The Council is calling for more regulations and restrictions to target the owners of irresponsibly managed short-term let properties. The council's submission to an expected government consultation on the issue will also be made. Examples are given of Westminster properties used as short term lets causing noise and ASB as well as causing waste issues.

3.13 Westminster Connects

Over the last quarter volunteer support continues to revolve around supporting vaccine centres, Afghan evacuees, and the Connects shopping service. Our new shopping service matches residents who are housebound or unable to collect their shopping with a local volunteer who can support them on a regular basis. Many of these are developing into ongoing friendships. Volunteers also deliver for Westminster Chapel foodbank to their service users who cannot go out, as well as to people who are self-isolating temporarily. For the year to date over 3,000 volunteers have dedicated over 28,467 hours of their time to support over 68,000 residents throughout borough.

3.14 Communities in Westminster

Work with community partners is developing in collaboration with the wider Communities team. The Community Intelligence Forum came to an end in December as the new Director of Communities and Department was initiated, and a plan to develop a wider forum including voluntary sector organisations, health partners and police colleagues. This will begin with a partnership workshop defining the scope and remit of the new forum.

3.15 Church Street Programme

Following the submission of the planning application by the Church Street Team in November 2021, the formal consultation for public comment is available on the 'Planning Portal' on the Council's main website. Though the formal period of consultation ended on the 19 January, due to the complexity of the planning application it is still possible for the public to comment. Determination on the application is expected in June 2022.

3.16 Church Street Green Spine

Highways works on Salisbury Street between Samford Street and Broadley Street are substantially complete, including footway widening along the whole east side of Salisbury Street and one-way working, new street lighting, 10 new rain gardens with ground cover planting, 15 new street trees, new benches, play equipment, and crossing points, raised junctions in granite and one-way working to calm traffic and carriageway resurfacing. Construction activities for early 2022 will focus on Broadley Street Gardens, where ground excavation and re-profiling is complete and stone benches are being installed and new foundations for play equipment are being laid. Works are due to complete on schedule in late June 2022.

3.17 Ebury Bridge Programme

The official ground-breaking event for the Ebury Bridge scheme is scheduled for 17th March 2022. Piling began in January on the first two high rise residential blocks and will take shape over the coming months with practical completion scheduled for mid-2024. The compulsory purchase order (CPO) commenced formally in late Jan 2022 with the closing date for objections being midnight on 6th February 2022. The CPO will allow for vacant possession for Phase 2 of the programme.

3.18 Westminster Builds Updates

In late January 2022 the first residents moved into Farm Street, with 11 of the 14 homes let. Westminster Builds completed the purchase of the 29 intermediate rent homes at West End Gate and advertising of the units has commenced. A further 9 homes at Parsons North will be handed over at practical completion. Westminster Builds is currently finalising its business plan which will be presented to the shareholder committee in March 2022.

3.19 Construction Projects Updates

The market remains challenging due to a shortage in labour and materials as a result of Brexit and the pandemic. Despite these challenges several schemes are nearing completion or are in construction:

Imminent Completion:

- The Parsons North development is expected to reach practical completion at the end of February. The scheme will provide 19 affordable homes, 41 private sale homes and a small retail unit on Edgware Road.
- The 3 town houses on Fisherton Street (part of the Luton Street project) will also be complete at the end of February.
- The 19 new apartments that are part of the Jubilee Phase 2 project will complete at the end of March. The sports hall is on-target for completion in June 2022.
- The 2 sites on Lanark Road, with 8 new affordable homes will complete towards the end of March, subject to the successful completion of Thames Water connection works.

Large Schemes in Construction Phase:

- Luton Street continues to progress well and is on-track for completion in early summer 2022. The programme for Ashbridge and Ashmill will be adjusted to take account of the switch to a new, more sustainable, heating system.
- 300 Harrow Road is seeing good progress on blocks A (tallest block adjacent to canal) and C (smallest block closest to Wilmcote House) in accordance with the agreed construction programme.
- The works at Luxborough Street have been delayed by 3 weeks due to issues with the existing below-ground structures – all methods to demolish them and remove them caused the noise and vibration monitoring equipment to send out alarms. The method of demolition has been revised and a specialist team recommenced works from 14 February.
- The Balmoral Castle public house demolition will commence in March, and the process of demolition will require constant adjustment to the existing, supporting scaffold.

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City of Westminster

Communities, Regeneration and Housing Policy and Scrutiny Committee

Date: 9 March 2022

Report of: Councillor David Harvey

Portfolio: Cabinet Member for Housing

Report Author and Contact Details: Alexandra Severino (adseverino@westminster.gov.uk)

1. City for All Vision and Strategy (2021 – 2022) – Housing Services Priorities

1.1 Greener and Cleaner

1.1.1 Leverage Energy Efficiency Measures in Housing

To date over £400k of grant funding has been received and spent on over 100 homes for the purpose of making them more energy efficient. Our priority continues to be focusing on refurbishing D rated social-housing properties across the borough for this purpose. Through dialogue with the South-East Hun (BEIS agent for LAD2 grant funding) we have seen eligibility reduced to allow more D rated properties. We are hoping for any surveys to be completed on these properties by end of March 2022 to allow for a June deadline regarding the installs. In late February 2022 Westminster received £1m funding from Central Government to support residents' domestic energy efficiency improvements such as cavity wall insulation, internal wall insulation and electric storage heater upgrades.

1.2 Vibrant Communities

1.2.1 Supporting Vulnerable Residents

The much-anticipated launch of the Changing Futures Churchill Gardens Pilot is set for April 2022. The deadline for tender bids for the procurement of a support worker closed on the 21st January and evaluations took place in early February. The winning tender will be announced once relevant sign off have been approved. The pilot entails a Housing Support Worker that will be assigned to the Churchill Gardens ward to support residents who are experiencing Multi Disadvantage (at risk of homelessness, mental health, domestic abuse, re-offending, substance misuse etc) to sustain their tenancies, improve health, wellbeing, and community connectiveness.

1.2.2 Redesign of Service Model Through Shared Space and Maximising the Use of Public Buildings - Churchill Gardens Pilot

In partnership with the Housing Services and community partners a Churchill Gardens pilot newsletter and coordinated programme of activities has been developed. This programme will be displayed on estate notice boards and the newsletter will be hand delivered to all residents on the estate. The newsletter highlights the partnerships developed by the Housing Services to create and promote new resident engagement opportunities such as adopting a planter, forming a community food growing group, and volunteering opportunities to support local neighbours who are vulnerable and need help to support with the upkeep of their gardens.

1.3 Smart City

1.3.1 Trial Smart Homes Technologies

The Smart Homes tech programme continues to progress well in early 2022. We have undertaken drone surveys at two reactive response repairs blocks, and 18 blocks set for major works this year. We had a kick-off

meeting with our IT project manager that set the initial expectations and workflows necessary to instigate the installation of sensors and digital notice boards on our estates.

1.3.2 Facilitating Broadband Connections

Work to achieve 100% connectivity throughout the City continues to progress well. Solutions have recently been found to multiple blocks that were previously deemed unserviceable (such as Fleming Court), this will bring our current programme to 96%. We now have four providers active throughout the borough (Community Fibre, Hyperoptic, G Network and Virgin Media).

2. Cabinet Member Decisions

- Annual Review of Housing Revenue Account (HRA) Rent and associated HRA charges 2022/2023 (Joint with the Cabinet Member for City Management)
- Purchase of Properties by the Council for use as Accommodation for Former Rough Sleepers (Joint with the Cabinet Member for Finance & Smart City)

3. Areas of Focus

3.1 Anti-Social Behaviour (ASB) Update

ASB on Estates (Financial Year to Date 2021/2022)					
Injunctions Issued	Injunctions Granted	Injunctions in Process	Notices Seeking Possession Served	Acceptable Behaviour Contracts Issued	Closure Orders Issued
17	13	4	25	5	4

In December 2021 a mobile security patrol service pilot which includes a security dog was established to cover the Lancaster Gate Ward running up to May 2022. The security patrol works 7 days per week and runs from 9pm to 6am with some shifts starting at 6pm when the team patrol with the local Police team. The service has been reporting ASB issues back to the Public Protection & Licencing and the Housing ASB teams.

3.2 Major Works Update

Internal recruitment continues to be slow but is ongoing as the teams are beginning to backfill some of our vacant positions. It is positively reported that both Service Providers (United Living and Axis Europe) and their respective supply chains have returned to full strength (following supply and labour shortages due to Brexit and the pandemic) we are now seeing greater traction on our sites across the City.

A number of major works projects are set for completion in the upcoming weeks (Fountain Court by the end of February closely followed by Glastonbury House by the end of March). Building control will also make their final visit to Hallfield Estate for sign off as complete. We have a progressive programme of works to commence from the new financial year (2022/2023) with approximately 27 projects, spread across the North and South of the borough. Across London up to 1/7 of houses do not meet the Decent Home Standard. We in Westminster are well under 1% and by providing a comprehensive Major Works Programme we looking to eliminate this in the borough.

3.3 Communicating with Leaseholders

We have created a dedicated leasehold communications page at the front of the Council's leasehold web pages which holds current news and information for our leaseholders. We consulted with our residents in January 2022 to ask for feedback on our service charge letter templates. Feedback was constructive and positive, and we have incorporated a number of changes into the revised templates which will be received by our residents in March 2022.

We recognise the financial pressure that leaseholders are under, and we are doing all that we can to offer robust support. Additional Hardship Funding is also available, and information can be found on the Council's website. Online surgeries will be available for our leaseholders from 8 - 11 March 2022 (9am to 7pm) which will allow our residents to speak to our staff about the service charges for the year ahead. Our support and assistance letter will be sent out as a standalone piece of correspondence in advance of the invoice to offer help and assistance.

3.4 Afghan Relocation Re-settlement Scheme Update

Through corporation with the Home Office, we have now let our first private sector property to an Afghan family. As per our commitment to the Afghan Relocations and Assistance Policy Scheme (ARAP) we are still working to secure an additional four properties. We continue to work with landlords and the Home Office to ensure the needs of a potential family are being met. A few additional properties have been identified as being preferable for the scheme and inspections are ongoing.

3.5 Westminster Rough Sleeping Working Group

The Westminster RSL Working Group, chaired by PP&L's Senior Practitioner – Crime & ASB and GPH's Head of Affordable Housing & Strategy, comprises ten of the largest RSLs and Westminster Housing. The group will first meet on 16th February to review the analytical findings of their collective ASB case management data undertaken to inform WCC ASB Strategy development. The inaugural meeting will capture feedback around the analysis and create 5 sessions to establish, enhance and embed a standardised, tenure neutral, operational response to the ASB Strategy Pillars throughout Westminster's residential sector which include: prevention, early intervention, victim support, bringing perpetrators to justice, and engaging the community.

3.6 Resident Engagement Activities and Opportunities

We are now planning and preparing the implementation of our new Resident Engagement Strategy. Some of the first steps in that process will involve communicating the new ways to get involved, reactivating our email survey group (Westminster Housing Online), and beginning the process of recruiting residents to our new strategic resident engagement panel (The Policy & Performance Group). The Housing Neighbourhoods Division is in the process of setting up a new Resident Advocacy service. We have recruited to the new role of Resident Engagement & Advocacy Service Manager, and they join the Council at the start of March. We have appointed to all of the new Resident Advocate roles, and we are currently arranging start dates.

Resident Advocates will lead on resident consultation and engagement for our pipeline of Major Works projects planned for our estates. The Advocates will also lead on resident engagement and support in relation to a wide range of Housing projects. We currently have an advocate supporting residents at Pennyford Court who have been experiencing problems with ASB and we have an Advocate who will be supporting residents at Lillington & Longmore in relation to repairs issues.

4. Key Performance Indicators

4.1 Housing Management Contact Centre

In January 2022 the Housing Management Contact Centre received **21,197** calls, **67%** of which were answered within 30 seconds, with the longest call waiting time 13 minutes. **54%** of calls were resolved during first contact and resident satisfaction with call handling is at **75%** which is above target.

4.2 Satisfaction with Repairs Service

Overall tenant satisfaction with repairs has remained steady at **71%** in January 2022. **95.5%** of emergency repairs were completed within target and **85%** of routine repairs were completed within target.

4.3 Overall satisfaction with Housing Services

Tenant satisfaction that WCC provides a safe and secure home remains steady at **78%** for tenants and **69%** for leaseholders in January. Satisfaction with cleaning of communal areas is at **77%** for tenants and **64%** for leaseholders, while satisfaction with grounds maintenance is at **91%** for tenants and **78%** for leaseholders.

Communities, Regeneration and Housing Policy and Scrutiny Committee



Subject: Changing Futures Update

Submitted by: Heather Clarke, Divisional Head of Housing Needs

Approved by: Pedro Wrobel, Executive Director of Innovation & Change

23 February 2022

Summary

- In July 2021, Westminster was awarded 3 years funding of £3,280,000 to deliver the Changing Futures (CF) Programme.
- This report will provide the Committee with an update on the mobilisation of the ambitious programme designed to drive improvements in how we help people who experiencing Multiple Disadvantage.

1. Background

- 1.1 The Changing Futures programme is a £64 million joint initiative by the Department for Levelling Up, Housing and Communities (DLUHC) and The National Lottery Community Fund.
- 1.2 The Ministry of Housing, Communities and Local Government announced Changing Futures as a new programme designed to test innovative approaches and deliver lasting change in the way that local services work together to respond and to help people who experience multiple disadvantage. This is defined as including a combination of homelessness, substance misuse, mental health issues, domestic abuse, and contact with the criminal justice system.
- 1.3 Westminster's bid centred on a programme of work that achieves a more joined-up, person-centred approach to local delivery, commitment to making long-term and sustainable change that delivers improved outcomes for individuals experiencing multiple disadvantage – improving both outcomes and value for money, by addressing issues early and in a joined-up way.

2. Westminster objectives - the people we work with

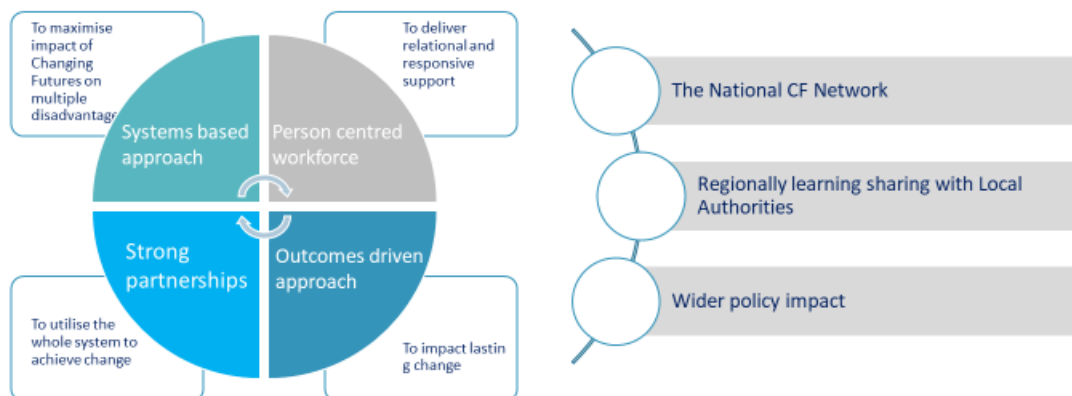
- 2.1 The delivery of Changing Futures will put in place a significant programme of operational activities designed to help improve the lives of people in the city who experience severe and multiple disadvantage. Further development of this work is

expected to realise the significant benefits of improving the lives of vulnerable people and the avoidance of serious negative outcomes, e.g., in relation to health, homelessness, offending, etc, as well helping to manage demand for reactive interventions, e.g., emergency homelessness responses, hospital attendances, etc. and reduce the overall associated costs across the public sector.

- 2.2 Changing Futures funding will enable capacity for WCC to work in partnership with statutory and voluntary services at both strategic and operational levels to redesign the system, taking a whole-person, whole-systems approach that will improve outcomes at an individual, service and system level.
- 2.3 Changing Futures is expected to significantly enhance partnership efforts to improve the collective response to help people, improve outcomes and greater efficiency through collaborative planning and delivery. Changing Futures will also seek to establish a partnership programme of activity on a sustainable footing by creating the structures to join up planning and delivery with partners' and mainstream resources beyond the end of external funding for the programme at the end of March 2024.
- 2.4 There is a strong focus on the delivery plan demonstrating how we will work with clients with lived experience (experts by experience). This includes how their roles can inform system change that creates future services that are co-produced, accessible, and designed for people who know from their own experience what works or did not work and how they will support changes to the system.
- 2.5 Our ongoing work will consistently meet the delivery principles of,
 - strong cross-sector partnerships.
 - coordinated and flexible support (a 'no wrong door' approach).
 - central involvement of people with lived experience.
 - trauma informed approaches.
 - commitment to lasting systems change.
- 2.6 Westminster will deliver several pilots with each activity setting out how it contributes to the overall programme objectives. Through our work we will support our ambitious systems change plans by setting up the infrastructure that will lead to sustainable change in the way our system operates for people experiencing multiple disadvantage.

Changing Futures – Westminster’s Objectives

The purpose of this programme is to improve outcomes for the young adults with multiple disadvantage and improve value for money



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3. Overview of the delivery plan

- 3.1 The purpose of the WCC delivery plan is to detail our aims for the theory of change and how our proposal will improve outcomes for adults experiencing multiple disadvantage.
- 3.2 The WCC programme’s focus is young adults (18-25) experiencing multiple disadvantage but additionally MHCLG encouraged WCC to consider including cohorts outside the age profile we originally set in our expression of interest.
- 3.3 Westminster will deliver several workstreams with each activity setting out how it contributes to individual, service, and system level outcomes.

Workstream 1 – Specialist Team

The problem, young adults feeling lost in the system without a point of contact, difficulty accessing support services due to engagement, criteria, or awareness of what's available.

The proposal: Recruitment of a specialist team, working within family services to target circa 50 clients each year, who will be navigators for young people in this cohort to have trusted, long term, reliable support. Professionals will have key contacts for access to services, wider workforce skilling, learning and cohort feed into strategy and future service improvements.

Targets include the employment of a specialist team who consist of specialist social workers, peer mentors, clinical psychologists who aim to lead assessments each year with young people, develop individual action plans and report on how young people will gain independence from services, breaking the cycle of impacts for this cohort.

Workstream 2 - Workforce Development Plus

The problem, mixed understanding of multiple disadvantage across partners, mixed understanding of systems changes, mixed understanding of service user involvement, opportunity for support workers to deliver services where secondary services cannot meet the needs, they have the relationship but need training.

The proposal: Training programme for core staff and key partners, focus on multiple disadvantage, systems leadership, service user engagement, wider training offer to other actors in the system, youth services, probation etc. core staff and services become highly skilled in these areas, wider system access to high quality training, organisations are supported and skilled, leading to improved support for all clients interacting with the system.

Targets include a greater staff knowledge and ability of the staff across all sectors to work comprehensively with this cohort, key stakeholder training, Improved wider system capabilities for multiple disadvantage work. Stronger networks, trust, and respect across staff in the system and to increase effective delivery across services.

Workstream 3 – Churchill Gardens

The problem, managed by the Housing Directorate and a place based piece of work across the Churchill Gardens Estate to target residents who are at risk of homelessness, significant mental health issues and domestic abuse.

The proposal: Housing Management will lead a place based assertive outreach project that will deliver a 'strength based' programme of work with coaches to support residents who experience multiple disadvantage and that focuses on individuals who can be supported to improve their well-being.

Targets include to establish a team who will be based within the local community, linking clients in with local resources and opportunities. Testing a new approach to support work for this client group through delivering longer term, trauma-informed, proactive, and persistent support to improve outcomes, with a focus on tenancy sustainment, reductions in rent arrears and ASB complaints.

Workstream 4 – Enhanced Housing Offer

The problem, limitations to the access of emergency housing for 18-25, temporary accommodation and placements can quite often be within an environment for a much older age group, offending/support options are limited for this cohort, limitations on accommodation that is person led and agencies e.g., probation, mental health and substance misuse have said much of their time is spent working on housing solutions detracting and limiting the support offer to this cohort.

The proposal: Facilitate options for rapid access to accommodation, engagement with support

needs for clients that improves as young people have a suitable and stable home, agencies can spend more time focusing on core support activities, improved outcomes for young people experiencing multiple disadvantage.

Workstream 5 - Change Resistant Drinkers (Blue Light)

The problem, rough sleepers who are known dependent drinkers, pattern of not engaging with or benefiting from alcohol treatment, high impact on public purse, health (A&E, ambulance), social care (safeguarding), criminal justice/ASB/ DV, 999 calls, housing, and homelessness agencies, and mainly due to multiple use of individual services in a chaotic way without the needs of the person being met.

The proposal: The Alcohol Concern protocol provides a practical toolkit of how to work with this group effectively. Support packages centred on holistic, intensive assertive outreach, a multi-agency management group to guide and support the work, circa of 30 clients who will be a wider cohort and not only 18-25yr olds, multi-agency management group to guide and support client group, reduction in high, chaotic use of services, ASB and crime, improved communication between services.

Targets include establishing a specialist worker who will lead this programme supported by a 'Blue Light Board' overseen by our bi-borough safeguarding team who will measure and support the delivery of services that increase the health and wellbeing outcomes relating to the cohort, and achieves the reduction in ambulance use, necessity of A&E interventions, full health diagnosis for the cohort and the reduction in mortality/serious illness for this group. Reduce interaction with the Police, reduction of shoplifting offences and ASB.

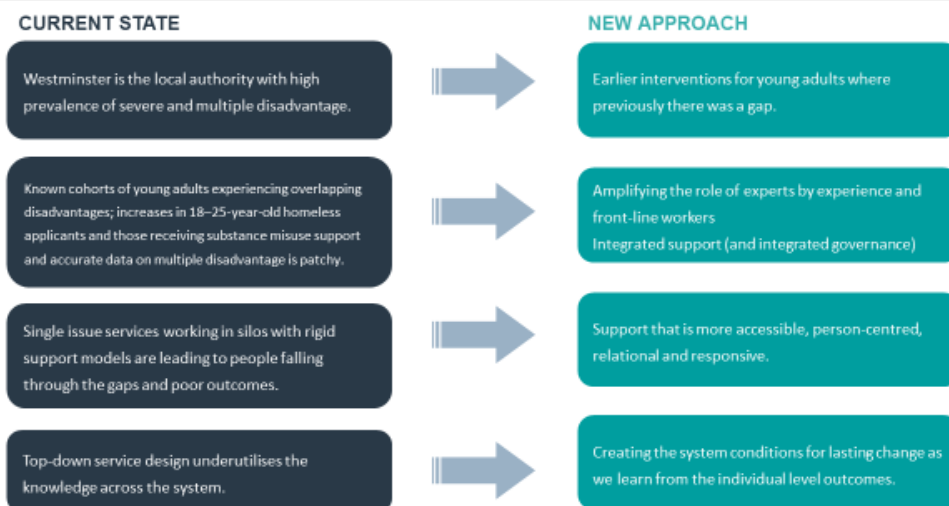
- 3.4 In addition to the workstreams detailed there is a requirement for Westminster to establish local operational partnerships, strategic partnerships, and a robust governance structure for the programme. Partnership working across local agencies and strong local leadership is essential to the programme delivery.
- 3.5 A senior level Multiple Disadvantage Systems Change Group has been established with participants who include WCC, Police, probation, NHS, third sector organisations. This group will oversee the project strands; problem solves arising issues through a system thinking lens, will develop joint principles and outcomes and embed learnings across services. This group will aim to achieve,
- A consistent group of leaders from relevant agencies who come together to meet on a bi-monthly basis throughout the course of the Changing Futures programme.
 - Agree a set of shared principles and outcomes regarding system change for adults with multiple disadvantage.
 - A multi-agency community who will implement system change and improve wider system capabilities across the sector.
 - Local outcomes that reflect local context.
 - Outcomes tailored to the specific characteristics of different cohorts.

- Outcomes that help us understand systems and impacts on services and wider local communities.
- Tracking outcomes for individuals beyond the life of the project.

3.6 WCC will ensuring that what we gather tells us about change at multiple levels and meets the detailed project plan attached at appendix A.

3.7 The evaluation framework for Changing Futures will include understanding the change in people and systems and whether this represents value for money. With a focus on local priorities, the context for individuals, services, and systems and drivers for successful outcomes and our learning that is capture and shared.

What makes Changing Futures Different?



2

4. Finance and Governance

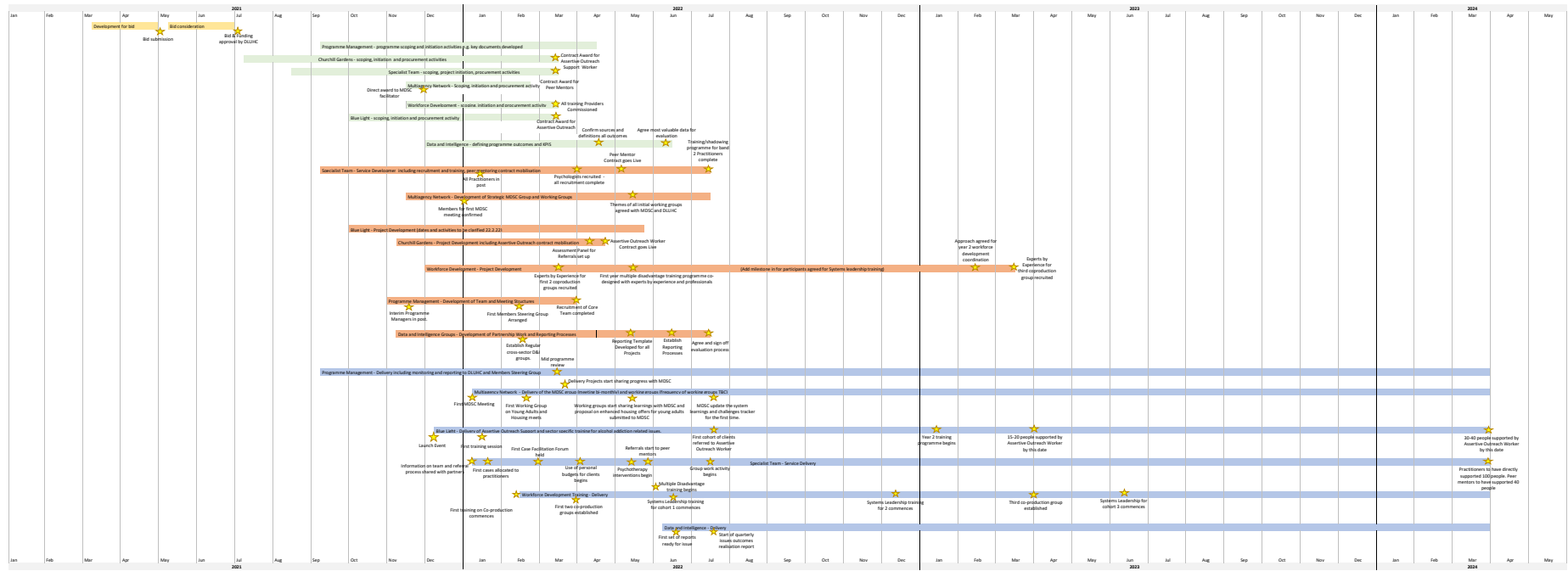
4.1 There are ring-fenced budgets that restrict funding to the core activities detailed in the delivery plan. Financial controls and all aspect of the overall governance framework will have oversight by the elected member responsible for the programme. Sound systems of internal control and the financial and operational management will be in place including the management of risks.

4.2 Regular programme updates, including opportunities or risks, will be reported at regular Cabinet Member briefings and to the Strategic Board to ensure visibility and robust budget monitoring and reporting in line with the signed MoU between DLUHC and WCC. The Strategic Board will work to support a cross agency approach and help to champion the work externally.

4.3 Social value considerations within the Changing Futures programme are expected to achieve social value through the delivery of assistance intended to improve

circumstances and outcomes for vulnerable people. Further consideration of the opportunity to create additional social value will be considered as part of the procurement of services.

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Communities, Regeneration and Housing Policy and Scrutiny Committee



Subject: Rough Sleeping Update

Submitted by: Heather Clarke, Divisional Head of Housing Needs

Approved by: Neil Wightman, Director of Housing

18 February 2022

Purpose of the briefing note

To provide the Committee with an update on the rough sleeping service and funding allocated during 2021/22.

1. Background

1.1 Westminster City Council invests c. £7m annually (not including Government funding or other external funding sources) in services designed to:

- Prevent rough sleeping
- Access rapidly those sleeping rough for assessment and triage
- Provide a wide range of high-quality accommodation with support
- Deliver a rapid response during periods of cold weather or other emergencies that also lead to sustained moves off the streets
- Develop and deliver pathways out of rough sleeping services into the community
- Deliver a wide range of complementary mental health, substance misuse, primary healthcare etc. services that reflects the needs of rough sleepers
- Sustain those moves through delivery of community-based services and access into employment

1.2 Westminster attracts a disproportionate number of people sleeping rough from across the UK and internationally because of its central location and access to transport hubs. The perceived safety of the area due to its 24-hour nature, the reopening of the City and hospitality is now reporting consistent numbers of rough sleepers since the lifting of lockdown restrictions started and raising the opportunity for some rough sleepers to take up begging opportunities once again.

- 1.3 Historically approx. 50% of WCC rough sleeping street population are non-UK nationals, with the largest numbers identifying as Roma. These groups are often not eligible for statutory services, will refuse voluntary offers of support, and sleep on the streets or in tents as an economic housing choice. There continues to be concerns arising from the risks of amplified criminal behaviour in some hotspot areas of the borough.
- 1.4 For rough sleepers who are willing to engage with our providers, everyone will have a personal tailored plan to identify how they can move away from rough sleeping and sustain this move. Many people who find themselves sleeping rough do not spend a second night sleeping out, but these services are provided to a highly transient population of rough sleepers some of which will not engage with services.

2. Scale of the challenge and progress update

- 2.1 At the peak of the Covid 19 pandemic in August 2020, **266** rough sleepers were accommodated in the 'Everyone In' programme of which **198** clients moved on to sustainable accommodation from their emergency hotel placements.
- 2.2 Seeing the pandemic as an opportunity to deliver considerable interventions the Council and our providers are continuing the work to reduce the number of people sleeping rough and enhance services for them and those at risk of sleeping rough.
- 2.3 The teams continue to focus on prevention, and the pathway from the streets and into accommodation with support, recognising that while some people can be assisted back to their accommodation or into private rented tenancy, others will benefit from bespoke housing options with specialist support in place.
- 2.4 During 2021, services have established more effective offers for newer rough sleepers arriving in the city. These reductions year on year have primarily been made possible by the necessity to revolutionise first stage offers made to rough sleepers, ending large mass night shelters, and delivering a more psychological assessment model at the earliest stage of a client's engagement.
- 2.5 In the last year, Westminster City Council in partnership with our providers, have supported over **650** rough sleepers into accommodation directly from the street. These accommodation options include assessment centres, cold weather provision, supported reconnections and the private rented sector.
- 2.6 However, there is still work to be done, especially in the large cyclical migrations of rough sleeping seen at certain times of the year, and for those that experience the most severe and multiple disadvantage. The critical role for the public, residents, and businesses to play in reporting rough sleepers and developing a safer and fairer City for All to ensure our services can react quickly and help people off the streets.

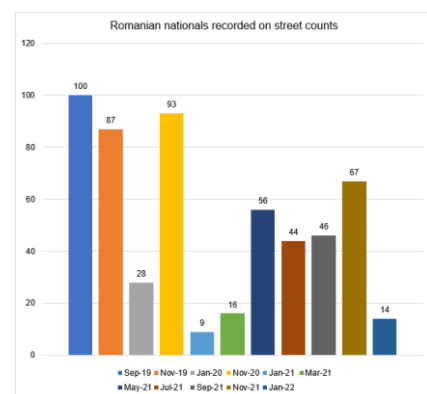
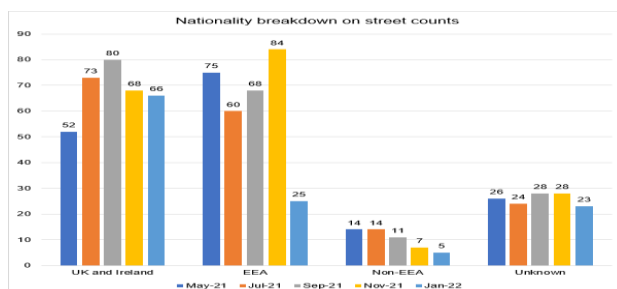
2.7 We recognise that numbers of rough sleepers in Westminster, although reducing, are high and the drive to reduce this is reflected in our strong ambitions for the future. This includes funding applications to the Department for Levelling Up, Housing and Communities (DLUHC) during February 2022 with the submission of our next phase of Rough Sleeping Initiative (RSI 2022-25), which is a 3-year, multi-year funding package that will allow us to better plan services and maximise efficiencies. The funding awarded to authorities will not be announced until early May 2022.

2.8 So far in 2021/22 the Westminster St Mungo’s Street Outreach Service (SOS) has undertaken 5 street counts. In 2021/22 street counts have averaged of 166 rough sleepers, this being a 13% reduction compared to the 190 average across the 7 counts in 2020/21. Of the rough sleepers who provided nationality information in 2021/22, 48% were from the UK & republic of Ireland, 44% were EEA nationals and 8% were from the rest of the world.

- 79% of the rough sleepers over the course of the year were men,
- 48% of the rough sleepers were between 18 and 39,
- 44% of the rough sleepers were between 40 and 59
- 8% of the rough sleepers were 60+



Table 1 – WCC bi-monthly street counts 2019 – 2022. Please note street counts are a snapshot of ‘one’ night numbers of rough sleepers seen bedded down from 12am



3. Grant Funding

- 3.1 The Rough Sleeping Initiative (RSI) was first announced by The Department for Levelling Up, Housing and Communities (DLUHC) in March 2018 and sought to make an immediate impact on the rising levels of rough sleeping.
- 3.2 Grant funding is ring-fenced budgets that restricts funding to the core activities detailed in the allocation specified. Financial controls and all aspect of the overall governance framework will have oversight by the elected member responsible for the programme. Sound systems of internal control and the financial and operational management is in place including the management of risks, overseen with our financial business partners in WCC.
- 3.3 Since 2018, there has been annual announcements of this funding opportunity and for authorities to submit applications. In 2021/22 WCC successful submission detailed below,
- MHCLG RSI4 allocation to WCC 9 months 1 July 2021 to 31 March 2022 of **£4,204,360**
 - This is in addition to the roll over from RSI Year 3 funding that MHCLG agreed for all authorities from 1 April 2021 to 30 June 2021, of **£595,109.00**
 - WCC also received a one-off uplift of **£500,000** in April 2021 to cover the additional emergency accommodation for rough sleepers during the pandemic and the move on and support costs associated to this work

This brings the total sum of additional funding secured from RSI Year 4 for 2021/22 to **£5,299,469** and an increase of **£1,074,349** on our allocation in total allocation of funding in 2020/21.

- 3.4 During this financial year we have funded several services delivered through our commissioned contracts with providers that include expansion of the service offer to women who are rough sleepers, complex needs and often women will also present as victims of domestic abuse, and modern slavery. The service offer this year for women sleeping rough or at risk of rough sleeping has developed a specific provision to meet their needs.
- 3.5 In addition, funding has supported the work to expand our assessment, triage and move-on model. This continues to ensure there is a timely response to the flow of new rough sleepers to the streets of Westminster and working with those in crisis on the streets. This service includes move-on support for rough sleepers who can move from the streets into their own private rented sector (PRS) tenancy. The service so far supported over 100 rough sleepers off the streets into their own tenancies during 2021/22.

- 3.6 DLUHC in November 2021, also requested authorities submit funding applications to manage 'surge' in response to both the increase in rough sleepers and additional allocations to meet winter pressures and the provision of safe accommodation for rough sleepers during severe weather conditions.
- 3.7 Public Health requested authorities stop the use of Night Shelters from 2020 and in early November 2021, this additional funding grant recognised the challenges local authorities may face both because of winter pressures and the expectation to exhaust all options when supporting non-UK nationals with restricted eligibility due to their immigration status. The Winter Pressures Fund (WPF) was made available to local authorities with the highest concentration of rough sleepers, based on the 2020 snapshot figures, and WCC successfully bid and received confirmation of £1.1m funding.
- 3.8 This funding continues to support our work to reduce the numbers of rough sleepers on the streets during extreme weather conditions, targeting the most entrenched rough sleepers who are known to WCC and the extension of emergency accommodation in response to the recent amber and red notifications by the Met office and the unpredictable winter weather conditions.
- 3.9 Westminster continues to work and support the sub-regional approach led by London Councils, and this work at a regional level provides increased opportunities for WCC to collaborate, share services and better respond to the mobility of the client group by working across borough boundaries.
- 4.0 In December 2021, and in response to the rapid spread of the highly communicable SARS-Cov-2 variant, Omicron, it was recognised this presented a particular risk to the vulnerable rough sleeping population. DLUHC announced the Protect and Vaccinate programme a total of £28.1m funding to local authorities in England to support people sleeping rough and critically to boost vaccination rates.
- 4.1 WCC allocation is £2,163,987, for accommodating people sleeping rough and increasing vaccination uptake. Our work with Public Health, NHS and our commissioned providers, faith and voluntary sector organisations continues to support rough sleepers in Westminster to take up the offer to get their vaccinations using this funding to make vaccinations accessible and to help overcome hesitancy.
- 4.2 In 2022, we are now preparing with our DLUHC advisor and our partners the process to develop our longer-term plans to end rough sleeping locally, and how the 3-year RSI funding package available to authorities can be used to support these ambitions. Our RSI 2022-2025 submission will be built on past successes, provide ongoing support to those who need it and continue the work to reduce and ultimately end rough sleeping in Westminster through building sustainable pathways and preventing rough sleeping. The allocation of this funding will be made early May 2022.

- 4.3 This work continues to be supported by our DLUHC expert adviser who has formed strong partnerships with our team and continues to work pro-actively to support us and to provide challenge and assurance of our local approach. DLUHC confirm their impact evaluation identified that in the RSI initiative in 2018, reduced the number of people sleeping rough nationally by 32%.



Communities, Regeneration and Housing Policy & Scrutiny Committee

Date:	9 March 2022
Classification:	General Release
Title:	2022/23 Work Programme
Report of:	Head of Governance and Councillor Liaison
Cabinet Member Portfolio:	Cabinet Member for Housing and Cabinet Member for Communities and Regeneration
Wards Involved:	All
Policy Context:	All
Report Author and Contact Details:	Tracey Chin tchin1@westminster.gov.uk

1. Executive Summary

1.1 This report asks the committee members to consider items for the Committee's 2022/2023 work programme.

2. Meeting dates for the 2022/2023 year

2.1 The Committee is advised of the meeting dates for the next municipal year, as follows:

- 1 June 2022
- 6 October 2022
- 30 November 2022
- 26 January 2023
- 30 March 2023

3. Suggested topics

3.1 It is suggested that the Committee review the Council's Anti-Social Behaviour Strategy at the first meeting, as this had originally been scheduled for this meeting. The Committee may also wish to consider the other items currently listed as unallocated.

3.2 The Committee will also note that the work programme includes a list of suggested task group topics for its consideration. Committee members may have other suggested topics for task group work. The Committee is asked to review this list in the context of available resourcing and possible outcome of the local elections in May.

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

Appendix 1 – Terms of Reference
Appendix 2 – Work Programme

Appendix 1: TERMS OF REFERENCE

COMMUNITIES, REGENERATION AND HOUSING POLICY AND SCRUTINY COMMITTEE

COMPOSITION

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

TERMS OF REFERENCE

(a) To carry out the Policy and Scrutiny functions, as set out in Article 6 of the Constitution in respect

of matters relating to all those duties within the terms of reference of the Cabinet Members for

Communities and Regeneration and the Cabinet Member for Housing.

(b) To carry out the Policy and Scrutiny function in respect of matters within the remit of the Council's

non-executive Committees and Sub-Committees, which are within the broad remit of the Committee,

in accordance with paragraph 13(a) of the Policy and Scrutiny procedure rules.

(c) Matters within the broad remit of the Cabinet Members referred to in (a) above which are the

responsibility of external agencies.

(d) Any other matter allocated by the Westminster Scrutiny Commission (WSC).

(e) To have the power to establish ad hoc or Standing Sub-Committees as Task Groups to carry out the

scrutiny of functions within these terms of reference.

(f) To scrutinise the duties of the Lead Members which fall within the remit of the Committee or as

otherwise allocated by the Westminster Scrutiny Commission.

(g) To scrutinise any Bi-borough proposals which impact on service areas that fall within the Committee's terms of reference.

(h) To oversee any issues relating to Performance that fall within the Committee's terms of reference.

(i) To have the power to scrutinise those partner organisations whose services fall within the Committee's terms of reference.

(j) To consider any Councillor Calls for Action referred by a Ward Member to the Committee

February 2021

**Appendix 2: Draft Work Programme 2022/2023
Communities, Regeneration & Housing (CRH) Policy and Scrutiny Committee**

ROUND SIX 9th March 2022		
Agenda Item	Reasons & objective for item	Represented by
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Cabinet Member for Communities and Regeneration, Cllr Heather Acton
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Cabinet Member for Housing, Cllr David Harvey
Changing Futures Programme	To update the Committee on the work of the Changing Futures programme.	Heather Clarke, Divisional Head of Housing Needs Growth, Planning and Housing
Rough Sleeping Strategy	To discuss the development of the Council's Rough Sleeping Strategy, whether there is the correct balance of enforcement and supportive measures	Heather Clarke, Divisional Head of Housing Needs Growth, Planning and Housing
Work Programme	To review the work programme	Tracey Chin, Interim Policy & Scrutiny Coordinator Artemis Kassi, Lead Scrutiny Advisor

SUGGESTED UNALLOCATED ITEMS		
Agenda Item	Reasons & objective for item	Represented by
Anti-Social Behaviour Strategy	To discuss the development of the Anti-Social Behaviour Strategy for residents and visitors to the City	Raj Mistry, Executive Director of Environment & City Kerry Simpkin, Head of Licensing, Place & Investment Policy
Youth violence, exploitation and Modern Slavery – enforcement and support	To discuss the Metropolitan Police's KCPO pilot and the implementation of the Serious Violence Duty on Councils And how the Council supports victims of exploitation.	Metropolitan Police Service & Council directorates
Fire Safety Act and Building Safety Bill	To discuss how the Council is implementing the Fire Safety Act and central concerns on	Debbie Jackson, Executive Director of Growth, Planning and Housing

	the Building Safety Bill – it has been noted that the new legislation has financial and reputational risk for the Council.	Neil Wightman, Director of Housing Deirdra Armsby Director of Place Shaping & Town Planning
Pandemic recovery and financial vulnerability of residents	To discuss how the council supports its residents that are financially vulnerable and how monitoring and data mapping could be improved to target support to those most vulnerable	TBC
Building Emissions	To discuss how the council can lower building emissions from listed buildings. A joint discussion between Climate Policy Team and Town Planners	Raj Mistry, Executive Director of Environment & City Deirdra Armsby Director of Place Shaping & Town Planning Amy Jones, Climate Resilience Programme Director Ceridwen John, Head of Environment Policy and Projects
Westminster Connects	To discuss the future of Westminster Connects and the co-ordination and information sharing between VCS and WWC	Director of Communities (TBD?) Christine Meads, Strategic Commissioner responsible for Westminster Connects
Regeneration Projects	To discuss regeneration and new development projects taking place across Westminster. This was discussed in March 2021 and has been proposed as an annual standing item	

SUGGESTED TASK GROUPS AND STUDIES

Subject	Reasons & objective	Type
Dangerous cladding on high rise buildings	<p>To ascertain how many residents are affected by dangerous cladding and what levers the Council has to encourage developers and central Govt to remove the cladding as soon as possible and pay for spiralling costs.</p> <p>The Council has been proactive in removing dangerous cladding from social housing. Potentially many private buildings (and/or housing</p>	

	association) still have dangerous cladding on properties rendering the properties worthless, dangerous, and subject to high interim fees.	
How the Council supports those with No Recourse to Public Funds	<p>To investigate the financial burden of support to residents with NRPF places on Westminster City Council.</p> <p>To investigate what supportive measures the Council could put into place and lobby central Government on.</p>	(Possibly joint task group with B&C P&S Committee)
Green/Sustainable Transport	<p>To investigate how the Council can facilitate and promote greener alternatives to transportation in Westminster.</p> <p>Greener alternatives to using cars and private hire vehicles include walking, cycling, e-scooters and car sharing.</p>	
Modern Slavery	To investigate modern slavery of children and adults across Westminster	Joint task group with B&C P&S Committee