



City of Westminster

Committee Agenda

Title:

Communities, City Management and Air Quality Policy and Scrutiny Committee

Meeting Date:

Monday 12th December

Time:

6.30 pm

Venue:

Rooms 18.06 & 18.07, 18th Floor, 64 Victoria Street, London, SW1E 6QP

Members:

Councillors:

Jason Williams (Chair)

Melvyn Caplan

Laila Cunningham

Iman Less

Mark Shearer

James Small-Edwards

Judith Southern



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.

If you require any further information, please contact the Committee Officer, Francis Dwan, Policy and Scrutiny Advisor.

Email: fdwan@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. 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 Governance and Councillor Liaison in advance of the meeting please.

AGENDA

PART 1 (IN PUBLIC)

1. MEMBERSHIP

To note any changes to the membership.

2. DECLARATIONS

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

3. MINUTES

Minutes from the previous Committee, 31st October. For Member Approval

(Pages 3 - 10)

4. PORTFOLIO UPDATE - CABINET MEMBER FOR COMMUNITIES AND PUBLIC PROTECTION

(Pages 11 - 16)

5. PORTFOLIO UPDATE - CABINET MEMBER FOR CITY MANAGEMENT AND AIR QUALITY

(Pages 17 - 22)

6. UPDATE PAPER - PARKING SERVICE

(Pages 23 - 28)

7. FLOODING

(Pages 29 - 72)

8. WORK PROGRAMME REPORT

(Pages 73 - 82)

**Stuart Love
Chief Executive
28 November 2022**



CITY OF WESTMINSTER

MINUTES

Communities, City Management and Air Quality Policy and Scrutiny Committee

MINUTES OF PROCEEDINGS

Minutes of a meeting of the **Communities, City Management and Air Quality Policy and Scrutiny Committee** held on **Monday 31st October, 2022**, Rooms 18.01 & 18.03, 18th Floor, 64 Victoria Street, London, SW1E 6QP.

Members Present: Councillors Melvyn Caplan, Jim Glen, Iman Less, Mark Shearer, James Small-Edwards, Judith Southern and Jason Williams (Chair)

Also Present: Councillor Aicha Less (Deputy Leader and Cabinet Member for Communities and Public Protection), Councillor Paul Dimoldenberg (Cabinet Member for City Management and Air Quality). External Guest Chief Inspector Simon Crew from Neighbourhood Policing in Westminster. Officers; Wayne Chance-Mckay (Head of City Operations), Nicky Crouch (Director of PPL), Francis Dwan (Policy and Scrutiny Advisor), Claire Hardy (Senior Practitioner), Amy Jones (Director of Environment), Cameron Macleod (Policy Officer), Christine Mead (Programme Lead), Clare O’Keefe (Temp Lead Policy and Scrutiny Advisor), Jonathan Rowing (Head of Parking) and Serena Simon (Director of Communities).

1 MEMBERSHIP

- 1.1 The Committee noted that Councillor Jim Glen was attending as substitute for Councillor Laila Cunningham

2 DECLARATIONS OF INTEREST

- 2.1 There were no declarations of interest.

3 MINUTES

3.1 RESOLVED:

That the minutes of the meeting held on 13th of September 2022 be agreed subject to the following amendments:

Under the Waste Management section, Item 6 Of the minutes, it was referenced that potential fly-tippers were taking advantage of the current situation as City Inspectors were not present in the “evenings”. Members

pointed out that typical shifts are 7am to 3pm, so the period they are away for extends more than just evenings.

3.2 Actions:

1. In response to an action from the previous meeting a cycle lane map was produced for Members on request. This map was labelled as 'confidential'. Members asked why this was necessary and if it must be, then is there a version available that would be publishable.

4 PORTFOLIO UPDATE - CABINET MEMBER FOR COMMUNITIES AND PUBLIC PROTECTION

4.1 The Committee received an update from Councillor Aicha Less, Cabinet Member for Communities and Public Protection, on priorities for the portfolio and any updates that have arisen. The Cabinet Member's address started with a clarification that City Inspectors fall within the remit of her portfolio. The only exception to this is in relation to City Inspectors involvement in the 'Waste Action Squad' which falls within the remit of Cllr Dimoldenberg, Cabinet Member for City Management and Air Quality. The Cabinet Member responded to questions on the following topics:

- Noise Pollution emanating from Battersea Power Station, what actions the Council have made, working with Wandsworth Council, to mitigate this. This was agreed as an action to come back to.
- City Inspectors, to which the Cabinet Member informed the Committee that there are a total of 90 City Inspectors across the Council. Further information was requested and noted as an action.
- Westminster Connects, in relation to who ultimately takes decisions. In response, Members were told that whilst partners are highly engaged in the process all decisions are made by the Council.
- Warm spaces, where they have been identified and whether more were still required. In response, the Committee were told that more were needed but there was a reasonable offering at present, with particular thanks to a variety of faith groups offering up places of worship.
- Approach to equalities, to identify what tangible changes this approach might bring about. After some minor clarification, it was agreed that a paper explaining could provide the necessary detail and this was agreed as an action. This followed an earlier discussion on the cost of integrating socioeconomic duty into work, which additional information was also actioned out of. As a follow up, the role of Citizen Advice Bureau (CAB) Advisors was queried, and clarity was sought on how long the funding was in place for and what the total cost of this would be. It was agreed that this would also be raised as an action to feedback on.

- Maida Hill Market, to understand what is meant by ‘stakeholder engagement’ in real terms. It was explained to mean building trust through physical interactions and meetings with residents aided by a dedicated strategic lead officer now in post, to ensure the same conversations and questions are not being asked repeatedly.

4.2 Actions:

1. On Noise Pollution from Battersea Power Station – Members asked for clarity on action already taken liaising with Wandsworth Council concerning noise from Battersea Power Station which spills over into parts of Westminster. If no action recently, then it was requested that this should followed up on.
2. On City Inspectors - The Committee requested a rundown of exactly who the City Inspectors are (for each ward) and for how long they are present for.
3. On Integrating Socioeconomic Duty - The Committee requested an exact breakdown of how much the procured work will cost to integrate the ‘socioeconomic duty into work’ and who these partners will be.
4. On CAB Advisors - The Committee asked exactly how long the funding for the our new advisors for CAB us in place for. It was also requested that the Committee are provided with the total costs associated.
5. On Warm Spaces - Officers to provide the list of warm spaces that have been offered so far in Westminster.
6. On Approach to Equalities - A paper explaining the internal and external approach to equalities. This would include what is happening, what are the commitments, what the engagement strategy around the external equalities approach is and what the outcomes will be.
7. On Maida Hill Market - The Committee to be provided with specific activities undertaken to ensure community relations are rebuilt in and around Maida Hill Market.

5 PORTFOLIO UPDATE - CABINET MEMBER FOR CITY MANAGEMENT AND AIR QUALITY

- 5.1 The Committee received an update from Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality, on priorities for the portfolio and any updates that have arisen. In supplement to the update, the Cabinet Member gave additional detail on the Waste Action Plan and the Leafing Plan. The Cabinet Member responded to questions on the following topics:
 - Recycling Signs, Members asked for an update on the status of the rollout after identifying that there are areas and roads where they have not been put

up yet (e.g Claverton Street), this was marked as an action as the rollout was supposed to have happened.

- Leafing Plan, more detail was requested. The Committee were told how 11 agency staff have been hired, about 1000 tonnes of leaves will need to be cleared, which will make up about 200,000 bags. Teams will work in pairs with leaves around gullies a priority due to risk of flooding. In terms of the environmental impacts, electric leaf blowers are being trialled to measure their effectiveness and these also emit much less noise pollution. In terms of waste disposal due to risks of cross-contamination, leaves must be combusted, which provides power for heating amongst other things.
- Waste Action Plan, to understand more about it and whether it detracted current resource. Some detail was given and it was clarified that at times, staff could be temporarily relocated to neighbouring wards. The food waste bin rollouts was also questioned, the timeline of which can be provided.
- Queensway Strategy Group, Members welcomed receiving regular updates and asked for any additional information that could be shared. The Committee heard that the group is made up of about 30 people and includes the Westway, they have been particularly interested in looking at anti-social behaviour and crime.
- Cycle Hangers, to find out how long the waiting list was and which areas had been frequently requested. In response the Cabinet Member expressed that he was very eager for the offering to increase substantially and that work was ongoing to secure the finance to facilitate that. New areas had been identified through request but funding remains a stumbling block.
- Overtime pay for City Inspectors, having thanked staff for their tireless work, particularly regarding 'Operation London Bridge' and the Head of Parking's work on it, Members asked for detail on overtime and remuneration for officers, particularly City Inspectors, to ensure they were being paid adequately for the hard work and time they commit. The Committee heard that there are overtime payments that are paid, but these, understandably are managed and heads of service must approve overtime.
- Dockless Bike Charging, further clarity was sort on what dockless bike providers are doing to clamp down on nuisance users who leave bikes in disruptive places as well as what the Council is asking of the providers. In response, the Committee were reminded of the previous conversations and about the ongoing relationship that has included discussions on geo-fencing. The Transport Bill which is set to come to the House of Commons soon, could provide additional powers to enforce. This explanation was also provided on a question on engine idling, which wanted the exact detail of the number issued since May 2022. This was taken as an action. In follow-up, Members asked what details could be requested from the e-bike trial from Transport for London (TfL), this was noted as an action.
- Sheffield Stands, when they were coming in and how many are to be installed. The Committee heard that installation rollout of 180 Sheffield stands

was ongoing, all sites identified bar one should be up within the year. Whilst on the topic of encouraging active travel, Members then asked about Electric Vehicle (EV) charging points and whether they could accommodate for mobility scooters, the Committee heard that they are commissioned externally but this could be looked into, which was marked as an action.

- Flooding in Westminster, it was asked when papers would be published and a substantive item could be brought to the Committee. This was listed as a relevant discussion for the Work Programme.

5.2 Actions:

1. On Recycling Signs - Members asked about for an update on the status of the rollout after identifying that there are areas or roads where they have not been put up yet (e.g Claverton Street).
2. On the Food Waste Programme - Members asked for a timeline of when each ward will receive the roll-out.
3. On placement of Waste Leaf Bags – Members requested that waste officers are asked not stack leaf bags for waste beside standard waste bins as it attracts fly-tipping and general littering.
4. On the Queensway Strategy Group – Members asked to ensure that routine (quarterly) updates are provided to the Committee as is planned.
5. On TfL feedback from the E-scooter Trials – Members asked that when the time comes that feedback is received from the trials the Council could request as much additional information on user details as possible. Being able to identify their use (or likely use) would be valuable insight (e.g xx% of the e-scooters are used for commuting from outside of Westminster).
6. On Electrical Vehicles (EV) Lamp Charging Sockets – Members asked that in future discussions, mobility scooters could be considered when assessing our offering of EV chargers and lamppost chargers with manufacturers.
7. On diverting City Inspector Resources – Members requested comment on whether City Inspectors have been diverted for days at a time due to the Waste Action Squad Programme.
8. On Fixed Penalty Notices (FPNs) – Members requested detail on exactly how many FPNs have been issued (since May 2022) for engine idling.
9. On Flooding - To clarify when an update will be brought to the Committee on alleviating flooding risk in Westminster.

6 POLICING IN THE CITY OF WESTMINSTER

6.1 Chief Inspector Simon Crew for Neighbourhood Policing in Westminster introduced the paper. Covered within this was the operating model, resourcing, stop and search, Section 60 offences, anti-social behaviour offences and crime. The report was drawn entirely from publicly available data. Taking the paper as read, he took questions on:

- Thorough Searches, particularly how the safety, humility and modesty was protected especially for the 17 thorough searches that were conducted within the reporting period on persons aged 19 or younger. In response, the Committee heard that firstly, an appropriate adult is always present and following notable cases there has been extensive reviews into the practice which has ensured adequate, enhanced training is given to officers.
- Westminster Police's addressing of Baroness Casey's report and findings, how the findings are being addressed locally. The Committee heard that more widely, an anti-corruption and abuse command has been set up to improve professional standards. Police processes are also under review across the Metropolitan Police.
- Ethnic Disproportionately in Stop and Search, to understand why seemingly a disproportionate number of ethnic minorities appear to be stopped. In supplement Members asked how many of those stopped were actually residents of Westminster. In response Chief Inspector Simon Crew highlighted that 'White' was the most common ethnic minority stopped and without the latest census data, no conclusions could be made on disproportionality. In terms of who, of those stopped and searched, could be a resident, this is not data that exists as there is no legal obligation to provide an address when stop and searched unless then arrested.
- West End activity skewing statistics, given that there are about 11,000 residents in St James' ward, but on a typical day about 250,000 people pass through, the Committee were curious as to whether this area, and the West End more broadly, skews the figures. In response, the Committee were told in simple terms, yes, whilst Chief Inspector Crew did not have figures on him, a large volume of police activity occurs in this area and it is likely to skew overall statistics. Ward level breakdowns are made available and shared with the Council at specific times though.
- Dealing with reporting fatigue and whether there were less police on the streets than before. In response, victims feeling fatigued or not being willing to contact the police was one of the priorities and current engagement targets that the police are working on. In terms of officer numbers, despite the amalgamation of two wards in the borough, the total number of dedicated ward officers has remained level. Integrated Gangs and Exploitation Units (IGXUs) remain in place but some proactive gang officers have been redistributed but this is under review and the Council is already lobbying for their return.

6.2 Actions:

1. As a request of the Police, “In the reporting period (September 2021 – August 2022), of those who were stop and searched in Westminster (16556) and subsequently arrested (~2000), how many had/gave their permanent address as being within the boundary of Westminster City Council?”
2. On pre-existing crime data, Members asked for any resident specific crime and arrest figures that have already been made available to the Council to be distributed to the Committee.

7 ANTI-SOCIAL BEHAVIOUR STRATEGY CONSULTATION

7.1 The Committee were talked through the ASB Strategy Consultation by Wayne Chance-McKay Head of City Operations. Notably that it had taken 15 months to get together, involved mass engagement and stemmed on five key pillars. He clarified that within it there was no specific strategy for a specific group like young people or homeless people for example, as the strategy aims change behaviours rather than be focused on specific people. Questions then covered the following topics:

- A bespoke mental health offering as part of the strategy, in response the Committee was told that the mental health offering would be a key part of the strategy within the first year.
- The quality of existing relationships between the Council, the Police and mental health services, the Committee heard how historically this has been a challenge but works are ongoing to develop and improve the partnerships and the necessary collaboration required.
- Linking up all aspects of the strategy, the Committee heard this was a key part and steering groups include large numbers of different stakeholders including registered social landlords (RSLs).
- Improving the speed of response and after-care, to which the Committee heard a number of statistics explaining the breakdown such as 35% of all ASB reports are related to noise and nuisance. Getting swift justice for victims was another key priority.
- The length of the consultation document, the Committee made the comment that a summary version was required if they wanted additional contributions from residents who will be busy with their own lives. The Committee heard that there is an “easy-read” version available.
- The success of previous pilot schemes, Edward Aslop Court was highlighted to the Committee, its targeted offering in 2019, which introduced activities as well as other aspects that would form part of the strategy, saw complaints over the same period fall from 110 to just two.

- Whether one objective trumped another, in response the Committee heard that whilst protecting victims was a top priority, there was no outlined hierarchy of objectives.
- What best practice the strategy has drawn from, amongst others that had been drawn on; the Westminster Housing Service and national charity, ASB Help were singled out for praise.
- Understanding why ASB is particularly high in Westminster, as mentioned in the report. The Committee heard, that as for Crime, ASB statistics are also brought up by the West End and the Night Time Economy. That inflation though should not detract from ASB which still occurs across the City.

7.2 Actions:

1. On getting Councillors Involved - Officers to publish exactly how Members can interact and contribute to the consultation.
2. On ensuring Councillors are aware of the consultation - Non-Cabinet and Committee Councillors have not been made aware of the ongoing consultation, potentially as they have not been listed as stakeholders. It has been requested that officers draw attention about the consultation to all Councillors via an email and this is something that has been suggested as best practice for any and all public consultations going forward.

8 WORK PROGRAMME

- 8.2 The Work Programme was discussed and Members reflected that having two substantive items relating to the same Cabinet Member worked well and this could be a preferred style going forward.

The Meeting ended at 20.33.

CHAIR: _____

DATE _____



City of Westminster

Communities, City Management and Air Quality Policy and Scrutiny Committee

Date:	12 December 2022
Portfolio:	Communities and Public Protection
The Report of:	Councillor Aicha Less, Cabinet Member for Communities and Public Protection
Report Author and Contact Details:	Patrick Ryan pryan@westminster.gov.uk

1. Key decisions made in the preceding period since my last Policy & Scrutiny report dated 31 October 2022:

- Review of the Council's Gambling Policy

2. The following report includes my priorities and delivery progress to date of the new administration:

2.1 Public Protection

Gambling Policy

The Gambling Policy sets out Westminster City Council's expectations for gambling operators who wish to trade within Westminster and addresses the policy concerns and risks associated with gambling. For each licensed premise, gambling operators will be required to produce a gambling risk assessment, which weighs up the key considerations or criteria within the policy and Local Area Profile.

Using the Gambling Risk Index, we have identified areas in Westminster where the concentration of certain groups or premises heighten the risk level of gambling related harm. These areas have been designated "Gambling Vulnerability Zones" and applicants must address the key considerations for those areas and provide sufficient mitigation to demonstrate that they will be reasonably consistent with the licensing objectives.

A new hours policy has been included that specifies the hours for gambling operations within Westminster. It has adopted the default hours as prescribed within the Gambling Act 2005 regulations. Requests for additional hours will need to identify any risks and provide sufficient mitigations to address the principal considerations of the Act.

The policy was agreed to by Full Council on 9 November 2022, and will come into effect from Monday, 12 December 2022.

Anti-Social Behaviour (ASB)

Public consultation on the final draft of the ASB Strategy went live on 18 October 2022. The full consultation plan includes 1-2-1 interviews, group sessions and workshops, as well as access to an

online survey. We will also re-engage with residents and community members who were involved in the strategy's initial design.

The Council has just completed its annual Autumn Nights operation focusing on anti-social behaviour, particularly involving the misuse of fireworks during October and November. Early indications show that the operation was successful and that the numbers of firework related calls was very low.

The partnership plan included pre-emptive engagement with potentially problematic young people, engagement with firework outlets and residential communities, and an increase in police presence in high-risk areas during the key dates. Not one young person engaged with prior to the operation came to police notice during the key dates over this period. We await release of the confirmed police data to fully assess the success of this year's operation.

Food Safety

The Food Standards Agency Road Map is in place, giving local authorities a rolling 3-month deadline for completing inspections arising from the period of COVID-19. The Food Team has met all previous deadlines and are in line to meet the end of December deadline.

Since our October update, Hygiene Emergency Prohibition Notices have resulted in three business closures due to poor food hygiene, serious risk of contamination and serious risk to health relating to pest infestations.

The council has received £36,000 from the Department for Environment, Food and Rural Affairs for the enforcement of new Prepacked for Direct Sale legislation (Natasha's Law). The project seeks to educate select businesses in the new legislation and allergen management with a view to enforcement action being taken if businesses are non-compliant.

There have been two high profile prosecutions for food offences relating to allergen management. One has a court date and the second is being submitted to our legal department for progression.

The Digital Transformation project in relation to food hygiene inspections and food related service requests to facilitate the new delivery model is currently on schedule.

2.2 Communities

Community Investment Strategy

Engagement with the Voluntary and Community Sector (VCS) and Council officers has revealed the need for a centralised approach around defining needs, identifying outcomes, streamlining grant processes, and measuring the impact of the grants. Work is underway with Procurement and Legal to understand how we can develop a standard review process on grants and contract guidelines, which will support our goal to move to a more consistent and centralised approach. Any changes will then be applied to future contacts and grants across the Council.

A grants web page is being designed specifically for organisations, which will show what Council grants are available, and when, for that year. It is planned to go-live from December 2022. Information will be added on the web page on a registration process, an application form, and an impact reporting form over the next 6 months.

Engagement with the VCS is ongoing, with deep dives around impact reporting and evaluation planned for November and December 2022. A presentation on the Community Investment Strategy was recently given to members of the Future of Westminster Commission. It covered the importance of ensuring the strategy has relevant sections for small, medium, and large organisations, and refers and works collaboratively with health, schools, and other projects across the Council, which involve the VCS.

The Communities Team is exploring community participation options, including identifying needs, community development, capacity building and participatory budgeting. Engagement will be undertaken with residents and community organisations to explore these options in more depth.

A paper identifying Community Grants – including a Community Priorities Extension, an Emergency Fund, a Community Events Fund, and a Future Core Funding Grant – has been developed for decision. This is in addition to the wider Community Grants Fund from Public Health; all of which will increase funding into the VCS.

Decisions will be required on grants processes, decision making processes, VCS rent policy revisions, core funding approaches, and a single application system.

Westminster Connects

Westminster Connects was initially set up in 2020 as an COVID-19 emergency response programme but has since transitioned into a volunteer brokerage service. Its renewed focus is on supporting recovery in the community through connecting volunteers with residents, VCS organisations, and businesses.

Westminster Connects volunteers have been active in a number of events including Memorial Day, the Christmas Tree in Trafalgar Square, the Sir Simon Milton Foundation Tea Dance, and preparing for Christmas Hamper delivery.

The Give 16 Campaign – which reminds staff that they can contribute 16 hours of their working time to volunteering – has relaunched the Language Café, which provides residents who want to improve their English with conversation sessions. It is run by the Westminster Adult Education Service and takes place weekly at City Hall and Lisson Grove.

We are actively recruiting more volunteers, in particular, at Employment Fairs; volunteering is being showcased as an option for university students who are looking for experience in their area of study and as a path into employment. We are following up with any expressions of interest promptly, to ensure we are engaging quickly and directly with potential volunteers.

VCS contracts

Consultation on the Westminster Advice Services Partnership is underway. Feedback gained through this process will be used to inform any changes to service specification for a new contract from September 2023.

The new service specification will be developed with key partners to respond to current needs for advice services. The services will be designed to be accessible and to meet specialist needs, particularly given there is widespread concern that we do not have enough advice available for the current level of demand. Currently, all services are at full capacity, and many are unable to take on new referrals.

VCS networks

ActiveWestminster Networks in North, Central and South Westminster are engaging the community in physical activity, health, and sport, through coordinated conversations and addressing local need in the area. The Networks are addressing wider inequality and inactivity issues, while also focusing on local area issues – these are youth violence (North), health and wellbeing initiatives (Central), and homelessness (South). There are also small grants available via the Network for community organisations to deliver against these outcomes.

The monthly online forum, Community Alliance, has recently launched. It is chaired by Cllr Nafsika Butler-Thalassis and Jackie Rosenberg, Chief Executive of One Westminster, and brings together organisations who are working to support people through the winter with warm spaces and activities. Each month, the Council will present what it is doing, what support the government is providing, and what our analysis tells us about those most affected by the Cost-of-Living Crisis. Community organisations will feed in with their own responses and provide any insight they are receiving from residents who are using their services.

Engagement Deep Dive

Findings from the review are being developed into an action plan. This will incorporate several deliverables, including the masterclasses, charter of participation, virtual resource, and a consultation and engagement hub.

As part of the review, officials met with residents, Council staff and held workshops. Some of the findings from the different groups have been provided below:

- The community asked for genuine involvement, a forward plan, and for their time and feedback to be valued, rather than being informed after the fact.
- Officers identified a need for better collaboration across departments, to upskill in reaching a wider demographic of people, and to involve the community to a greater extent in the design of work.

The Council undertakes a large volume of different types of communication, consultation, participation, and engagement. Improving our ways of working and best practice will take time and require collaboration and support.

Our work will include an ambassador's programme, practitioner network through our Centre for Excellence, development of standardised tools and templates and advice from the team, monitoring of the forward plan of engagement and consultations, and development of methods to increase participation of the community in our work.

Approach to equalities

The team published the refreshed objectives in August 2022. They have since started to scope the remit of a wider external equalities plan. The objectives are:

- Staff will represent the demographic of our communities at all levels of the organisation.
- Understand our diverse communities and embed that understanding in how we shape all that we do across the Council.
- Support Westminster's communities to be sustainable, socially inclusive and empowered to act, when they are best placed to do so.

- Demonstrate inclusive leadership, strategic partnership, and a clear organisational commitment to be a leader in equality, diversity, and inclusion in the city.

Work is underway to embed the objectives across each department and develop performance targets. Findings will also inform a wider external equalities strategy around working with our communities and access to our services. The Equality Trust will be starting a piece of work around developing our socioeconomic duty.

#2035

This programme is a collaborative approach to responding to community needs, reducing the life expectancy gap, and improving health outcomes. It is a cross-sector place-based strategy that examines wider determinants of health (housing, crime, employment, access to health services, and neighbourhood and community connection).

The partnership includes the Police, DWP, Imperial College Healthcare, GP Commissioning, Public Health, and Communities. The relationships between the external partners will be developed and strengthened through a steering group that has been set up.

We will be planning a workshop to develop key priorities to reduce the life expectancy gap. Imperial are providing resources to help in scoping which projects will be the most effective to reach the goals of the programme.

Maida Hill Market: strategic leadership support

The Communities team have met with officials from the Licensing Team, Parking Enforcement and NSL contractors on the issue of illegal parking. The following actions were agreed and taken:

- A letter was drafted and shared with Licensed Traders about their vehicles.
- Parking and NSL (provider for parking enforcement) will install temporary CCTV to monitor the area for violations, which will be used to analyse how much Police support is required.
- An agreement was finalised with social enterprise company, Maida Hill Place, to retain their presence on the square and, in partnership with the Council, to allow an officer and police presence and station in the area, which supports communities.
- A meeting with the Basic Command Unit has been arranged to discuss policing in the area and the tackling of ASB. This session will include senior officers to escalate matters and renew a more practical agreement, which supports Council officers sufficiently.
- Options are under review to offer the domino players, (who currently occupy the Maida Hill Square), an alternative indoor venue, whereby they can continue to socialise in the area and stay warm. Domino sessions will be managed and run by community providers.
- Both sets of toilets on the square are now open and operational.
- After Broadwick Street, the over ground automatic public convenience (APC) is next on the refurbishment programme. The latest timeline shows work should commence just after the New Year. Officers are aware of the need to start and complete these works as quickly as possible.

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City of Westminster

Communities, City Management and Air Quality Policy and Scrutiny Committee

Date:	12 December 2022
Portfolio:	City Management & Air Quality
The Report of:	Councillor Paul Dimoldenberg
Report Author and Contact Details:	Alexandra Deolinda Severino adseverino@westminster.gov.uk

1. Key decisions made in the preceding period since my last Policy & Scrutiny report dated 13 September:

- 24/10/22 - Admin Charges for Unauthorised Parking Suspensions
- 02/11/22 - Extension of the Parking Service Debt Management Contract
- 09/11/22 - Highways Contract Arrangements - Traffic Management Order (TMO) Service
- 14/11/22 - Westminster Neighbourhood CIL – Autumn 2022 Allocation

2. The following report includes my priorities and delivery progress to date of the new administration.

2.1 City Management

Waste Action Squad (WAS) Update

The Waste Action Squad has been engaging with businesses across the City, spending over 40 hours talking to residents. They are undertaking an audit of staining along the highway, identifying potentially responsible commercial premises and Section 47 notices have already been served to try and address the issue.

Veolia undertook deep cleans on ten hotspot areas and an overall action plan is being developed in consultation with the local community. This will focus on the top three areas identified by the community and document how we propose to resolve these concerns.

In December the WAS is expected to pilot in Harrow Road and Church Street, moving to Queen's Park and Maida Vale in the new year. Councillors will continue to be notified before the WAS comes to their ward.

Leafing Plan – Autumn 2022

The Leafing Plan has been implemented, with an estimated 1,000 additional tonnes of leaves expected to be cleared. We drafted in 11 agency staff with 2 extra waste collection vehicles to meet the demand. We have also sourced additional equipment including new electric leaf blowers, which

are being trialled to help reduce noise in residential areas in mornings. We are pairing-up the regular street sweepers across the north of the Borough, and other specific locations, to help meet the challenge. However, we understand that this means the overall frequency will reduce but with more than double the output from having two street sweepers.

Keeping Our Gullies Clean

50 additional gully sensors will be installed across the City to inform the Gully Cleansing Programme. A rain gauge has also been installed in Maida Vale Ward to provide more accurate and localised rainfall data to inform service decision making.

Public Conveniences

As Thursday evenings are now significantly busier post-Covid-19, the weekend deployment of 30 temporary urinals/portaloos has now been extended from Thursday to Monday every week. We continue to monitor the effectiveness of this approach.

The specification and costs for the refurbishment of Parliament St and Carnaby St toilets, including the installation of contactless payment barriers, is being finalised.

Electric Vehicle (EV) Charge Points

The current total of EV charge points on our streets is 1,470. This consists of 1,256 shared supply charge points for residents, 188 fast charge points and 6 rapid chargers. We are due for the imminent completion of 26 more Source London 22kW fast charging bays across the City and the commissioning of 2 rapid chargers in Lisson Grove.

Looking slightly further ahead we will see the completion of the present rapid charger programme with 2 units in Prince Consort Road and 1 in Harrow Road and the move of the unit in Rochester Row to a new location in Horseferry Road, alongside the existing rapid charger. At this time we are awaiting grid connection dates from UKPN for all 3 sites.

Source London will be replacing the Pod Point stand-alone charge points at 8 sites with a start in November likely once electrical validation of the new charge point has been approved by our service provider. EV bays to be doubled at 7 of these sites.

Dockless Bikes in Westminster

All operators have provided comprehensive data sets on their operating models, including location hotspots and parking data. This will help us to identify the total number of bays needed to meet demand and accurately predict the potential loss of revenue from the repurposing of any parking bays across Westminster.

We have met with operators for talks, and their preference is for a bay-based approach, with other boroughs moving towards this model. Density and coverage of bays are considered to be the primary factors when trying to deliver an effective scheme. Smaller but more frequent bays are

optimal for the scheme to work, rather than larger and less frequent bays. We are working with the GLA and officials at TfL as part of the longer-term strategy.

School Streets

Under the trial, there are 11 School Streets installed with signage and lining, with a further location earmarked for installation by March 2023. An interim review was carried out in Summer 2022, where the following School Streets having been identified as requiring CCTV enforcement to further help compliance of the schemes, of which is in progress:

1. All Souls, Riding House Street
2. ARK Atwood Academy Primary School, Amberley Road
3. George Eliot Primary School, Marlborough Hill
4. Queens Park Primary School, Droop Street
5. St. James and St Johns, Craven Terrace
6. St Mary's of the Angel RC Primary School, Shrewsbury Road:
7. St Peter's Eaton Square C of E Primary School, Lower Belgrave Street

Cycling in Westminster

S106 funding has been sought to undertake a Cycle Parking Occupancy survey for the continuous roll-out of insecure/cycle stand roll-out programme, expected to start next year. We have been working with TfL on our Cycle Routes Programme on proposed new cycleway routes for the forthcoming bidding round. Routes are determined by assessing which align best to the Strategic Cycling Analysis mapping and what best serves the boroughs demands.

Update on Relations with Transport for London (TfL)

TfL have re-emphasised the need for Boroughs to work with them and the Metropolitan Police on London's 'Vision Zero' target to eliminate all fatalities and serious injuries by 2041. As a Council we have ensured our Healthy Streets Delivery Plan bid to TfL majors on Vision Zero related schemes, including improvements for vulnerable pedestrians and cyclists. Westminster currently records the highest number of casualty related collisions.

TfL and central Government have agreed a long-term bail-out which includes a number of conditions in respect of daily public transport cutbacks. We are aware of these conditions, and as they emerge we will lobby on behalf of residents to the Deputy Mayor, TfL and central Government.

Public Realm Update

We are establishing a joint project team to deliver a permanent scheme for Regent Street, building on the success of the temporary scheme currently in place. We have been in ongoing discussions with stakeholders to ensure our permanent scheme is a success.

Villiers St project involves public realm improvement to provide a safe and high quality pedestrian environment for the high level of footfall from residents, commuters and tourists. Proposals include additional security measures to reduce the vulnerability of the street to terror attacks, these works are on site and due to be completed late 2023.

The Covent Garden Neighbourhood Traffic Management Scheme is intended to reduce the level of non essential traffic across the Covent Garden district (rat running journeys and vehicles with no purpose in the district). Introduced in December 2021 on an experimental basis and in partnership with LB Camden, we are now conducting a final public consultation and are asking that a questionnaire is completed to seek views on the scheme. The outcome of the public consultation will be considered by both councils in reaching a decision on whether to make the scheme permanent. The current consultation opened on 14 November and will run until 16 December.

All remaining trees on the Strand Aldwych are currently being planted. Next on the highway build outs programme are St Stephens Gardens and St Georges Drive. Palace Court proposals are being reconsidered.

St Johns Wood High Street

The St John's Wood High Street Public Realm Project proposes highway improvements to the High Street to improve pedestrian space and accessibility, traffic management, greening, whilst providing space for continued al fresco dining. The design includes the retention of one-way traffic from northbound to southbound, footway widening along the whole length of the High Street by approximately 1 metre on both sides, with larger buildouts and raised tables at junctions to provide crossing opportunities, 14 new street trees, benches, and new street lighting columns.

The second formal consultation on the highway design was held for three weeks between Wednesday 28th September and Wednesday 19th October. It combined the statutory traffic order consultation (TMO) with general scheme information. The consultation activities and materials included a new website www.sjwhighstreet.co.uk, a letter drop to 3600 addresses in the area, emails to statutory consultees, information and posters at the local library and in a High Street shop window, and use of social media channels to promote the scheme.

There were 1756 responses to the on-line questionnaire over the three weeks. A Cabinet Member Report is expected shortly to approve the publication of the consultation results and recommend decision(s) on next steps.

Warwick Way Town Centre Highways Scheme

During COVID-19, a temporary al fresco scheme was implemented on Warwick Way and Churton Street in summer 2020 to help the local hospitality businesses. The scheme was strongly supported locally, a permanent scheme has been developed to build upon this success, providing an improved space for pedestrians, better accessibility and more greening possibilities, improved lighting and drainage to the area to create a better place for local residents and visitors.

A public consultation on the scheme is planned for December and into January 2023 to seek feedback on our proposals ahead of further design development. The consultation will include a website and online survey to collect feedback, letter drop, engagement session(s) with local ward councillors and resident associations alongside promotion by the Communications team.

Open Spaces Update

New hanging basket contracts commenced on the 1st of October and the Parks Officer has ensured all baskets are peat free. The electric fleet is in place and rain harvesting is now underway.

Parks and Cemeteries have had an exceptional year with excellent results for Green Flags, London in Bloom and London Garden Squares, giving the team a high level of external verification on their quality standards. Additional public access pathways are planned for the cemeteries due to the continued demand for burial space and the 3rd year of tree replacement is planned for this autumn-winter period.

Pimlico Gardens

We will be running a public consultation until 14 December on the future of Pimlico Gardens. The aim of which is to provide inclusive outdoor space including Community Hub environments to meet the diverse need of residents. We are proposing several upgrades to the park such as a toilet block, viewing platform, and a café/facility able to serve refreshments.

2.2 Update on Air Quality in Westminster

Queen's Park Automatic Monitoring Site

The Queen's Park area of Westminster has been identified as a location for a new automatic monitoring station. This area meets a number of criteria, including filling a geographical gap in the city's monitoring network, and providing the opportunity for a background site that can capture both PM2.5, and Ozone, two pollutants of increasing concern that are not well covered from background sites in Westminster's current network of automatic monitors.

There are opportunities to engage with the local community in Queen's Park on the monitoring site, location, and how they can access and utilise the data provided. It is proposed to engage with ward members and the Queen's Park Community Council (QPCC) Place Committee, which covers air quality. Officers will be presenting a paper at the next Place Committee meeting on 23rd November to start this engagement process.

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Communities, City Management & Air Quality Policy and Scrutiny Committee

Date:	16 th November 2022
Classification:	General Release
Title:	Parking Service Update
Report of:	Jonathan Rowing, Head of Parking
Cabinet Member Portfolio	Portfolio (as listed at www.westminster.gov.uk/cabinet)
Wards Involved:	All
Policy Context:	Parking Services
Report Author and Contact Details:	Jonathan Rowing jrowing@westminster.gov.uk

1. Executive Summary

- 1.1 The City Council's Parking service is currently in the midst of major reprocurement of all parts of its functions. Parking fees/charges and policies are also currently under review, and will be discussed in a number of upcoming Cabinet Member Reports. Full reviews of service demands have been undertaken in the form of an Occupancy Review, but have not reported at the time of writing. Unfortunately, this means that it is not possible to provide significant detail relating to the service at this time. Due to the timelines for the resolution of the above activities it is felt sensible to bring a full paper to this Committee in the July meeting. This paper serves as a pre-cursor to shape the discussion that a substantive paper would bring to that meeting. Officers will ensure that progress against activities is provided via the Cabinet Member Portfolio Updates.

2. Key Matters for the Committee's Consideration

- 2.1 Parking will bring a detailed report on the service's activity, plans and aspirations to the summer meeting of this Committee (provisionally set for 31st July 2023).

- What areas of Parking activity would Members like to see discussed at that meeting?
- Are there areas of concern in relation to Parking or its ancillary services that Members would like to raise for discussion in more detail at a future meeting?
- How do Members see enforcement of kerbside activity and provision of parking infrastructure supporting the Council's wider goals?

3. Background

3.1 Timeline for full report

Officers are keen to engage with the Committee to ensure there is the full opportunity to scrutinise the various policy and service changes. However, Officers believe that the best time to do this is when we have resolved outstanding issues and completed ongoing processes.

- 3.1.1 The Council is currently procuring its new Parking service contracts. They will go live at the start of April 2023. We cannot discuss this with the committee in any detail at present as we are currently evaluating tenders prior to any award being made. This is a sensitive time which must be handled with care to avoid prejudicing the process. While every effort is being made to avoid challenge to the process it should be noted that if such did occur we would be dealing with this during the run-up to the March meeting. It is therefore felt best to defer the Parking paper to the following meeting when there will also be a new service structure to review with implemented changes to highlight.
- 3.1.2 Various policies and charges are currently under review. They are currently being discussed by Officers and the relevant Cabinet Members. As the papers for the March meeting of this Committee would need to be produced before full detail to enable proposals to be drafted are available it is recommended by Officers that the scrutiny of Parking take place in the July meeting once there are draft proposals that can be discussed.
- 3.1.3 The following sections discuss various ongoing activities which will be discussed in expanded detail in the full report.

3.2 Procurement

Parking is currently procuring new contracts to deliver the main functions of the service to go live in April 2023. Some elements have already been procured and others are at key points in deliberation. Unfortunately this limits what we can say publicly about the process and in relation to the service as a whole- as we need to ensure that all publicly available information is fairly shared with all interested parties.

- 3.2.1 The strategic procurement objective for the parking service is to deliver an effective, fair, and innovative service to support our residents and road-users. This is being delivered by a range of activities:

- Alignment with wider Council Objectives.
- Recalibration of the Parking Policy and updating to account for emerging trends and needs.
- Optimising the use of the kerbside space
- Developing the capability to respond flexibly to innovation in the market
- The use of business intelligence / analytics
- Expanding the potential to leverage the “eyes and ears” on the street by having enforcement teams able to also report or monitor non-parking issues.
- Increasing integration with Highways and Cleansing operations with aspirations to achieve interoperable reporting systems
- Looking to recruit local residents into all levels of staffing- including management.
- Defining the customers’ role in managing parking

3.2.2 The contracts were split into smaller lots to provide specialist suppliers, and in some cases SMEs, opportunity to be able to tender. We are removing the sub-contractor relationships which causes uplifts in costs, delays, and in many cases resistance to change. This is to encourage a direct relationship with specialist suppliers and take advantage of any innovations that could make the service more efficient.

3.2.3 The assessment of tenders for the Parking contracts is based on a 50:50 split of quality and cost. This is a change from previous Council procurements that normally heavily favour the lowest cost bid. This reflects the importance of getting the service quality right and acknowledges that the staff and systems deployed in Parking will be the main contact that many service-users have with the City Council.

3.2.4 While savings are to be sought in the procurement, more focus will be placed on efficiency and driving high standards of enforcement and customer service. The table below shows the new contract structure (post April 2023) and how this compares to our current Parking structure. Note the Audit and Compliance contract (which is new to Parking but is modelled on a similar contract within Highways) will support operational performance but whether it is tendered for will depend on the outcome of the other procurements.

Title	Contains	Currently	Comments
People and Resources	The contract provides a flexible pool of skilled resources for deployment to manage the kerbside space. The Council determines the level of Resources required and times of deployment, while the Service Provider manages these resources and the day-to-day operation	People and Resources	New contract includes items such as Radios, uniforms, equipment, vehicles etc which are currently provided separately outside of this contract.
Business Processing	Delivering Parking Services' back-office functions to manage full processing and issuing of all permissions, handling of PCNs and complaints, and issuing of Camera enforcement PCNs. All other back-office customer facing and support duties.	Business Processing and Technology (BP&T)	By removing B&P from the technical elements we gained greater opportunity to consider the opportunity for a more dynamic non-Parking-specialist provider. This also make it more likely to realise the service at a lower price.
Technology	Provision of the IT systems that support the issuing of PCNs and management of Permits and suspensions. Provision of handhelds devices. Owning the interface between providers. <u>ALREADY AWARDED- MAY 2022</u>	BP&T	Run on a longer-term contract This will enable us to avoid re-procurement whenever the other contracts providers change. A separate contract increases our control and reduces costs. Procured first to simplify procurement of other Lots and to ensure sufficient configuration time prior to April 2023.
Cashless	Dedicated cashless parking software provider to manage the on-street paid-for parking activity.	BP&T	Separate contract increases our control over change, encourages dynamism, and reduces costs.
Cameras	Dedicated contractor to provide camera systems to enable the issuing of Camera PCNs by the BP team.	BP&T	Separate contract avoids suppliers being frozen out of the market by "lock-in" deals by the big parking providers of B&P etc. Alternatively this may be a service that will be offered as a bundled discount by a bidder for a bigger contract.
Removals and Relocations	Specific contractor to manage relocations and removals.	Removals and Relocations	Including Abandoned Vehicles currently managed via Debt contract. This additional function is self-funding and should generate a discount on Relocation work.
Audit and Compliance	Undertakes checks on routine KPIs and SLAs for other contractors and supports Client in getting best value from the contracts	N/A	Scope to be determined once other contracts have been awarded.
Debt Management	Full-service debt management with proactive management of potential cases. <u>4-YEAR EXTENSION AGREED 1ST NOV 2022</u>	Debt Management	Contract provides good value with high performance levels. Extension agreed. Move Abandoned Vehicles to sit with Removals & Relocations.

3.2.5 Social Value is now firmly part of the Council's wider Responsible Procurement policy. The Responsible Procurement Officer has provided set questions that allow providers to evidence meeting corporate standards on a number of fronts. Questions that providers must evidence in this proposed procurement include:

- How will they overcome barriers to recruiting locally into Parking Enforcement. This is for recruitment at all levels- not just CEOs, so including management and supervisory roles.
- How will they evidence recruitment at all levels from our local residents
- What specific measure they have in place to reach excluded and priority groups (including care-leavers, long-term unemployed, those with disabilities or mental health challenges, refugees etc)
- How they will make their roles flexible for those with caring or other such obligations
- How they will address pay gaps for genders or ethnicities that may exist at all levels in their sector. What steps they are going to take with concrete measures and timelines.
- How they manage a responsible procurement supply chain across all aspects of their business.
- How they will reduce carbon emissions from their fleet, buildings, and service delivery.
- What training, sponsorship, employment, experience, procurement etc they can provide to the local community to ensure that all sectors of the local community benefit from the Council's spend on the service. How they will invest spending into local businesses to procure services locally as part of their supply-chains; especially from small local business and those supporting previously excluded sectors of the community.

3.2.6 Tenders for Business Processing, People & Resources, Cameras, Cashless, and Removals & Relocations are currently being assessed. Unfortunately, this means Officers are limited in what can be reported at this time to the Committee. It is expected that the Council will be awarding contracts in advance of the end of the year.

3.3 Fees and Charges

Officers are working with colleagues across the Council and with the Cabinet Member for City Management & Air Quality to review the levels of charges for various parking functions and how policies need to be updated to reflect the City Council's goals and aspirations.

3.3.1 Routine changes will be included within the corporate Fees and Charges report to be considered by Cabinet in December.

3.3.2 A review of how the City Council structures Suspensions and kerbside Permissions will be included within a Cabinet Member Report to be considered by the Cabinet Member for City Management & Air Quality in the mid to late summer of 2023.

3.3.2 Policy changes to allow Parking to better support Climate Emergency and wider environmental objectives are being developed by Officers. As these are developed they will be considered by the Cabinet Member for City Management

& Air Quality over the course of 2023. Implementation of any changes is expected to take place before the end of the 23/24 financial year.

3.4 Kerbside Pressures

To shape policy and to support considerations of appropriate charging levels the City Council requires empirical evidence of the occupancy seen within parking bays and at kerbside throughout the City. The City Council sources this information through the commissioning of Citywide occupancy review studies by independent third-parties. This is completed every 4-5 years.

- 3.4.1** The last results of the last survey were published in 2019, prior to the substantial demand changes sparked by COVID, and the extensions of ULEZ and the Congestion Charge zone. With the agreement of the Cabinet Member for City Management & Air Quality the next Occupancy Survey was brought forward to ensure the City Council has a clear picture of real demand for kerbside space. This report has now been completed and is being finalised prior to issuing of the formal result data. It is expected this will be formally issued by the end of November.
- 3.4.2** While the report will not show occupancy data for every bay in every street it will show averaged occupancy demand in each subzone across the City, broken down by type of bay and through various times of day. This will enable the need for infrastructure or policy changes to be understood while also facilitating understanding as to the impacts of any such changes on road-users or residents. Work to consider any necessary changes will begin in early 2023 but will only see significant activity in the summer and autumn of that year once implementation of new service contracts has completed in April.
- 3.4.3** In addition to supporting reviews of wider parking policy the parking Occupancy Survey will facilitate work to support residents in boundary areas impacted by residents of other Boroughs, and resolving high-pressure demand hot-spots.

If you have any queries about this Report or wish to inspect any of the Background Papers, please contact Report Author
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Policy and Scrutiny Committee

Date:	28 th November 2022
Classification:	General Release
Title:	Final Section 19 Report Investigating the July 2021 Surface Water Flooding
Report of:	Phil Robson – Acting Director City Highways
Cabinet Member Portfolio	Cabinet Member for City Management & Air Quality
Wards Involved:	All
Policy Context:	Resilience against surface water flooding, meeting the council's statutory obligation as a Lead Local Flood Authority (LLFA)
Report Author and Contact Details:	Andy Foster afoster1@westminster.gov.uk

1. Executive Summary

On the 12th and 25th July 2021, surface water flooding affected over 1,000 properties across London. In Westminster, the 12th of July event affected approximately 250 properties and 64 roads, mainly in the Maida Vale/Paddington area. Additionally, one primary school, three libraries, three community centres were affected and seven of London Underground's lines were delayed or closed due to flooding. The event of the 25th had less of an impact in Westminster compared to the 12th July event, however enough properties were affected to trigger a Section 19 Investigation Report for both events.

The production of the Section 19 Report is a legal obligation on Westminster as a Lead Local Flood Authority (LLFA) under the Flood & Water Management Act 2010. The final report was approved for publication in November 2022 an interim Section 19 Report was presented to P&S in October 2021.

The purpose of the investigation is to provide information regarding the flooding including the flooding mechanisms and set out recommendations for future work or activities to minimise the impact of surface water flooding. The report brings together data from risk management authorities such as Thames Water into whose sewers surface water discharges.

More detail on the Section 19 report is provided in Section 3 of this report.

2. Key Matters for the Committee's Consideration

The Section 19 report lists a number of actions identified by the council and Thames Water's Independent Flood Review, (see Page 27). With respect to those actions, the following points are brought to the P&S Committee's attention for their view/steer:

- 1) The council has recommended a series of actions to improve resilience against surface water flooding, these are a combination of strategic measures such as improving the surface water flood model using real time data from the July 21 event, and tactical actions, such as implementing a SUDS programme to reduce the rate of surface water run-off. What is the Committee's view on the approach being taken by the council.
- 2) Since the flooding in July 2021, Thames Water have launched a sewer resilience programme whereby properties that were affected by last year's flooding, can apply for non-return valves or FLIPS to be fitted to their properties by Thames Water. If a property is considered suitable, the introduction of a FLIP will significantly reduce the risk of flooding internally from foul water entering a property from the sewer network. Thames Water recently reported that only 30 per cent of households who reported flooding last year, have booked a survey with Thames Water to see if their property can be fitted with a FLIP. Officers propose to engage with Thames and provide support to try and encourage residents to take up Thames Water's offer, is the Committee content with this approach?

3. Background

In the immediate aftermath of last year's flood events, an interim Section 19 Report was prepared in October 2021 which provided some preliminary detail, including the impact of the flooding on the local community and businesses, this report was presented to Policy and Scrutiny in October 2021.

Since the interim Section 19 report was prepared, Thames Water published the outcome of their Independent Flood Review (IFR) which they published in four stages:

- Stage 1 - Investigation of reported flooding
- Stage 2 - Investigation into the catchment response and root causes that led to flooding
- Stage 3 - Assessment of the performance of TW assets, including flooding alleviation schemes, critical pumping stations and operational performance of the network
- Stage 4 - Recommendations to improve resilience to future flooding events

The IFR can be viewed in full using the following link [London Flooding – Independent Review \(londonfloodreview.co.uk\)](https://londonfloodreview.co.uk).

The final Section 19 Report was approved for publication in November 2022.

The 12th of July 2021 event was a more extreme event in Westminster compared to the 25th July event. Very high intense levels of rain were experienced in a very localised area, rainfall exceeded a 1 in 100-year event at a number of locations in Westminster over a 6 hour time period, at times the 1 in 200-year event was exceeded at some locations for durations up to 3 hours. Full details of the intensity of both rainfall events can be viewed on pages 10 and 21 of the Section 19 Report.

The flooding mechanism of both July 21 events were broadly similar, the primary flooding mechanism appears to be an overload on the sewerage system, with surface water runoff not being able to enter the sewer network creating a secondary flooding mechanism.

Both events coincided with high tides in the River Thames, this prevented storm water sewerage from discharging into the Thames, which is referred to as tide-locking. The Section 19 Report makes reference to the workshop held on the 28th September 2021 where Thames Water confirmed that tide-locking had a significant effect along the North West Storm Relief Sewer (Maida Vale to Hammersmith) impacting on the capacity of the network, see Page 19 of the report. The impact of tide-locking in July 21 still needs to be fully understood through additional flood modelling work.

The Section 19 Report confirms that assets intend to drain or perform a flood alleviation function, such as Thames Water's Maida Vale's Flood alleviation scheme, all worked well within their design parameters (generally to cater for a 1:30 year event) with no major issues. The events of the 12th July were in the order of 1 in 100 and for shorter periods peaked at 1 in 200 years.

A summary of what improvements have been made since July 2021 is provided in Appendix 1 attached to this report.

If you have any queries about this Report or wish to inspect any of the Background Papers, please contact Report Author Andy Foster
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APPENDICES:

Appendix 1- Summary of Improvements since the flood events of July 2021

BACKGROUND PAPERS

Section 19 Report (Final Nov 22) v 1.4

APPENDIX 1

SUMMARY OF IMPROVEMENTS SINCE THE FLOOD EVENTS OF JULY 2021

1. **Drainage Improvements** – An additional £600,000 of funding has been made available to accelerate the programme of gully replacements, this is to replace gullies which are age expired or have known defects which could impair their function.
2. **SuDs Programme** – Westminster has made funding available for Sustainable Urban Drainage Systems (SUDs). SUDS schemes will help to reduce run off from paved areas, slowing down the surface water trying to enter the sewer system. SUDS will have additional benefits including improving air quality and reducing carbon emissions.
3. **Flood Modelling** – the rainfall events of July 21 have provided an opportunity to update the Westminster Flood Model with rainfall data from a real event. This will help to improve the accuracy of the model and understand the most vulnerable areas across the borough which are susceptible to the impact of surface water flooding and allow action to be taken to reduce the risk.
4. **Body set up to look at London Surface Water Flooding** - Following July 2021 intense rainfall events, there has been a considerable amount of work taking place, both locally and strategically, to ensure London is as resilient as possible to future events.

A number of strategic and tactical meetings with the Mayor, London Resilience Forum, Ministers, MPs and others have taken place. Consequently, a Task and Finish Group representing London partners has been set up to consider what is required to ensure London is as well prepared as possible to manage surface water. The work being done does not supersede any local strategies, plans, or actions, but looks to strengthen the existing good work already happening, support others who haven't been able to do as much as they would like to and ensure that flood risk is managed holistically across London.

5. **Thames Water Sewer Resilience Funding** - Thames Water have introduced a Sewer Resilience programme to help residents affected by the flooding in July 21 to help them protect their properties (if they qualify) from wastewater backing up into properties through the introduction of non-return valves known as FLIPS. Thames Water have confirmed that they will soon commence surveying of over 500 properties to see if they are eligible for FLIPS
6. **Emergency Planning** – In the immediate aftermath of the flooding in July 2021, an external Emergency Planning Consultant was commissioned to conduct a review to identify any urgent improvements required to improve confidence in the service. The Westminster multi-agency Flood Plan is based on the London flood response framework and is owned by the Borough Resilience Forum. The final plan will be signed off at the Forum meeting in December 2022. The wider

management and organisational structures are being considered as part of the Emergency Preparedness Review. An internal Resilience Hub has been created, bringing together organisational resilience and business continuity, emergency preparedness and humanitarian assistance into a single place. This is being used to engage and encourage staff to volunteer for training enabling them to support our response to major incidents. This includes strategic and tactical controllers, emergency centres, crisis support and borough emergency control centre staff. This will continue as an ongoing piece of work.

7. ***Gully Sensor Trial*** – The council has installed 20 Gully sensors in Westminster in 2021/22, The gully sensors measure water depth, blockages and can also sense tampering. It is unlikely sensors will be installed in all of Westminster’s gullies, the aim is to install up to fifty more in challenging (at risk) locations across the borough to improve our overall response to our residents/customers.

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12TH AND 25TH JULY 2021 SECTION 19 FLOOD INVESTIGATION REPORT

14TH NOVEMBER 2022

Executive Summary

Two major flood events occurred across London and the surrounding areas on the 12th and 25th July 2021. Across the two events, approximately 1,000 properties were affected, the 12th July flood event impacted the residents and businesses across Westminster the most. A Section 19 Flood Investigation Report has been undertaken by Westminster City Council as part of their duty under the Flood and Water Management Act 2010. As a result of the major flood events an Independent London Flood Review was also undertaken to understand the flooding mechanisms¹. The Independent London Flood Review was a comprehensive assessment of the two July flood events for the whole of London and was undertaken across four stages:

- Investigation of reported flooding on 12 and 25 July 2021.
- Investigation into the catchment response and root causes that led to flooding on 12 and 25 July 2021.
- Assessment of the performance of Thames Water (TW) assets, including flooding alleviation schemes, critical pumping stations and operational performance of the network on 12 and 25 July 2021.
- Recommendations to improve resilience to future flooding events.

The overall findings of the Independent London Flood Review confirm that the amount of rain that fell during the two storms was the main cause of flooding, overwhelming the surface water and sewerage drainage systems. The review highlighted a number of key recommendations in order to deal with future flood events that may occur. Those recommendations are summarised in the Conclusion of this report and include:

- Establishing a Body with a strategic view and governance with representation from all parties with responsibility for flood management.
- Implementing anti flood devices (e.g. FLIPs²) to protect those at highest risk.
- Supporting homeowners and tenants to understand how they can best protect their homes from flooding, including opportunities to build in resilience.
- Encouraging asset owners to fully understand, develop and maintain their assets so they perform at their optimum level during high intensity events.

Thames Water have created a sewer resilience programme to identify properties at highest risk of sewer flooding to install sewer flooding resilience measures, such as a one-way valve (also called a non-return valve) in their sewer connection, to help prevent this from happening again³. More information about the scheme and how to apply if you were affected by the July 2021 flood events is available on Thames Water website.

¹ London Flood Review, 2022. Available at: <https://londonfloodreview.co.uk/>

² A Flooding Local Improvement Project (FLIP) cuts the gravity foul and surface water drainage from a property to the sewer and includes the installation of a small chamber and pump to lift the flows from basement levels to ground level and into the sewer. The system prevents sewage from entering the property when the sewer is at capacity during a flood event but still allows surface and foul flows to drain from the property.

³ Thames Water, 2022. Available at: <https://www.thameswater.co.uk/about-us/investing-in-our-region/sewer-flooding-prevention>

Thames Water have also outlined a number of actions that they will be focusing on following the flood events⁴ including improving response to adverse weather warnings, approach to customer service and communication, ability to use data and incident response processes.

Following the extreme flood events WCC are proposing and currently undertaking a number of actions in order to understand and prepare for future flood events across the Borough. The following actions are being undertaken by WCC:

- WCC will review their current gully maintenance strategy and determine if the current frequency and strategy of maintenance is still appropriate or could be further optimised. WCC has commenced an investigation of its gully maintenance procedures, however the initial review has assessed that the gully network was working effectively during the 12th and 25th July flood events.
- WCC are currently in the process of updating and verifying their 2015 surface water hydraulic model using the latest Beckton Sewer model provided by Thames Water and validating it against the 12 July 2021 event.
- WCC Strategic Flood Risk Assessment (SFRA) is currently being updated, this will be completed early 2023.
- Opportunities for a more strategic retrofitting of Sustainable Drainage Systems (SuDS) within Westminster are currently being investigated building on the results of the London Strategic SuDS Pilot Study⁵.
- The updated surface water modelling results will be used to identify highly vulnerable development (e.g. basement self contained accommodation within Westminster) at risk of surface water flooding with the aim of exploring potential mitigation measures for those receptors.
- WCC will also be investigating the possibility of slowing down surface water runoff delaying its discharge into the sewer network during heavy rainfall events, to relieve the pressure on the sewer network when it reaches capacity. The viability of temporarily storing surface water will be a key consideration.

⁴ Thames Water, 2021. Available at: <https://www.thameswater.co.uk/media-library/home/about-us/investing-in-our-region/flooding-review/july-flooding-internal-review.pdf>

⁵ London Strategic SuDS Pilot Study, 2021. Available at: <https://www.lotag.co.uk/london-strategic-suds-pilot-study>



Introduction

This document has been prepared by Westminster City Council (WCC), with support from its specialist flood consultants WSP, as the Lead Local Flood Authority (LLFA) under Section 19 of the Flood and Water Management Act 2010, with the assistance of:

- Environment Agency
- Thames Water
- Local residents
- Independent London Flood Review

The findings in this report are based on the information available to WCC at the time of preparing the report. WCC expressly disclaim responsibility for any error in or omission from this report. WCC does not accept any liability for the use of this report or its contents by any third party.

The Flood and Water Management Act 2010 states that a LLFA must investigate which flood management authorities have relevant flood risk management functions in the LLFA's area. The LLFA must investigate the actions each risk management authority has exercised or is proposing to exercise in response to the flood event⁶.

A Section 19 flood investigation report is a public account of how the flood incident occurred and the responsibilities of the various risk management authorities. WCC has developed the following threshold for prioritisation of flood events for which a Section 19 flood investigation will be undertaken.

1. Flooding that posed a threat to the safety of the public or may directly result in serious injury or death.
2. Five or more properties internally flooded in one location.
3. One or more piece of critical infrastructure was affected that impacted the wider area.
4. Flooding that places vulnerable individuals or vulnerable communities at risk e.g. hospitals, care and nursing homes, schools, secure units, etc.
5. Additionally, where one or more residential property has flooded internally from the same source on five or more occasions within the last five years.

WCC may investigate the causes of flooding outside of the above criteria when determined to add value⁷.

The flood investigation covers the number of properties affected by the event, causes of flooding and the responsibilities of the various risk management authorities. The findings and recommendations from a section 19 flood investigations enable LLFAs to learn lessons from flood events and address associated infrastructure needs.

This Section 19 Flood Investigation Report covers both the 12th and 25th July 2021 flood events. It is also noted that another flood event occurred on the 4th October 2021, however as less than five properties were recorded to have flooded internally a Section 19 Report is not required.

Summary of events

It should be noted that although this S19 Flood Investigation Reports covers both of the 12th July 2021 and 25th July 2021 flood events, this report focuses mainly on the 12th July flood event. The 25th July flood event predominantly affected areas located in the north-west of London such as the Walthamstow area rather than Westminster, as a result more information and data has been available for the 12th July flood event.

12TH JULY

On the 11th July 2021, the Met Office issued a Yellow Rain Warning for the south-east of England. During the afternoon of the 12th July 2021 intense rainfall and thunderstorms caused flooding to areas of Westminster, specifically Paddington

⁶ Flood and Water Management Act 2010, c. 19. Available at: <https://www.legislation.gov.uk/ukpga/2010/29/section/19>

⁷ City of Westminster, 2017. *Local Flood Risk Management Strategy 2017-2022*.

and the West Kilburn / Maida Vale being the worst affected areas. Information from the Met Office shows the nearest Environment Agency rain gauge, located at Putney Heath Reservoir, (approximately 8.5 km to the south-west of the main areas affected in Westminster) recorded 40.1 mm between 14:00 and 17:00 and a total 24-hour rainfall of 47.4mm. The average rainfall for London in July is approximately 45mm⁸. Due to the distance of the Putney Heath Reservoir rain gauge, it is not possible to accurately state the magnitude of the 12th July 2021 event using this source of information, as it is likely the rain gauge did not accurately record the peak rainfall. The rainfall gauge in St. James's Park and Holland Park have not been used to inform this report as they did not record a significant amount of rainfall.

Radar rainfall data was analysed as part of the London Flood Review Report⁹ undertaken by an independent expert group. On 12th July 2021, Westminster received a maximum rainfall intensity of over 150 mm/hr, with the majority of the Borough receiving a maximum rainfall intensity of between 50–100 mm/hr. The highest return period was located in Paddington with an estimated return period of approximately 1 in 200 years. The rainfall data analysis is described in more detail later in the report. As a result of the high intensity rainfall, highway drains and the local sewer network were unable to cope with the intensity and high volume of rainfall. The localised heavy rainfall started in the northeast of the borough and then progressed towards the southwest areas. At the workshop on 28th September 2021 Thames Water confirmed that the sewer network drains from the north to the south across London, and as a result of the extreme rainfall event moving from north to south, when the heavy rainfall fell on the southern areas the sewer system was already at capacity. As confirmed by Thames Water and the London Flood Review, the effects of the rainfall were made worse by the high tide preventing the systems from discharging into the River Thames, often referred to as 'Tide locking'.

Based on information from the survey undertaken by WCC and WCC's Emergency Response team, approximately 250 properties and 60 roads were impacted by flooding across Westminster with residents along Kilburn Park Road, Essendine Road, Formosa Road and Shirland Road being evacuated. Other locations impacted by flooding as reported by WCC's Emergency Response team included one primary school, three libraries and three community centres.

25TH JULY

A second flood event occurred on the 25th July 2021, during which intense rainfall and thunderstorms caused flooding to areas of Westminster, particularly in the southern region of the borough. The nearest Environment Agency rain gauge, Holland Park, located approximately 4.7km northwest of the main areas affected by flooding, recorded approximately 18.6mm between 13:30 to 17:00, and a total 24-hour rainfall of 20.6mm. The average rainfall for London in July is approximately 45mm. Due to the distance of the Holland Park rain gauge from the affected areas within Westminster, it is not possible to accurately state the magnitude of the 25th July flood event as it is likely the rain gauge did not accurately record the peak rainfall. This seems consistent with the records of the local rain gauge located within St. James's Park which recorded approximately 41.8 mm on the 25th July¹⁰.

The London Flood Review Report⁴ shows the rainfall radar data provided by Thames Water. On 25th July 2021, Westminster received a maximum rainfall intensity of up to 50-100 mm/hr. The majority of Westminster experienced a 1 in 5 year return period, with the worst affected areas in Westminster experiencing a 1 in 10 return period event. As a result of the high intensity rainfall, the local sewer network was unable to cope with the intense rainfall in combination with a high tide (tide locking) preventing the system from discharging into the River Thames.

Based on information from the resident surveys undertaken by WCC and WCC's Emergency Response team, and information from the London Review Report, WCC is aware 24 properties were impacted by flooding across Westminster.

⁸ Sky News. 2021. *UK weather: Thunderstorms and heavy rainfall to hit much of country as Met Office issues yellow warning*. Available at: <https://news.sky.com/story/uk-weather-thunderstorms-and-heavy-rainfall-to-hit-much-of-country-as-met-office-issues-yellow-warning-12365468>

⁹ London Flooding Review – Data Discovery and Initial Analysis (February 2022). Available at: <https://londonfloodreview.co.uk/stage-1-report/>

¹⁰ JBA. 2021 Available at: <https://www.jbarisk.com/flood-services/event-response/a-retrospective-look-at-summer-2021-london-flash-floods/>



Rights and Responsibilities

LEAD LOCAL FLOOD AUTHORITY (LLFA)

WCC act as both the LLFA and Highway Authority. As the LLFA WCC is responsible for managing local flood risk (risks from surface water, groundwater and ordinary watercourses). The LLFA is responsible for developing and maintaining a Local Flood Risk Management Strategy, investigating local incidents of flooding and emergency planning after a flood event.

As the Highway Authority the council has a responsibility to ensure surface water enters the gully network in the streets and discharges to the Thames Water sewer network as efficiently and effectively as possible. WCC is responsible for the maintenance of highway drainage within the City of Westminster (excluding Transport for London and Royal Parks assets).

THAMES WATER

Thames Water is the risk management authority responsible for the local sewerage network which in Westminster is a combined sewerage system i.e. surface water drainage and sewer drainage is combined into one network controlled by Thames Water. Thames Water is not responsible for drainage within a property. Thames Water as a risk management authority is required to cooperate with the LLFA during the Section 19 flood investigation.

TRANSPORT FOR LONDON

Transport for London (TfL) is responsible for the Strategic Road Network in the City and the gullies on that network. It is also responsible for London Underground drainage assets and TfL must ensure these assets do not increase flood risk.

ENVIRONMENT AGENCY

The Environment Agency is responsible for maintaining a strategic overview of all sources of flooding as defined under the Flood and Water Management Act 2010. The Environment Agency is responsible for flood management on main rivers. As the flooding in Westminster was the result of a combination of surface water and sewer flooding the Environment Agency is not the responsible risk management authority for the source of flooding on the 12th July flood event.

Site Description

Westminster is a heavily urbanised inner-city borough located in central-west London. The Borough is bordered by the Royal Borough of Kensington and Chelsea to the west, Camden Council and Brent Council to the north and the City of London to the east. The southern border of the Borough is the River Thames. The general topography of Westminster falls towards the River Thames from the north-west to the south-east as shown in the map in Annex 1.

For the 12th July flood event, the main affected areas were Maida Vale, West Kilburn and Paddington which are heavily urbanised areas located to the northwest within the Borough. The local topography gently slopes from an eastern to western direction approximately 30m Above Ordnance Datum (AOD) to the west of West Kilburn to approximately 24m AOD in Maida Vale and the surrounding area.

Paddington is a heavily urbanised area bordered to the south by Kensington Gardens and Hyde Park. The local topography gently slopes from both the east and west areas towards the south from approximately 23m AOD south of the Great Western Main Line to approximately 19m AOD near Bishop's Bridge Road.

There are several surface water features within the Borough including the River Thames (located approximately 4km to the south of Paddington) and the Grand Union Canal (located approximately 500m to the north of Paddington). Key national infrastructure within Westminster includes: seven underground stations serving 10 of the 11 London

Underground lines, The Houses of Parliament and Departments of State including the Home Office, Foreign Office, Treasury, Health etc. along with various palaces including Buckingham Palace.

For the 25th July flood event, the main affected areas were the southern areas of the Westminster Borough, particularly Victoria and Westminster. These areas are heavily urbanised, and generally have flat local topography which gently slopes down from a western to eastern direction, at approximately 9m AOD to the west and 4m AOD to the east, south of Hyde Park. The north to south local topography is predominantly flat across the urbanised area.

Westminster is located above a regional chalk aquifer which is covered with clays, silts and gravel. A review of the Cranfield University Soilscape database indicates that the majority of the underlying soils in Westminster are slowly permeable clayey soils.

Drainage

The highway drainage is owned and maintained by WCC as the Highway Authority, and generally consists of gullies connected to the combined sewers. The public drainage across Westminster consists of combined sewerage infrastructure which is owned and maintained by Thames Water¹¹. A combined sewerage system carries a mixture of surface water and foul water. During periods of intense rainfall, the available capacity within these sewers can be exceeded. When this occurs combined surface water and foul water can back-up into properties (especially below ground level basement properties) unless flow is able to spill out elsewhere. Therefore, combined sewer overflows were developed to allow the network to outflow into rivers and reduce the risk of water backing up into properties¹².

The Thames Water sewer network are combined sewers designed in the 1860s. North of the River Thames the combined sewers flow from west to east and all flows are treated at the Beckton Sewage treatment works in east London during normal operation. The City of Westminster's sewer system receives flows from the Royal Borough of Kensington and Chelsea to the west¹³. The River Westbourne and River Tyburn were culverted and now form part of the combined sewer network¹³. During periods of intense rainfall, the network flows from north to south with the flows discharging into the River Thames.

In 2015 Thames Water built the £21 million Maida Vale flood alleviation scheme. New sewers were constructed on Chippenham Road and Formosa Street¹⁴. The scheme increased the capacity of the sewerage network to cope with a 1 in 30 year storm event and aimed to protect 102 properties from sewer flooding in a 1 in 30 year rainfall return period as explained by Thames Water at the workshop with LLFAs on 28th September 2021. At the workshop Thames Water confirmed that the flood alleviation scheme performed *exceptionally well* during the 12th July flood event and that *when comparing the reported property flooding (to Thames Water as well as the City of Westminster) from 2021 with the properties alleviated in 2015 only 20 re-flooded*¹⁵. Maida Vale and West Kilburn are served by an approximately 2m diameter trunk sewer (Ranelagh trunk sewer) and the north western storm relief sewer^{16,17}. A weir was installed at Formosa Street which directs flows into the throttle pipe and then into the trunk sewer during normal operation. In storm events when the trunk sewer is at capacity flows back up over the drowned weir into a 20m diameter and 26m deep

¹¹ City of Westminster, 2019. Strategic Flood Risk Assessment.

¹² Environment Agency, 2020. *Combined Sewer Overflows Explained*. Available at: <https://environmentagency.blog.gov.uk/2020/07/02/combined-sewer-overflows-explained/>

¹³ City of Westminster, 2011. *Surface Water Management Plan*.

¹⁴ Thames Water, 2014 Maida Vale Flood Alleviation Scheme Project update. Available at: <https://www.facebook.com/MaidaFloodAction/photos/pcb.289779381180114/289779211180131/?type=3&theater>. It should be noted that this link was active at the time of writing the report.

¹⁵ Thames Water workshop with LLFAs 28th September 2021

¹⁶ Breeds, H., 2018. *Maida Vale And The Tale Of The Throttle Pipe - Passive-Control To Eliminate Foul Pumping*. Annual Conference Papers. Water New Zealand, pp.1-3. Available at: https://www.waternz.org.nz/Article?Action=View&Article_id=1560

¹⁷ City of Westminster, 2021. *Public meeting, Friday 30 July, 12-1pm*. [video] Available at: <https://www.westminster.gov.uk/flood-information-a> Page 40 Minute 15:30 of meeting.

storage shaft located in Westbourne Green Park. Figure 1 shows a sketch of the Maida Vale Flood Alleviation scheme. After the duration of the extreme storm event flows are pumped back into the receiving sewer.

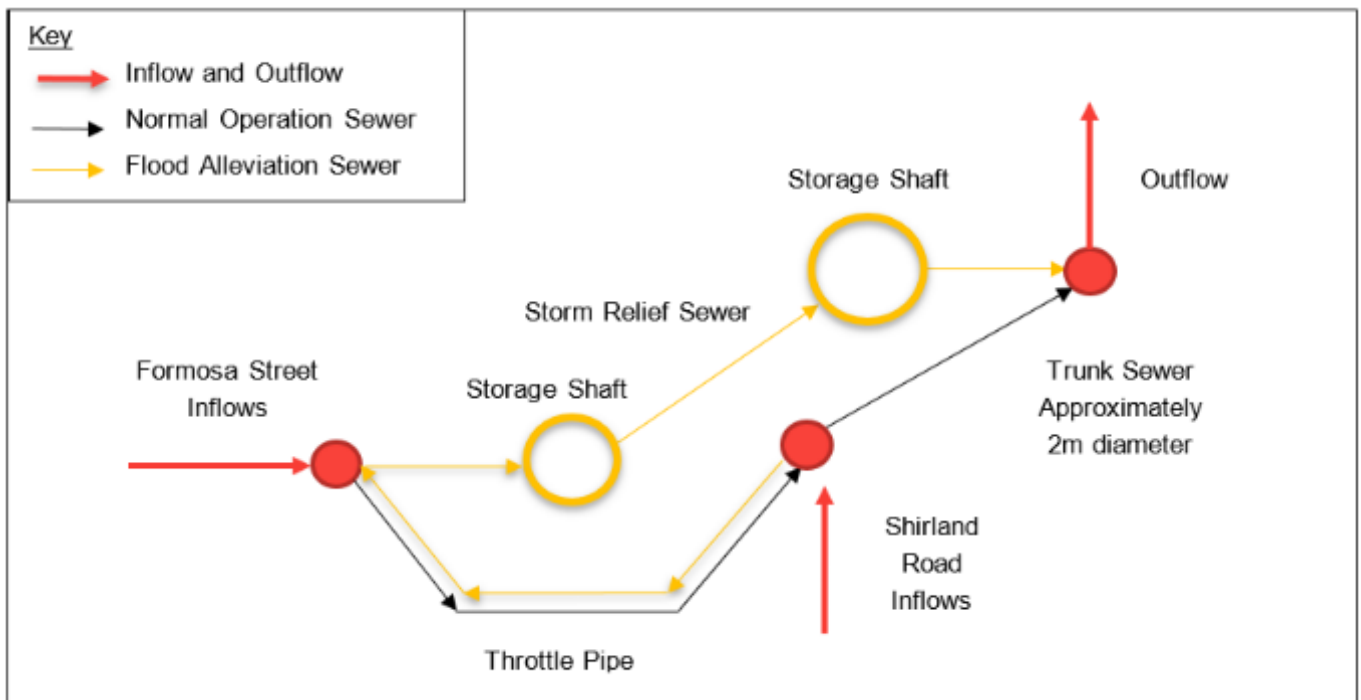


Figure 1: Sketch of Maida Vale Flood Alleviation¹⁶

An additional overspill tank was constructed in Tamplin Mews Gardens¹⁸ as part of the Maida Vale flood alleviation scheme. The tank was over 15m diameter and 15m deep. Tamplin Mews disconnects properties along Shirland Road from the sewer system into a new sewer and storage tank. Flows are then pumped into the existing sewer system once there is capacity in the existing sewer system to accept the flows¹⁹.

The project was part of the £350 million scheme Thames Water spent across London and the Thames Valley to protect properties at risk from sewer flooding between 2010 and 2015²⁰.

FLOOD RISK

The majority of Westminster, excluding its southern end, is located within Flood Zone 1, including Maida Vale, West Kilburn and Paddington. Flood Zone 1 is defined as having low probability of flooding from fluvial and tidal sources, less than 0.1% annual probability of flooding (0.1% annual probability means having a 1 in 1000 chance of flooding every year).

The southern areas of Westminster, where the majority of the affected properties from the 25th July flood event, is located within Flood Zone 3. Flood Zone 3 is defined as having a high probability of flooding from fluvial and tidal sources, with a greater than 0.5% annual probability of flooding (0.5% annual probability means having a 1 in 200 chance of flooding every year). However, the area benefits from the presence of defences which significantly reduce the likelihood of flooding.

¹⁸ My London, 2014. Thames Water to build two underground tanks to stop sewer flooding. Available at: <https://www.mylondon.news/news/local-news/thames-water-build-two-underground-6759411>

¹⁹ London Flooding Review – Stage 3: Performance of Schemes and Hotspot Areas (May 2022). Available at: <https://londonfloodingreview.co.uk/wp-content/uploads/2022/05/Stage-3-Report-Final.pdf>

²⁰ Water Briefing, 2013. Thames Water invests £17.5m to prevent sewer flooding. Available at: <https://www.waterbriefing.org/home/company-news/item/7619-thames-water-invests-%C2%A3175m-to-prevent-sewer-flooding>

Figure 2 below shows an extract of the Environment Agency’s Flood Map for Planning across Westminster. The Flood Zones shown in the figure below are associated with potential flooding from the River Thames.

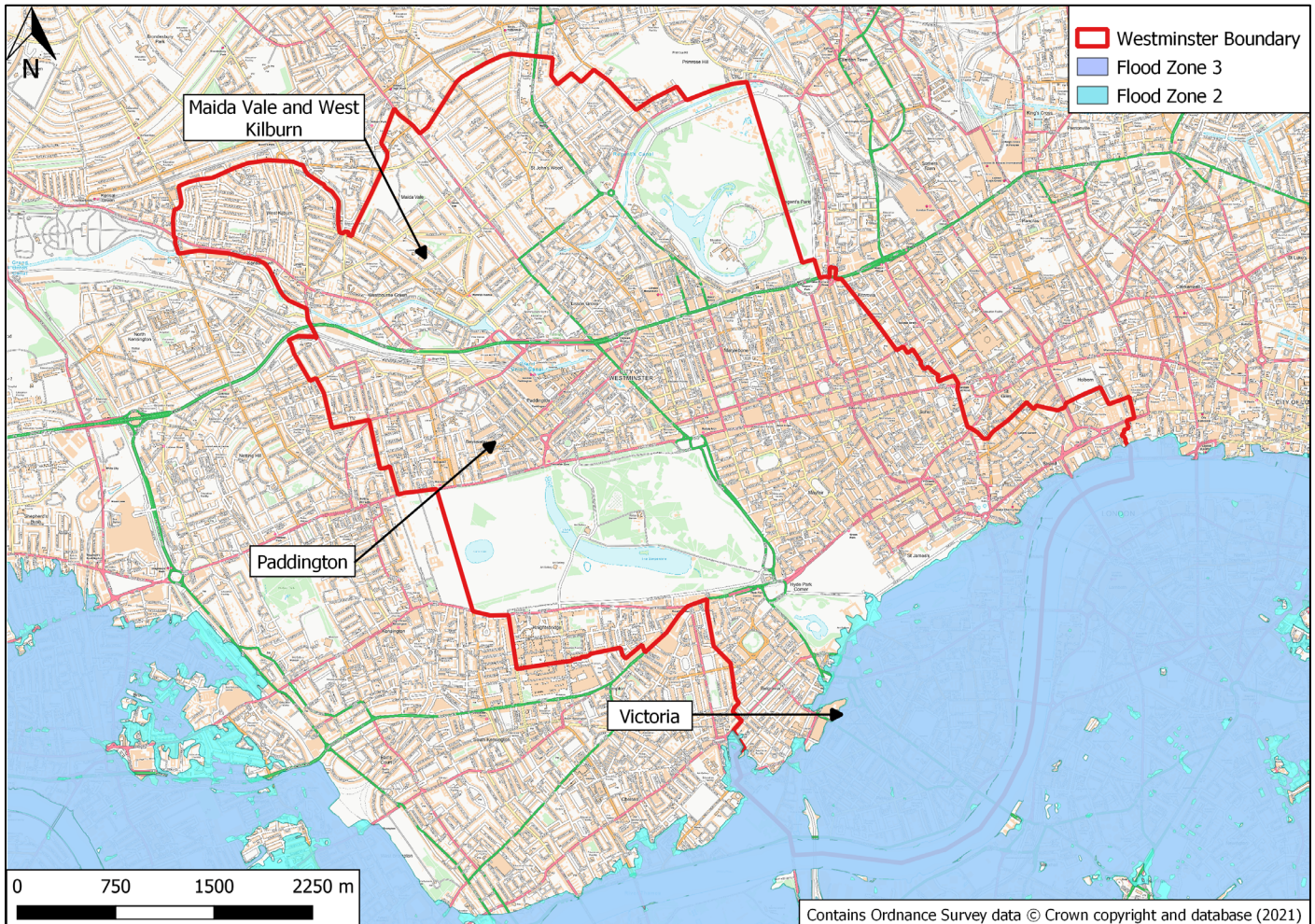


Figure 2: Environment Agency’s Flood map for Planning

Flooding from surface water is typically associated with natural overland flow paths and local depressions in topography where surface water runoff can accumulate during or following heavy rainfall events. WCC commissioned WSP in 2015 to undertake enhanced surface water modelling in Westminster. This study used the Thames Water sewer network to identify areas within Westminster at the greatest risk of surface water flooding. The surface water flood risk maps produced from the study for the 30 year, 100 year and 1000 year storm return period have been incorporated into the Environment Agency’s Surface Water Flood Map. WCC’s Flood Risk from Surface Water map shows that the areas indicated to be at risk of flooding from surface water sources included areas that experienced flooding during the July 12th flood event²¹. Annex 2 at the end of the report shows extracts from WCC’s Flood Risk from Surface Water map. It should be noted that the modelling which informed the risk of flooding from surface water mapping is currently being updated.

Groundwater flooding typically occurs in low lying areas where groundwater springs reach ground level. Potential impacts are therefore generally more significant for basements; however the associated risk is generally lower than that related to other sources of flooding.

²¹ High risk of flooding from surface water is defined as having a greater than 3.3% chance of flooding every year. Medium risk of flooding from surface water is defined as having between 1% and 3.3% chance of flooding. Low risk of flooding from surface water is defined as having between 0.1% and 1% chance of flooding.

Westminster sits on a regional chalk aquifer covered by clay, silt and gravels. Areas with increased potential for elevated groundwater exist within the borough, as discussed in the SFRA, meaning that in those areas there is an increased potential for groundwater to be within 2 m of the ground surface. Notwithstanding this the Westminster Local Flood Risk Management Strategy 2017 outlines that the risk from groundwater flooding is very low and that there are no records of groundwater flooding within Westminster.

Flooding History in Westminster

PREVIOUS FLOOD INCIDENTS

Information on previous flood events is limited, therefore information was obtained from various sources including feedback from residents. Evidence indicates that on the 29th May 2018 flooding occurred to 39 properties in Pimlico due to heavy rainfall and failure of the Longmoore Street Pumping Station. Flooding previously occurred on the 26th June 2016 when 44mm of rain fell on St James' Park²² with widespread flooding in Pimlico also linked to the failure of the Longmoore Street Pumping Station²³.

Table 4.1 from the Preliminary Flood Risk Assessment 2011 (PFRA) outlined five incidents of historic surface water flooding. These incidents included the closure of Victoria Station and flooding to Westminster Station entrance. The PFRA outlined basement property flooding on Formosa Street due to sewer flooding and property flooding along Dorset Street caused by surface water sources²⁴. The Brent and Kilburn Times reported Maida Vale flooded in June 2009 and in July 2007 due to the sewer network becoming overloaded²⁵. In July 2007 parts of England experienced over 100mm of rain within a 24-hour period and the River Thames overflowed its banks. During the summer 2007 floods 1,410 properties and businesses were internally flooded across London²⁶. The Met Office estimated the storm return period exceeded a 1 in 200 year event in parts of England²⁷. WCC have reviewed the council's flood incident records and no further flood events were identified.

Table 1 outlines the historic sewer flooding taken from the Strategic Flood Risk Assessment (2019). An internal incident is defined as when sewer flooding causes internal property flooding.

Table 1: Summary of the historic flood records

Postcode	At least 2 internal incidents in the last 10 years	At least 1 internal incident in the last 10 years	At least 1 internal incident in the last 20 years	At least 2 external incidents in the last 10 years	At least 1 external incident in the last 10 years	At least 1 external incident in the last 10 years
W9	1	10	8	0	0	0
W2	0	2	44	0	0	1

²² BBC News. 2016. *Travel disruption and floods warnings as South East hit by more rain*. Available at: <https://www.bbc.co.uk/news/uk-36603508>

²³ Cities of London & Westminster Conservative Association. 2018. *Flooding in Pimlico again*. Available at: <https://www.twocitiesconservatives.org.uk/news/flooding-pimlico-again>

²⁴ City of Westminster, 2011. *Preliminary Flood Risk Assessment*.

²⁵ Brent and Kilburn Times, 2009. *Thames chiefs in hot water*. Available at: <https://www.kilburntimes.co.uk/news/thames-chiefs-in-hot-water-3676110>

²⁶ BBC News. 2008. *The summer floods: What happened*. Available at: <http://news.bbc.co.uk/1/hi/uk/7446721.stm>

²⁷ Met Office. *Heavy rainfall/flooding - July 2007*. Available at: https://www.metoffice.gov.uk/binaries/content/assets/metofficegovuk/pdf/weather/learn-about/uk-past-events/interesting/2007/heavy-rainfall_flooding---july-2007.pdf

Postcode	At least 2 internal incidents in the last 10 years	At least 1 internal incident in the last 10 years	At least 1 internal incident in the last 20 years	At least 2 external incidents in the last 10 years	At least 1 external incident in the last 10 years	At least 1 external incident in the last 10 years
W1	1	8	442	0	2	0
SW1	11	2	738	1	1	1
NW1	1	4	76	0	0	0
NW6	0	2	0	0	1	0
NW8	0	0	0	0	0	0
WC2	0	0	4	0	0	0
SW7	0	0	0	0	0	0
SW3	0	0	50	0	0	0
Total	14	28	1,362	1	4	2

Flood Incident Description 12th July

MAGNITUDE OF THE EVENT

Information was obtained from the Met Office regarding local rainfall data. The closest Environment Agency rain gauge is located at Putney Heath reservoir approximately 8.5 km to the south-west of the main areas affected during the flood event. The Putney Heath reservoir rain gauge recorded 40.1 mm between 2pm and 5pm. The next nearest rainfall gauge is located at Kew Gardens, approximately 12 km to the south-west of Westminster, recorded 40.2 mm between 3pm and 6pm. Figure 3 below shows a comparison of the rainfall data recorded at the Kew Gardens and Putney Heath reservoir rain gauges. The rainfall gauges located at St. James's Park and Holland Park did not record significant amounts of rainfall and as result have not been included the assessment of the magnitude of the flood event.

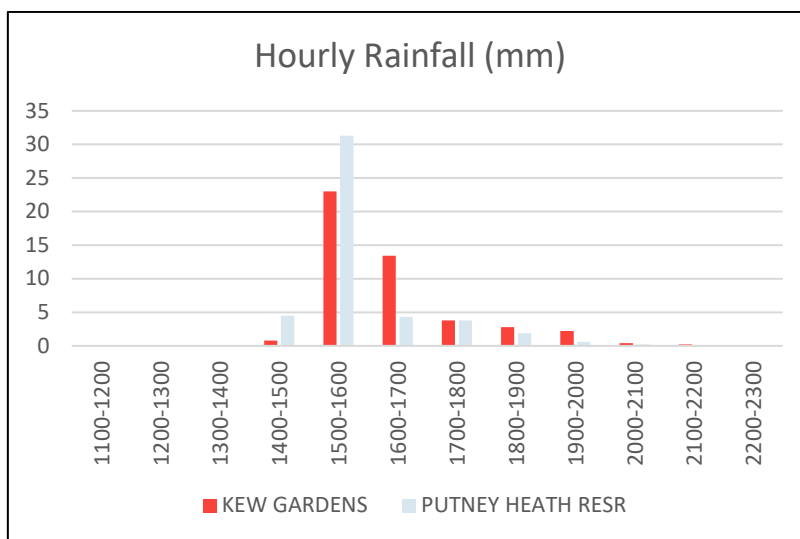


Figure 3: Comparison of rainfall gauges - 12th July 2021

Based on information provided by the Met Office and Thames Water, due to the very localised nature of the intense rainfall experienced during the flood event, it is highly likely that the closest rain gauges (Putney Heath Reservoir and

Kew Gardens) did not record the actual amount of rainfall experienced across Westminster and its variability, with very intense localised rainfall at specific locations.

Radar rainfall data was analysed as part of the London Flood Review Report²⁸ undertaken by an independent expert group. On 12th July 2021, Westminster received a maximum rainfall intensity of over 150 mm/hr, with the majority of the Borough receiving a maximum rainfall intensity of between 50–100 mm/hr. The highest return period (which can be described as the average time between events of a particular magnitude: the more extreme the event, the higher the return period) was located in Paddington just north of Hyde Park with an estimated return period of just under 1 in 200 years. Figure 4 below shows the maximum rainfall intensity as analysed as part of the independent London Flood Review for the 12th July flood event.

Figure 5 shows the return period of rainfall for the 12th July 2021 for a 2 hour duration across London, including Westminster borough highlighted in red. This shows that the areas within Westminster experienced a greater than a 1 in 200 year return period. The London Review Report also highlighted very localised areas which may have experienced a greater than a 1 in 200 year return period.

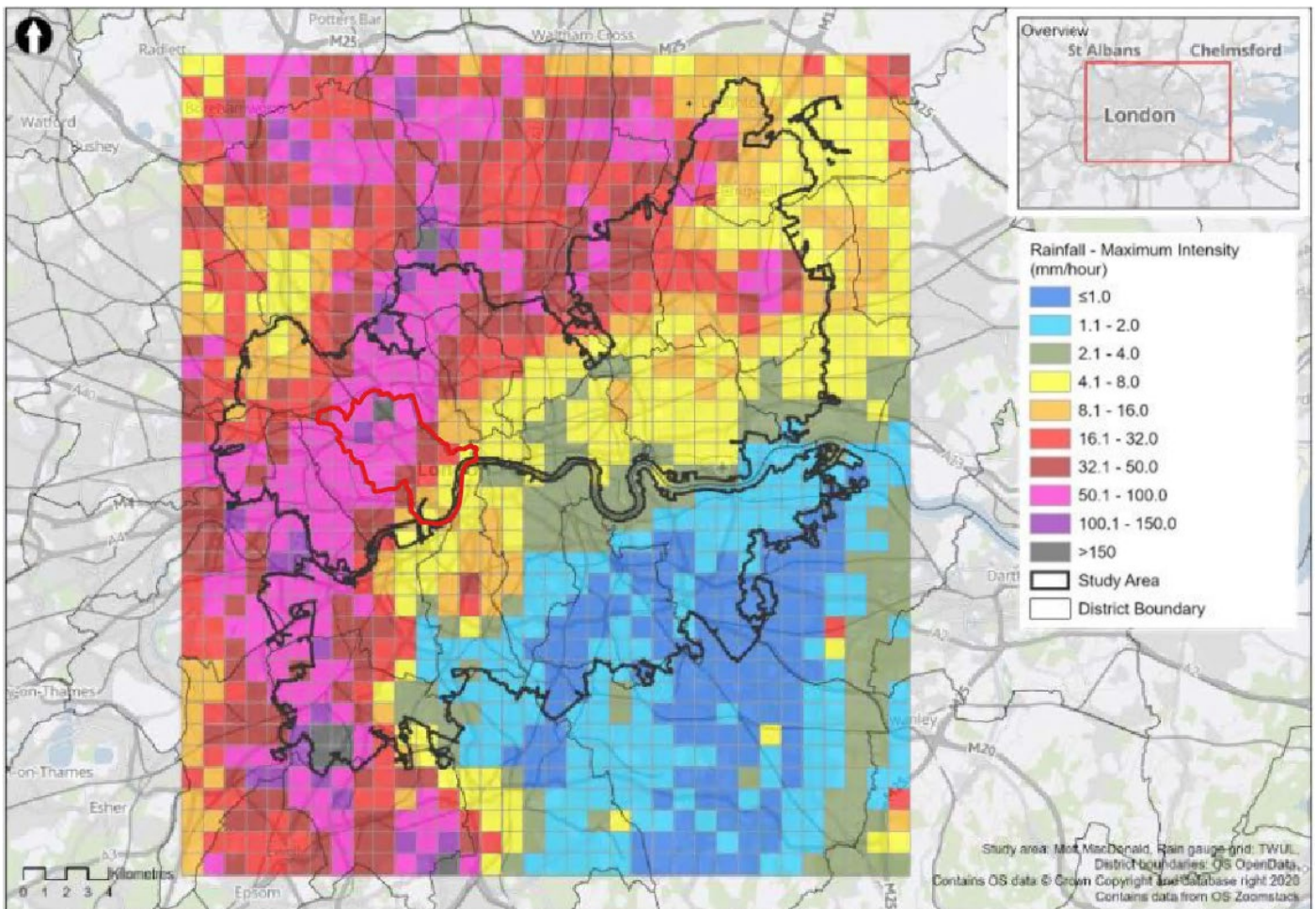


Figure 4 - Maximum rainfall intensity of the 12th July 2021 across London. Westminster Borough boundary marked in red. Source: London Flood Review Report.

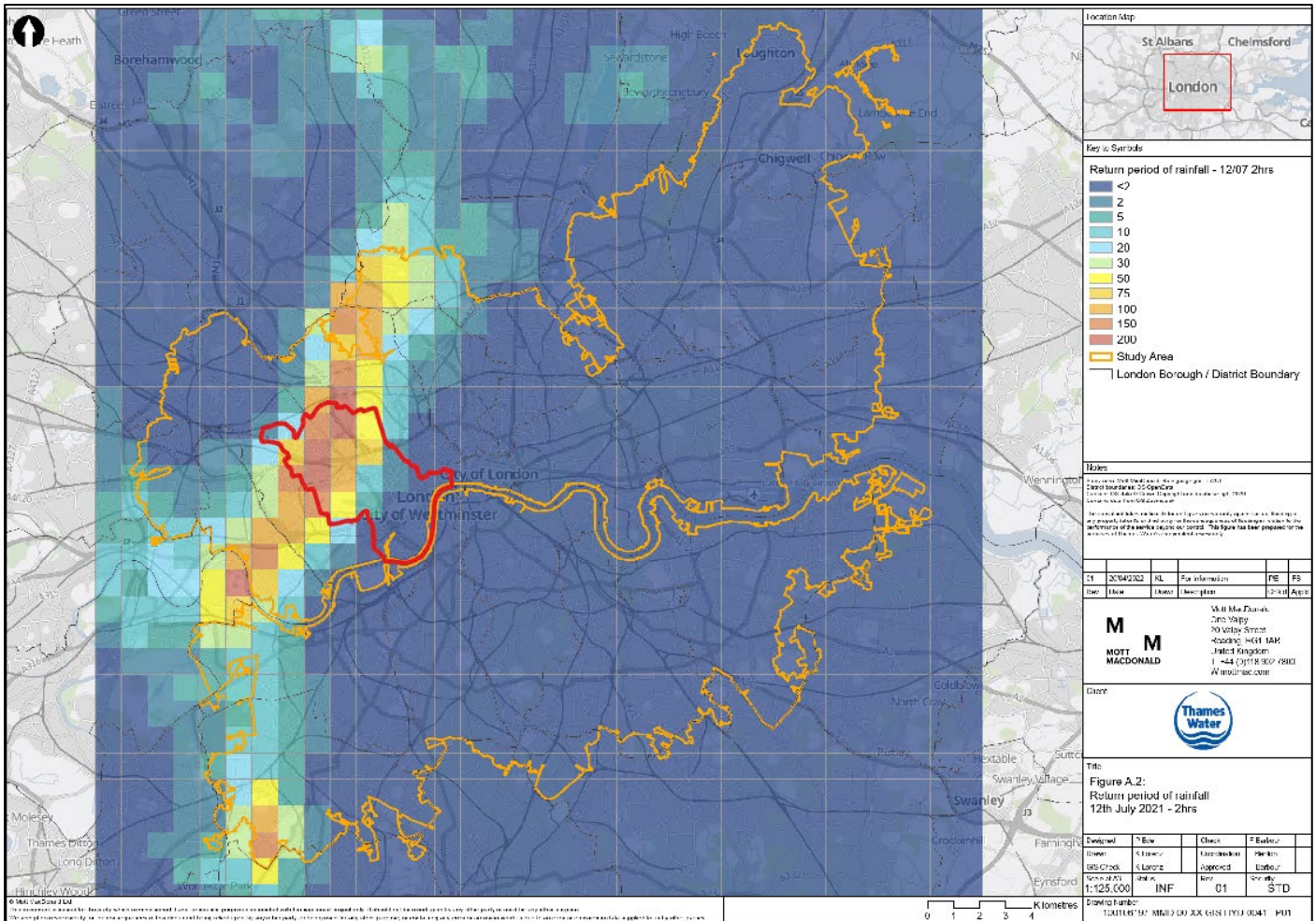
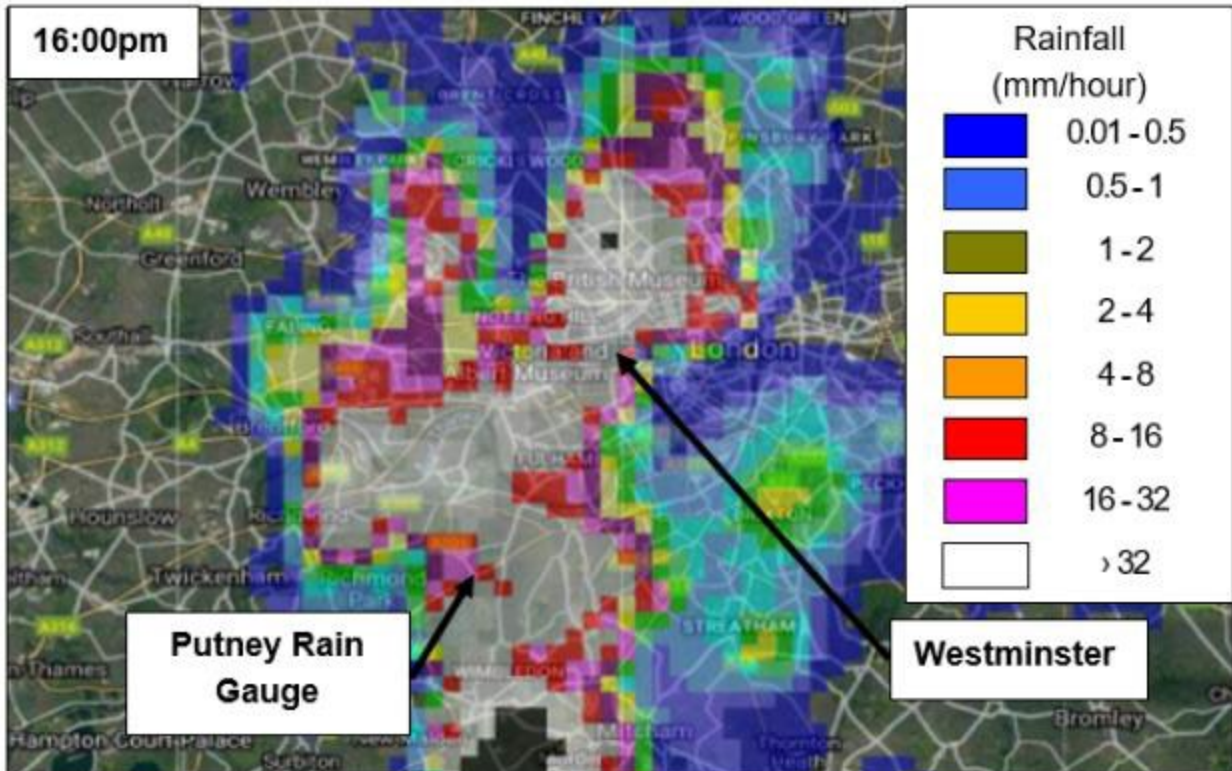
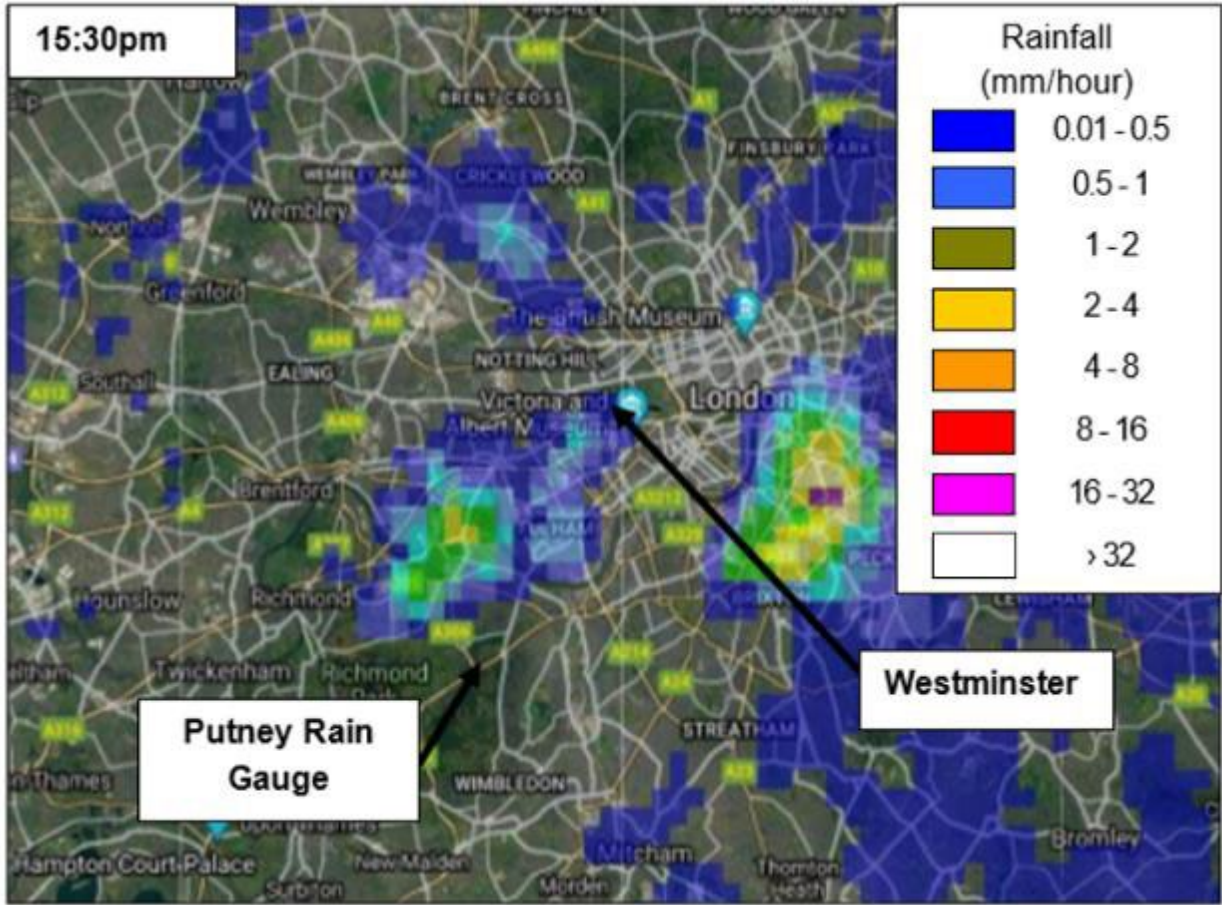


Figure 5 – Return period of rainfall on the 12th July, 2 hour duration. Westminster Borough boundary highlighted in red border. Source: London Flood Review Report.

FLOOD INCIDENT DESCRIPTION

The flood incident that occurred on Monday 12th July 2021 was the result of intense rainfall during the afternoon. The Met Office reported a convergence line developed from East Anglia down to west London in the afternoon. A convergence line occurs when winds of differing directions combine and rise up into the atmosphere. This leads to the development of thunderstorms and showers. Rainfall radar imagery shown in Figure 65²⁹ below outlines how the intense rainfall and thunderstorms rapidly developed in the afternoon. The storm travelled from north to south in west London, in the areas that are shown as white in Figure 5 below the rainfall intensity exceeded 32 mm per hour.

²⁹ London Flooding Review – Stage 3: Performance of Schemes and Hotspot Areas (May 2022). Available at: <https://londonfloodreview.co.uk/wp-content/uploads/2022/05/Stage-3-Report-Final.pdf>



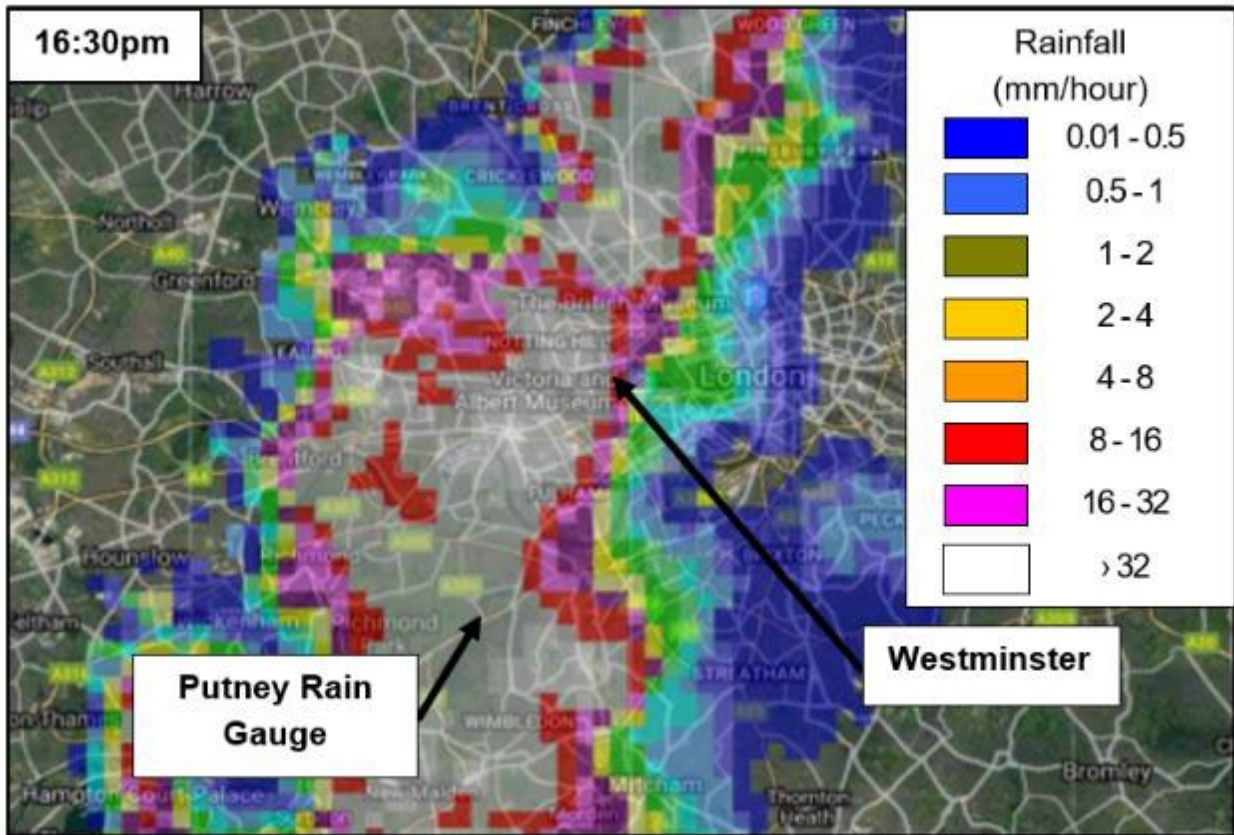


Figure 6: Met Office 12th July Radar Imagery

The London Fire Brigade stated they had received over 1,000 calls in relation to the flooding across London and Thames Water stated they had received over 2,500 calls in five hours on the 12th July³⁰. This confirms the large scale of the event.

WCC undertook a survey of affected residents in August 2021 collating information about the 12th July flood event to inform this Section 19 Investigation. Table 2 below provides a summary of the known properties impacted, including the information collated from the flood survey. At the time of writing this report it is known that over 250 properties flooded internally.

Flood incident data from Thames Water has been obtained during consultation due to the widespread reports of sewerage flooding. These properties are included below in Table 2. Annex 3 at the end of the report shows the location of the impacted roads.

³⁰ BBC News. 2021. *Flash floods: Parts of London receive a month of rain in one day*. Available at: <https://www.bbc.co.uk/news/uk-england-london-57866666>

Table 2: Summary of the investigated flooding issues

Road Location	Number of Internally Flooded Properties	Comments/Cause	Source of Data
Abbey Road	1	Flooding occurred due to overflowing drains. A resident reported 130 cm flood depth to the basement property.	Thames Water, WCC and Resident Questionnaire
Alexander Street	1		Thames Water
Ashworth Road	1		Thames Water
Bayswater Road	1	Lancaster Gate Tube Station flooded.	Thames Water
Beethoven Street	1		WCC
Belgrave Gardens	1		Thames Water
Blomfield Road	1		Thames Water
Boundary Road	3	Internal flooding to the basement and property ground floor.	Thames Water
Bourne Street	1	Approximately 30 cm flood depth	WCC and Resident Questionnaire
Bourne Terrace	1		WCC
Bristol Gardens	6	Basement flooding between 15 cm to 60 cm flood depth. Residents reported overflowing sewers as the flood source. Properties were uninhabitable and residents reported the entire street was flooded.	Thames Water, WCC and Resident Questionnaire
Bristol Mews	1		Thames Water
Bulstrode Place	1	Up to 30 cm flood depth reported.	Resident Questionnaire
Carlton Hill	1	3 cm flood depth internally and externally.	Resident Questionnaire
Caroline Terrace	2		Thames Water
Charlbert Street	2	Up to 50 cm internal flood depth.	Thames Water
Chepstow Road	1		WCC

Road Location	Number of Internally Flooded Properties	Comments/Cause	Source of Data
Chippenham Road	3		Thames Water and WCC
Clarendon Gardens	2		WCC
Cleveland Square	1	70 cm internal flood depth. The resident reported the property is uninhabitable.	Resident Questionnaire
Clifton Hill	1		WCC
Cliveden Place	1		Thames Water
Craven Road	2		Thames Water
Delaware Road	1		WCC
Devonshire Terrace	4	50 cm to 100 cm internal property flood depth. Resident reported flooding was caused by sewers overflowing. The resident reported the property was uninhabitable	Thames Water, WCC and Resident Questionnaire
Droop Street	1		WCC
Duke Street	1	Flooding to property basement and ground floor.	Thames Water
Eaton Terrace	2		Thames Water
Edgware Road	1		Thames Water
Elgin Avenue	10	Flooding to basement properties. One resident reported 5 cm of internal property flooding.	Thames Water, WCC and Resident Questionnaire
Essendine Road	5	Flooding to basement properties. Residents reported 10 cm to 50 cm of internal property flooding. Residents were evacuated. Source of flooding stated as overflowing sewer and overland flows.	WCC and Resident Questionnaire
Fernhead Road	1		WCC

Road Location	Number of Internally Flooded Properties	Comments/Cause	Source of Data
Formosa Street	5	100 cm internal property flood depth. Residents were evacuated. Residents stated flooding caused by sewer flooding.	WCC and Resident Questionnaire
Garway Road	1		WCC
Gloucester Terrace	7	Up to 100 cm internal flood depth. One resident reported the property was flooded due to a blocked drain.	WCC and Resident Questionnaire
Great Western Road	1		WCC
Green Street	1		Thames Water
Guildhouse Street	1	Reported sewer flooding.	WCC and Resident Questionnaire
Harrow Road	5	70 cm flood depth. Flooding to basement and ground floor of properties.	Thames Water, WCC and Resident Questionnaire
Hatton Street	1	5 cm internal flood depth. Property is uninhabitable and resident reported flooding is due to building roof.	WCC and Resident Questionnaire
Hereford Road	1		Thames Water
Kensington Garden Square	1	30 cm flood depth externally.	Resident Questionnaire
Kilburn High Road	1		WCC
Kilburn Park Road	56	Flooding due to overflowing drains Resident reported 130 properties were flooded on Kilburn Park Road. Residents were evacuated. Basement flats were inundated by up to 100 cm depth of flooding.	Thames Water, WCC and Resident Questionnaire
Lanark Road	2	Basement property was inundated by 50 cm internal property flood depth. Source of flooding was overflowing sewer. Resident reported the several neighbouring properties were flooded.	Resident Questionnaire
Lancaster Mews	1	Flooding to ground floor of property.	Thames Water

Road Location	Number of Internally Flooded Properties	Comments/Cause	Source of Data
Lanhill Road	5	Basement properties were affected by up to 100 cm internal property flood depth. Source of flooding was overflowing sewer. Resident stated several properties on Lanhill Road were flooded.	Thames Water, WCC and Resident Questionnaire
Longmoore Street	5		Thames Water
Maida Vale	1		Thames Water
Old Queen Street	2	Flooding reported in the basement at a depth of approximately 30cm.	Resident Questionnaire
Ormonde Court	1		Thames Water
Oxford Street	1		Thames Water
Pimlico Road	8	Flooding to basement and ground floor.	Thames Water
Portman Square	1		Thames Water
Prince Albert Road	2		Resident Questionnaire
Princes Gate	1		Thames Water
Queensway	1		Thames Water
Randolph Crescent	1		Thames Water
Randolph Road	1	50 cm external flooding depth and 40 cm internal flood depth.	Resident Questionnaire
Saltram Crescent	5		WCC
Shirland Road	36	Basement flats were internally flooded up to 150 cm flood depth. Residents reported source of flooding as overflowing sewers. Residents were evacuated and properties are uninhabitable.	Thames Water, WCC and Resident Questionnaire
Sutherland Avenue	19	Internal property flooding to basements and ground floor.	Thames Water and WCC

Road Location	Number of Internally Flooded Properties	Comments/Cause	Source of Data
Upbrook Mews	2	30 cm depth internal property flooding. Flooding was a result of overflowing drains. The resident states the property is uninhabitable.	WCC and Resident Questionnaire
Upper Tachbrook Street	2		Thames Water
Walterton Road	4	30 cm to 100 cm depth of flooding to basement properties. Residents reported several neighbouring properties were flooded.	WCC and Resident Questionnaire
Warwick Avenue	1		Thames Water
Westbourne Green	6	Basement and ground floor flooded.	Thames Water
Westbourne Grove	7	Flooding to property basement.	WCC
Westbourne Park Road	1		WCC
Westbourne Terrace Road	1		WCC
Whitehall	1		Thames Water
Total	254		

FLOOD MECHANISMS

The flood incident that occurred on 12th July 2021 was the result of intense rainfall during the afternoon which led to the highway drainage and sewerage systems within Westminster becoming overwhelmed resulting in surcharge. The intense rainfall was exacerbated by the sewer layout as the network flows from north to south discharging via overflows into the River Thames during intense storm periods. The high tide at Chelsea Bridge (approximately 3km south of the main flood area) was 6.20m above Chart Datum and this occurred at approximately 16:45pm³¹. At the workshop on 28th September 2021 Thames Water confirmed that tidal lock has had a significant effect along the North West Storm Relief Sewer (Maida Vale to Hammersmith) impacting on the capacity of the network. Westminster receives flows from the wider London catchment, Thames Water reported that it is likely the network would have been at capacity when the intense rainfall from Maida Vale generated additional runoff trying to enter the network. Thames Water reported that for 45 minutes to an hour in the Kilburn Park Road area, which was the worst affected street by the 12th July event, there was no capacity for the storm relief sewer to discharge into the trunk sewer³².

³¹ *Chelsea Bridge Tide Times for 12th July 2021*. Available at: <https://www.tidetimes.co.uk/chelsea-bridge-tide-times-20210712>

³² City of Westminster, 2021. *Public meeting, Friday 30 July, 12-1pm*. [video] Available at: <https://www.westminster.gov.uk/flood-information-and-recovery> Page 53 33:30 of meeting.

The London Flooding Review Report³³, states that there were two main affected areas which were impacted by the flooding that occurred on 12th July 2021, in Westminster (see Figure 7 below). Figure 7 also identifies the four different areas based on the locations of the affected properties for both July flood events. Most properties affected within area 3, as labelled in Figure 7 below, experienced both above and below ground flooding. From the London Review Report analysis, the primary flooding mechanism appears to be an overload on the sewerage system, with surface water runoff not being able to enter the system due to the rainfall intensity being a secondary flooding mechanism. The areas identified in the London Review Report assessment is in agreement with the data collated from the resident surveys and local observations made during the flood event.

Area 4, as labelled in Figure 7 below, also experienced both above and below ground flooding. The affected area matches well with the reported flood incidents on the 12th July. Local sewer systems were subsequently overwhelmed, and surface water was unable to enter the system due to the rainfall intensity. Both elements seem to be dominant flooding mechanisms. The areas affected by the flood event are reasonably consistent with the areas identified to be at risk of flooding as identified from the surface water modelling undertaken by WCC.

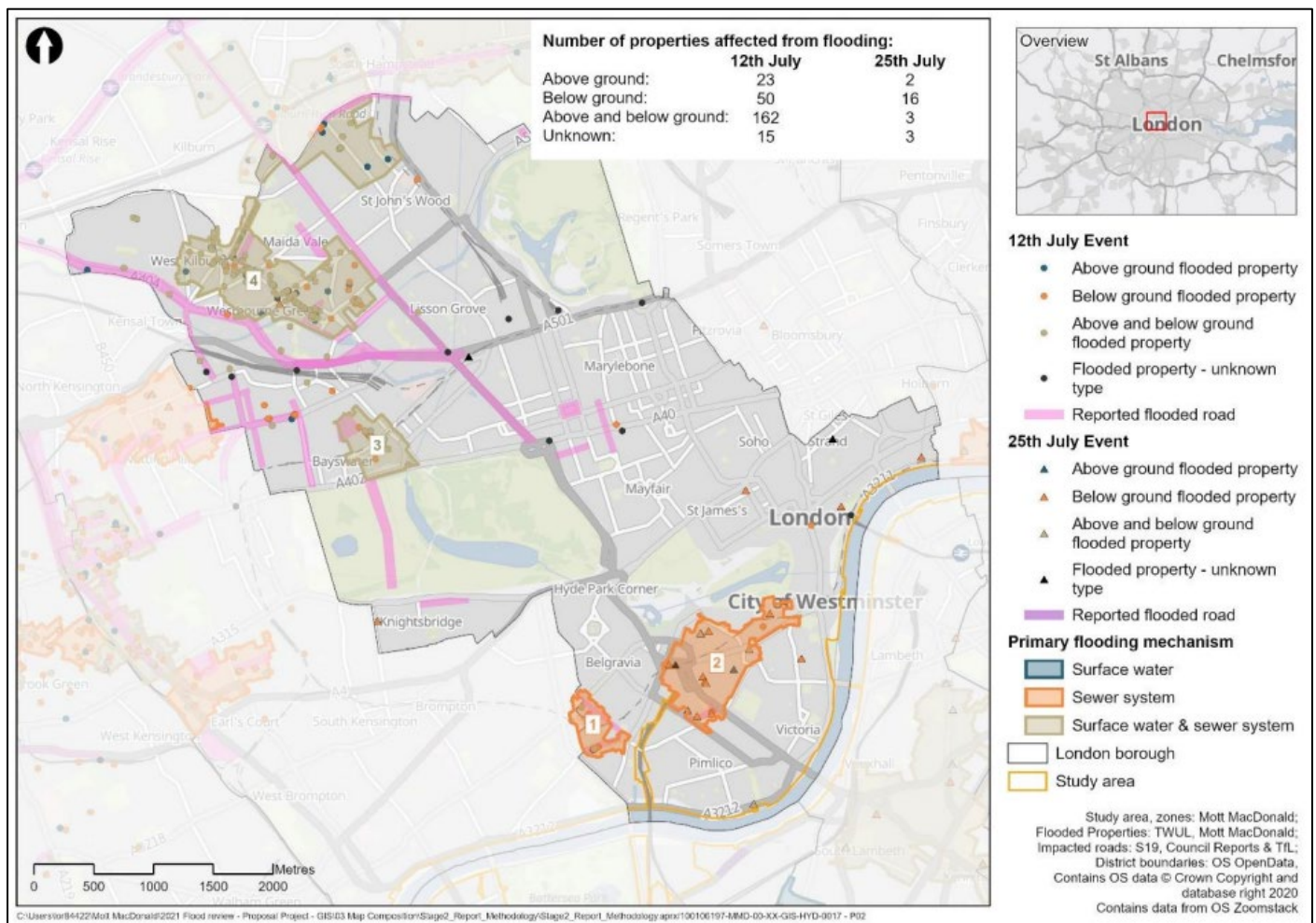


Figure 7 - City of Westminster flooded properties and flooding mechanisms. Source: London Flood Review Report.

³³ London Flooding Review – Stage 2: Root Cause Assessment and Outcomes from Sensitivity Testing (April 2022).

Flood Incident Description – 25th July

MAGNITUDE OF THE EVENT

Information was obtained from the Met Office regarding local rainfall data. The closest Environment Agency rain gauge is located at Holland Park located approximately 4.7 km northwest of the main areas affected by flooding, recorded approximately 18.6 mm between 13:30 to 17:00, and a total 24-hour rainfall of 20.6 mm. This seems consistent with the records of the local rain gauge located within St. James's Park which recorded approximately 41.8 mm on the 25th July. Based on information provided by the Met Office and Thames Water; due to the very localised nature of the intense rainfall experienced during the flood event, it is highly likely that the closest rain gauge (Holland Park) did not record the actual amount of rainfall experienced across the southern areas of Westminster. The rainfall gauge Putney Heath did not record significant amounts of rainfall and as result have not been included the assessment of the magnitude of the flood event.

Radar rainfall data was analysed as part of the London Flood Review Report³⁴. On 25th July 2021, Westminster received a maximum rainfall intensity of over up to 50 – 100 mm/hr. Westminster experienced a maximum rainfall intensity of 50 – 100 mm/hr. The majority of Westminster experienced a 1 in 5 year return period, with the worst affected areas in Westminster experiencing a 1 in 10 return period event. Figure 8 below shows the maximum rainfall intensity as analysed as part of the independent London Flood Review for the 25th July flood event.

Thames Water were approached about reports from the public that a 'Fatberg' may have been removed in the Tothill Street/Dartmouth Street area shortly after the 25th July event. Thames Water looked back over their records but do not have information about clearing a fatberg from Tothill Street/Dartmouth Street in the days immediately after the floods. The only incident Thames Water attended at about that time was a call out to deal with a blockage on a private line at the end of August 2021 but this wasn't a fatberg. Fatbergs are much larger than normal blockages, the only fatberg Thames Water have cleared in Westminster since July 2021 was in the first week of October 2022, on Great Queen Street. In total, Thames Water have cleared 138 blockages in Westminster in the 12 months to October 2022, but these were all much smaller than fatbergs and often on private pipes.

³⁴ London Flooding Review – Data Discovery and Initial Analysis (February 2022) available at: <https://londonfloodreview.co.uk/stage-1-report/>

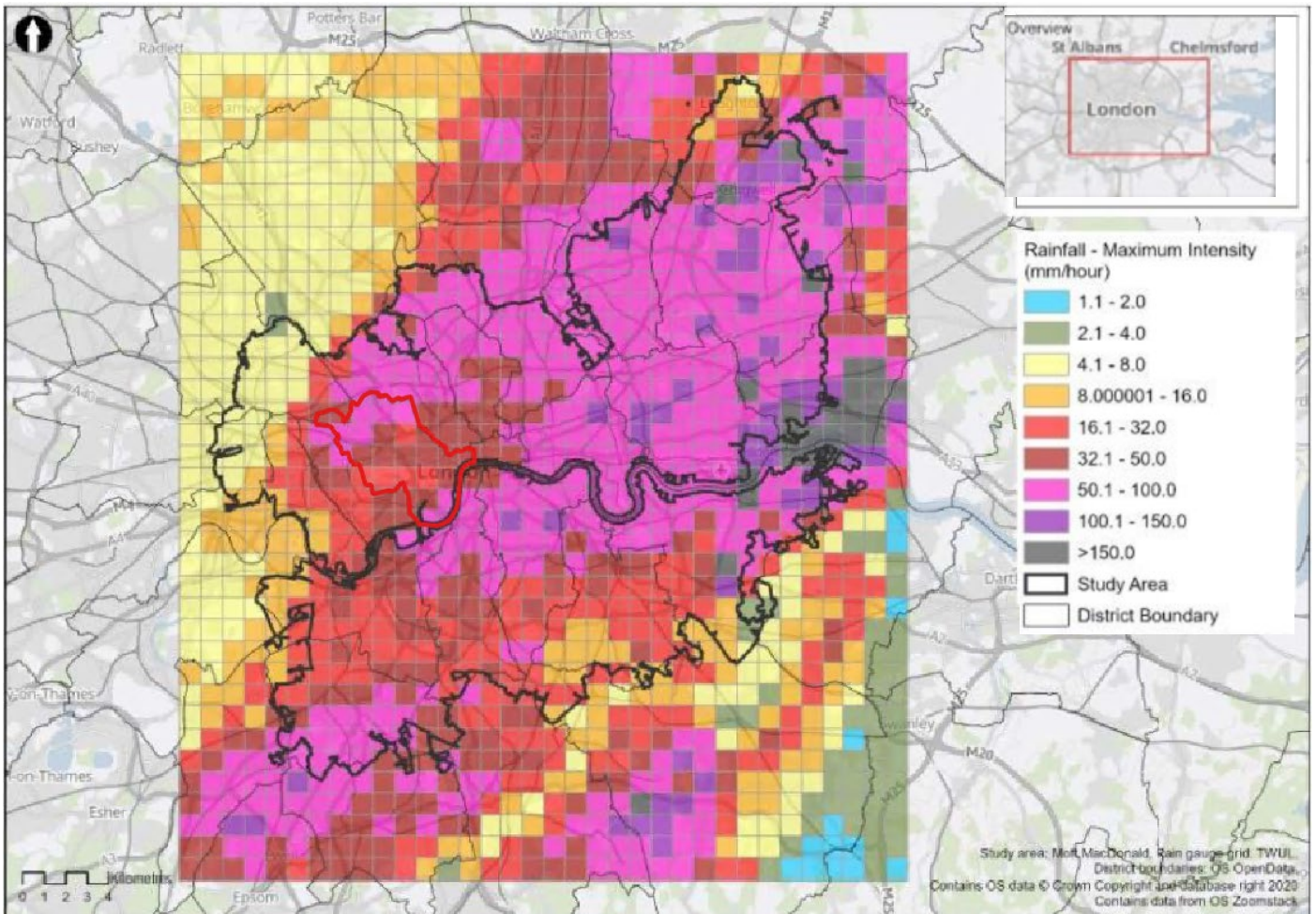


Figure 8 - Maximum rainfall intensity of the 25th July 2021 across London. Westminster Borough boundary marked in red.
Source: London Flood Review Report.

Figure 9 shows the return period of rainfall for the 25th July 2021 for a 2 hour duration across London, including Westminster borough highlighted in red. This shows that some areas within Westminster experienced a greater than a 1 in 200 year return period.

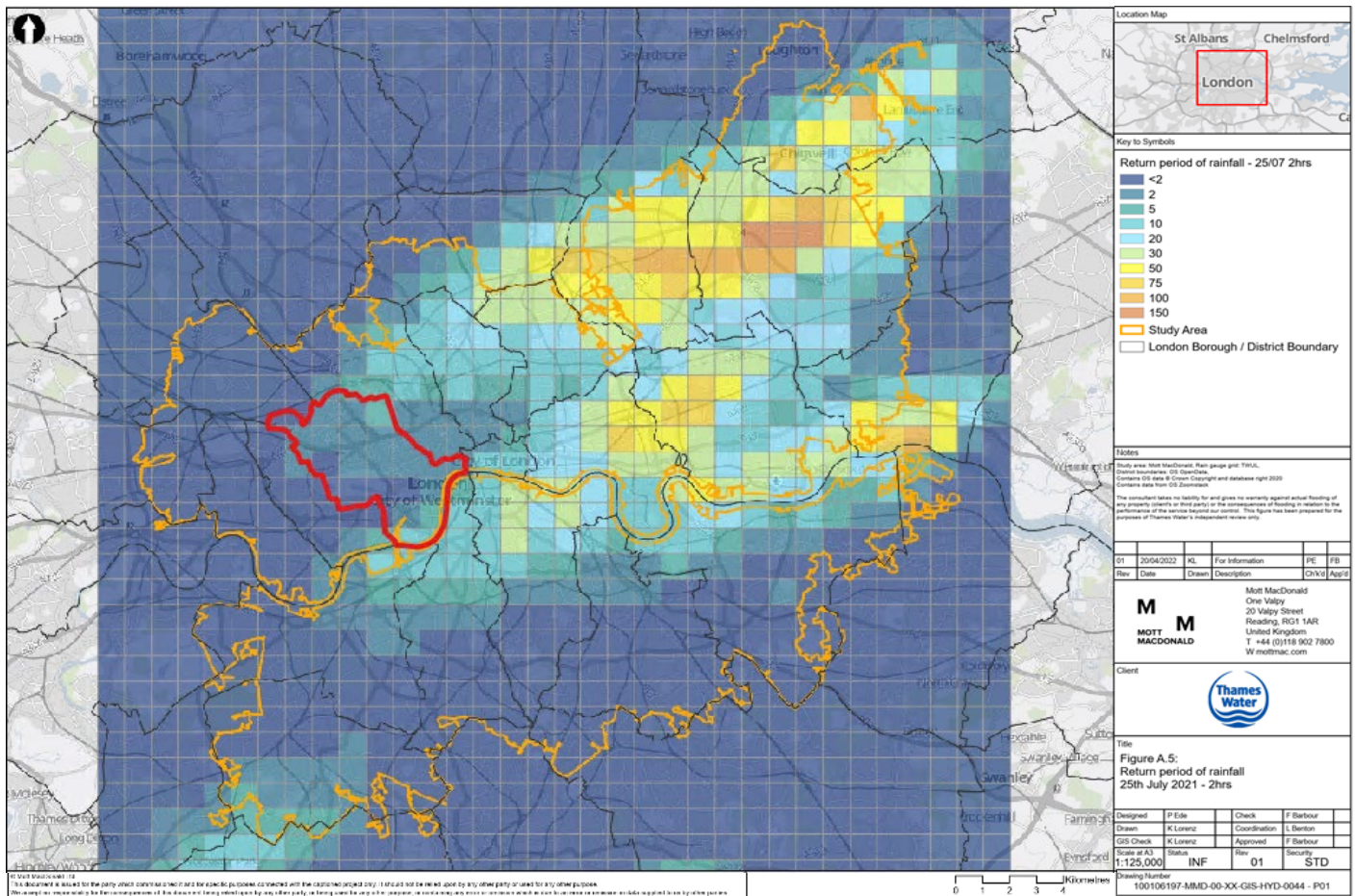


Figure 9 - Return period of rainfall on the 25th July, 2 hour duration. Westminster Borough boundary highlighted in red border. Source: London Flood Review Report.

FLOOD INCIDENT DESCRIPTION

The flood incident that occurred on Sunday 25th July 2021 was the result of intense rainfall. The 25th July flood event was considerably smaller in comparison to the previous flood event on the 12th July in terms of both rainfall recorded and the number of properties reported to have been affected across Westminster. The Met Office reported localised heavy rainfall in parts of southern England leading to thunderstorms³⁵. The 25th July flood event affected different parts of London in comparison to the 12th July, with areas in eastern London receiving the most rainfall on the 25th July.

The London Fire Brigade received over 1,000 calls in relation to the flooding across London and Thames Water received 2,867 calls to their customer service centre between 25th and 26th July in relation to the flood event³⁶.

Table 3 below provides a summary of the known properties impacted, including information collated from Thames Water and information referring to the 25th event from resident surveys sent out regarding the 12th July flood event. At the time of writing this report it is known approximately 24 properties were affected by flooding, as reported in the Independent London Flood Review Report. However, the exact location of all those properties is not known. It should be noted there is less information available regarding properties impacted from flooding in comparison to the 12th July flood event, likely due in part to the lower magnitude of the event.

³⁵ https://www.metoffice.gov.uk/binaries/content/assets/metofficegovuk/pdf/weather/learn-about/uk-past-events/summaries/uk_monthly_climate_summary_202107a.pdf

³⁶ <https://www.thameswater.co.uk/media-library/home/about-us/investing-in-our-region/flooding-review/july-flooding-internal-review.pdf>

Table 3: Summary of the investigated flooding issues

Road Location	Number of Internally Flooded Properties	Comments/Cause	Source of Data
Buckingham Place	1		Thames Water
Carlisle Place	2		Thames Water
Dartmouth Street	1	Combination of both surface water and sewerage flooding.	Thames Water
Guildhouse Street	2		Resident Questionnaire / Thames Water
Morpeth Terrace	1		Thames Water
Old Queen Street	2		Resident Questionnaire / Thames Water
Palace Street	1		Thames Water
Regent Street	1		Thames Water
St. George's Square	1		Thames Water
Sutherland Avenue	1		Thames Water
Tufton Street	1		Thames Water
Victoria Street	1		Thames Water
Villiers Street	1		Thames Water
Total	17³⁷		

FLOOD MECHANISMS

The flood incident that occurred on 25th July 2021 was the result of intense rainfall which led to the sewerage systems within Westminster becoming overwhelmed resulting in surcharge³⁸. The intense rainfall was exacerbated by the sewer layout as the network flows from north to south discharging via overflows into the River Thames during intense storm periods. The high tide at Chelsea Bridge (approximately 3 km to the south of the main flooded areas) was 6.43m above Chart Datum and this occurred at approximately 14:10 as provided by the Port of London Authority. This indicates that the high tide is likely to have impacted the ability of the drainage systems to discharge into the River Thames.

³⁷ 17 properties are known to have flooded based on data collated from Thames Water and WCC as part of consultation. However, the London Review Report states that 24 properties were affected by flooding on the 25th July 2021, as the location of the additional 7 properties has not been disclosed they have not been included within Table 3.

³⁸ London Flooding Review – Stage 2: Root Cause Assessment and Outcomes from Sensitivity Testing (April 2022). Available at: <https://londonfloodreview.co.uk/stage-2/>

The London Flood Review Report, states that there were two main areas which were affected by flooding on 25th July 2021 in Westminster (see Figure 7 in the Flooding Mechanisms section for the 12th July flood event). Both areas experienced flooding from the sewer system with more below ground properties affected than above ground. As such it indicates that the main cause of flooding for the 25th July event is attributable to the capacity of the sewerage system and the impact of the high tide impacting the ability to discharge into the River Thames. This information is in agreement with the data collected from Thames Water as the majority of flooded properties were reported to them and not to WCC.

Gully cleansing

WCC has adopted a risk based approach to cleaning its gullies, this means silt levels in gullies are recorded before cleansing. Based on silt level trends a cleaning regime is developed which aims to optimise the cleansing of gullies on a street. The council aim to clean gullies when the average silt levels are between 60% to 70% full, i.e. there is still capacity in the gullies to take surface water away. The measurement of silt levels in a gully is shown in Figure 10, the level of silt is measured from the bottom of the gully to the bottom of the outlet pipe which runs to the Thames Water sewer. For the purposes of clarity, gullies with silt levels of 100% will still be able to discharge water from the outlet pipe efficiently, however, once silt levels rise above the 100% level, then the outlet pipe will start to become restricted until eventually the outlet pipe becomes completely blocked.

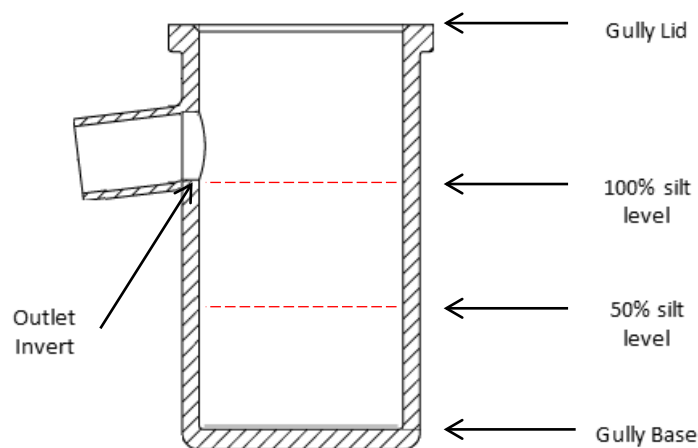


Figure 10: Sketch of gully pot silt levels

In addition to cleaning the gullies, the council also has an annual programme to replace gullies that are in poor condition or reached the end of their serviceable life. The council has also carried out work to identify streets where standing water accumulates after periods of heavy rainfall and actively investigates and seeks to resolve these issues. To reduce the risk of road flooding the council has carried out CCTV surveys on gully outlet pipes (the pipe that extends from the gully into the Thames Water Sewer) across the Borough to ensure they are in good condition and not reducing water flows into the sewers. To date the council has surveyed almost 75% of our drainage assets.

Since January 2021, the council has started to investigate the use of gully sensors to give real-time information on silt level data in gullies.

The gullies located in the worst affected flood areas (West Kilburn and Maida Vale) were generally among the most recently cleaned gullies. The majority of these gullies had been cleansed within three months prior to the July flood events. WCC Highways recorded the average percentage of silt found in the gullies during cleaning operations varied from between 20% to 70% indicating that gully blockages were not a cause of the flooding. Annex 4 at the end of the report includes a table ('Affected roads gullies cleansing record') which outlines when the gullies were cleaned and the level of siltation. Annex 4 outlines the gullies that were cleaned after the flood event when all the gullies in the worst affected streets were cleaned over a 2 week period to ensure that the gullies were clear of any debris that may have washed into the gullies as a result of the ferocity of the rainfall experienced on the 12th July 2021.

Flood Response

The Council, along with other Category 1 and Category 2 responders are responsible for planning for, responding to and then recovering from major incidents and emergencies. The Council's Major Incident and Emergency Plan was activated following the flooding events on both 12th July and 25th July. On the night of 12th July, the Council opened a rest centre for any displaced residents, supported by the British Red Cross. While London Fire Brigade have advised that there had been no major evacuations. Four displaced residents were supported by City Inspectors to the Rest Centre and were supported to identify suitable accommodation. In subsequent days, the location was used as an information / assistance centre for residents and businesses to go to. This was attended by Council Officers, Thames Water and Registered Housing Providers.

A decision was taken to remove all bulky waste free of charge to those affected by flooding and the Council's contractors worked to support residents in the removal of damaged possessions. A marquee information point for residents was established with officers from Housing, Social landlords and social care and letter drops were undertaken to reach families that had been affected, some of whom were waiting for services to contact them.

Thames Water deployed additional resources to support affected customers. The clean-up team were deployed to support customers clearing the debris and Thames Water completed work at over 150 properties across London after the 12th July flood event³⁹. Within Westminster, Thames Water attended approximately 13 properties as part of their clean-up response. These clean-ups were not standard Thames Water procedure but were offered as a good will gesture⁴⁰. Thames Water's trust fund, which helps the most vulnerable customers, provided additional support (furniture and white goods) to 14 households⁴¹.

It is recognised that the council's response to this major incident was not to the standard that would be expected of the council, or to which the council should be looking to deliver. It is accepted that in the initial response phase, communication, reassurance and welfare support to impacted residents was insufficient. In light of this, an external Emergency Planning Consultant was commissioned to conduct a review, with the aim and objectives being to complete an urgent 'hot' review of emergency planning and preparedness to identify any urgent improvements that are required to improve confidence in the service.

The Westminster multi-agency Flood Plan is based on the London flood response framework and is owned by the Borough Resilience Forum. It has been reviewed entirely in light of the recommendations of the above review and from the pan-London 'lessons learned' exercise. This has been shared with external partners to add their activity and for comment. The final plan will be signed off at the Forum meeting in December 2022.

One area highlighted within the review was the strategic oversight of emergency preparedness and ensuring that 'resilience is everyone's business'. The wider management and organisational structures are being considered as part of the Emergency Preparedness Review outlined below. The team now report directly to the council's Chief Executive who is driving this work.

An internal Resilience Hub has been produced, bringing together organisational resilience and business continuity, emergency preparedness and humanitarian assistance into a single place. This is being used to engage and encourage staff to volunteer for training enabling them to support our response to major incidents. This includes strategic and tactical controllers, emergency centres, crisis support and borough emergency control centre staff. This will continue as an ongoing piece of work.

³⁹ Thames Water, 2021. Available at: https://www.linkedin.com/posts/thames-water_a-message-from-steve-spencer-our-operations-activity-6823527837107154944-aQ7S

⁴⁰ Thames Water workshop with LLFAs 28th September 2021

⁴¹ Finance, Smart City and City Management Policy and Security Committee report

Conclusion and Way Forward

On the 12th especially and, to a lower extent, on 25th July 2021 intense rainfall and thunderstorms caused flooding to areas of Westminster, specifically Paddington, the West Kilburn / Maida Vale (12th July) and southern Westminster areas (25th July). The extreme rainfall events coincided with high tides which limited the ability for both the combined surface water and sewerage drainage systems to discharge from the public drainage network into the River Thames. Consequently, highway drains and the local sewer network were unable to cope with the intense and high volume of rainfall.

Following the extreme flood events WCC are proposing and currently undertaking a number of actions in order to understand and prepare for future flood events across the Borough. The following actions are being undertaken by WCC:

- WCC installed a rainfall gauge along Grantully Road within Maida Vale in February 2022 in order to provide additional rainfall data which will be able to inform any future flood investigation reports and analysis. If the installation of this rain gauge proves successful, the intention is to have rain gauges in the North, South and Central areas of the borough.
- WCC will review their current gully maintenance strategy and determine if the current frequency and strategy of maintenance is still appropriate or could be further optimised. WCC has commenced an investigation of its gully maintenance procedures, however the initial review has assessed that the gully network was working effectively during the 12th July flood event. The average silt levels within gully pots were within the council's optimum range of 60% to 70% in the streets affected by flooding during the 12th July flood event. The council subsequently checked average silt levels across the whole borough and confirmed that the 60%-70% average silt level targets were being met boroughwide.
- WCC are currently in the process of updating and verifying the 2015 surface water hydraulic model using the latest Beckton Sewer model provided by Thames Water. The model will reflect the latest climate change scenario and is being validated against the 12th July 2021 event; on this note the updated surface water hydraulic model takes into account tide lock scenarios as those have been identified as one of the drivers of the July 2021 flood events.
- WCC Strategic Flood Risk Assessment (SFRA) is currently being updated and will reflect the most up to date flood information including data from the above mentioned updated surface water hydraulic model and including relevant information from the 2021 flood events. This will help in updating the identification of the flood risk hotspots within Westminster. The SFRA will reinforce the guidance on flood risk and drainage for future development including a stronger focus on SuDS.
- Opportunities for a more strategic retrofitting of SuDS within Westminster are currently being investigated building on the results of the London Strategic SuDS Pilot Study⁴²; the goal is to promote a more widespread introduction of SuDS within WCC public realm, which will improve long term resilience reducing surface water flooding risk and maximising the benefits associated to green infrastructure.
- The updated modelling results will be used to identify highly vulnerable development (e.g. basement self contained accommodation within Westminster) at risk of surface water flooding with the aim of exploring potential mitigation measures for those receptors.
- Improving emergency response procedures for similar events in the future.

In the third bullet point above regarding hydraulic modelling to take account of 'tide locking', the Independent London Flood Review commissioned by Thames Water looked into the possible benefits of the Thames Tideway Tunnel and Tide Locking. The purpose of the Thames Tideway Tunnel (once completed and commissioned), is to reduce spills to

⁴² <https://www.lotag.co.uk/london-strategic-suds-pilot-42>

the River Thames from the sewer network to improve water quality, rather than to act as a flood risk asset. However, Thames Water did carry out analysis to demonstrate any benefits that the tunnel system, and associated improvements, may provide during similar events in the future. For the July 25th event, the tunnel was predicted to fill to maximum. During the 12 July 2021 event, the rainfall was more localised so the impact across the whole drainage network was reduced. In both events, there was a minor improvement in reducing levels near to interceptions (points at which the existing sewer system diverts flows to the new scheme) but, overall, the tunnel will not make a major difference to flood risk for extreme events.

It should also be noted that the Thames Tideway Tunnel will not connect to all outfalls, only the 34 most polluting overflows, this means that a number of overflows will not be connected to the Thames Tideway Tunnel and will continue to be tide-locked during high water periods.

Thames Water have created a sewer resilience programme to identify properties at highest risk of sewer flooding to install sewer flooding resilience measures, such as a one-way valve (also called a non-return valve) in their sewer connection, to help prevent this from happening again⁴³. More information about the scheme and how to apply if you were affected by the July 2021 flood events is available on Thames Water website. Thames Water have also outlined a number of actions that they will be focusing on following the flood events⁴⁴:

- Improve response to adverse weather warnings.
- Improve approach to customer service and ability to respond to contacts from customers.
- Improve ability to use data to better understand the impact of adverse weather.
- Improve communication with other stakeholders.
- Review and improve incident response processes.
- Improve on-site responses to flood events.

At the time of completing this report Thames Water provided an update some headline data on the status of the sewer resilience programme, please see the below:

As of 18 October 2022, Thames Water confirm that the Sewer Resilience Programme data for Westminster is:

Number of customers contacted = 1,055
Number of properties to be surveyed based on reported flooding = 507
Number of customers that originally reported flooding = 237
Number of customers who responded to call to report flooding = 270
Number of vulnerable customers = 10 (No response from 3)
Number of surveys completed = 2 (all vulnerable)

The Independent London Flood Review highlighted a number of key recommendations in order to deal with future flood events that may occur as summarised below:

- Establishing a body with a strategic view and governance, with representation from all parties with responsibility for flood management, so that surface water and sewer systems can be assessed, and investments designed to optimise outcomes across different organisational boundaries.
- Using data and digital tools to more rapidly assess sewer network performance and prioritise responses in extreme events.

⁴³ <https://www.thameswater.co.uk/about-us/investing-in-our-region/sewer-flooding-prevention>

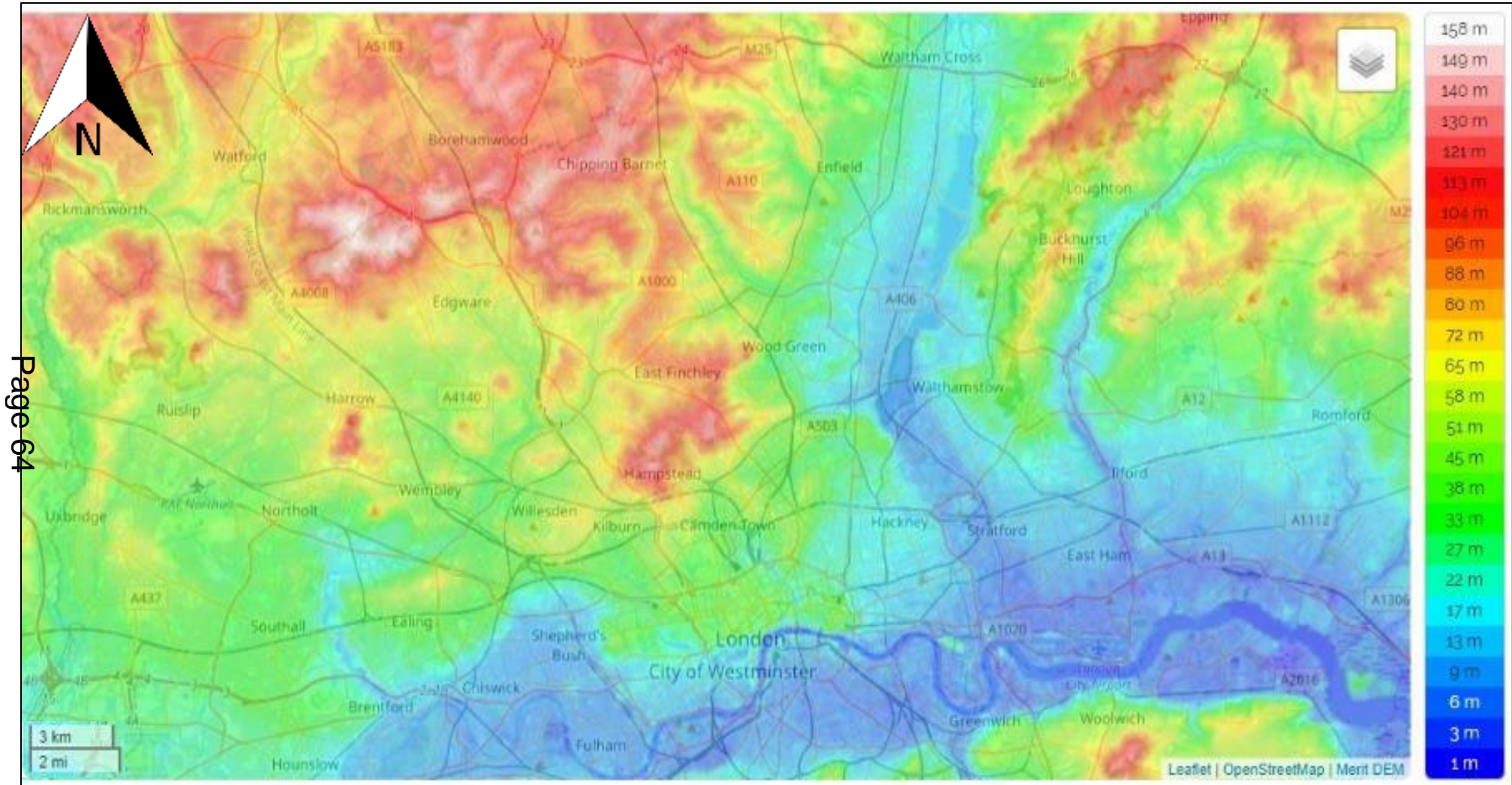
⁴⁴ Finance, Smart City and City Management Policy and Strategy Committee report

- Protecting those at highest risk of flooding by installing anti-flood devices such as non-return valves, FLIPs or flood gates depending on the flood mechanisms.
- Supporting homeowners and tenants to understand how they can best protect their homes from flooding, including opportunities to build in resilience.
- Encouraging asset owners to fully understand, develop and maintain their assets so they perform at their optimum level during high intensity events.
- Understanding how the above and below ground systems operates when flow capacity of the sewers is exceeded, who will be affected and how the landscape can be altered to allow safe passage of flood waters to areas away from properties.
- Adopting a suite of flood risk measures, including a combination of green (i.e. Sustainable Drainage Systems) and grey (i.e. traditional) engineering solutions, which can be installed in alignment with the planning policy to provide an agreed level of service across all organisations.

Other wider and strategic measures that would help prepare and deal with future flood events in a highly urbanised area such as London include to increase the concentration of reliable rain gauges in addition to the new gauge installed in Maida Vale: this will help in more accurately capture the return period of future storm events.

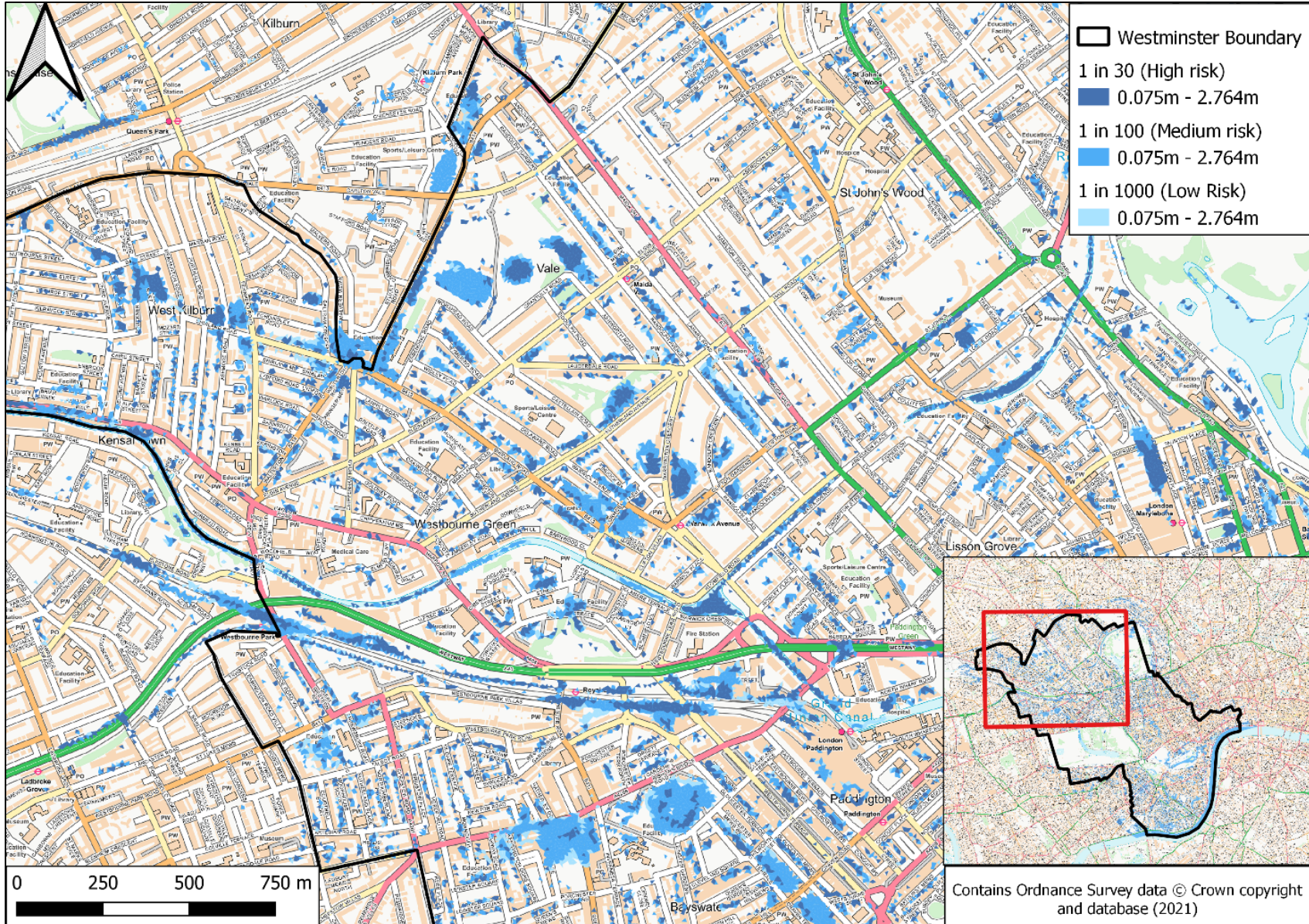
It would also be beneficial for the council to keep better records of past flood events for future reference. Section 19 reports will help the council to maintain better flood records in the future. Further consultation with other local LLFAs and Thames Water will be undertaken to start investigations as to whether there are wider catchment considerations that will reduce local flood risk across the wider London area. The Regional Flood and Coastal Committee may play a role in future consultation.

A one-page summary of the improvements that have been introduced since the flooding events in July 2021 can be viewed in Annex 5 at the back of this report.

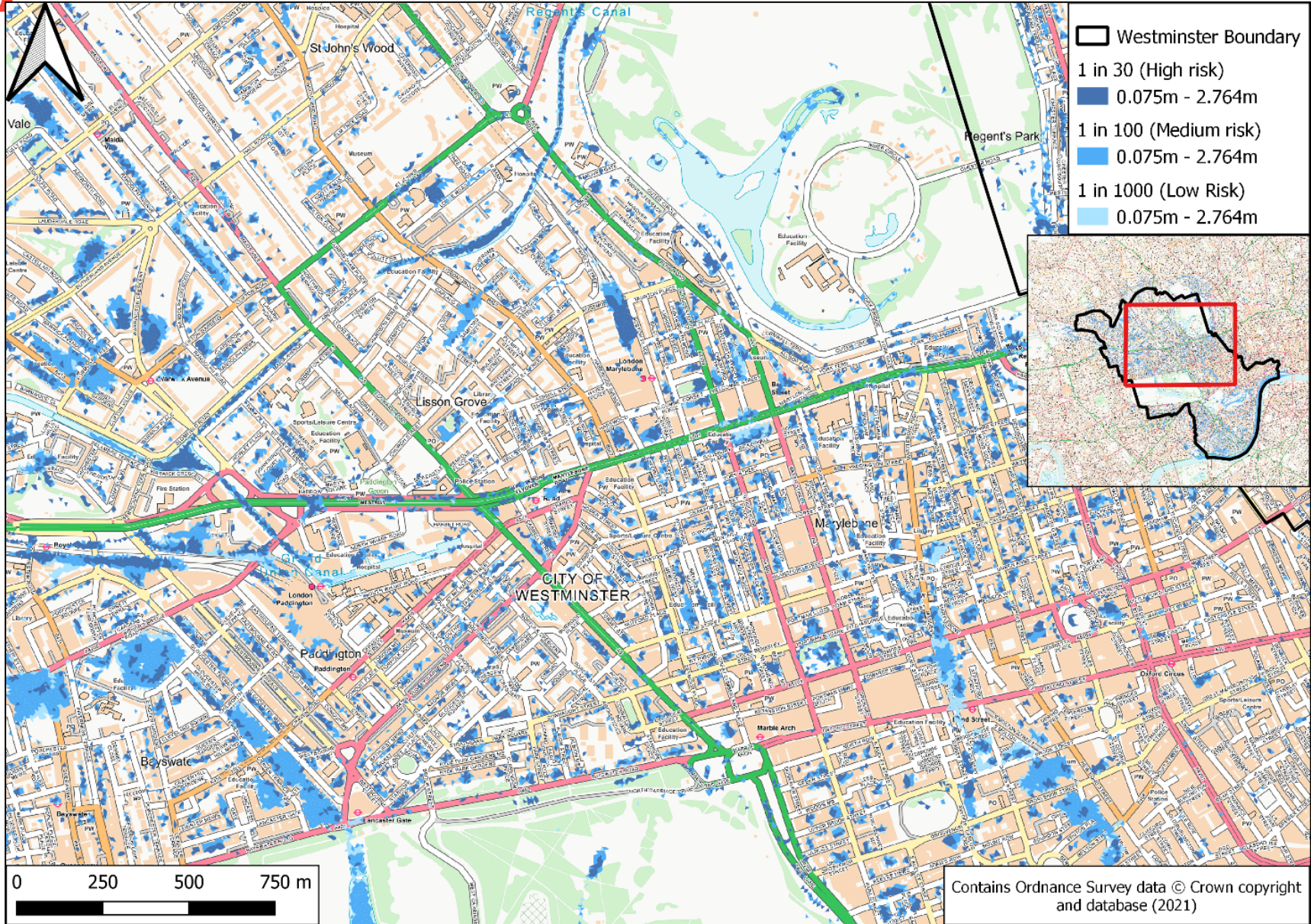


Annex 1 Greater London Topographic map⁴⁵

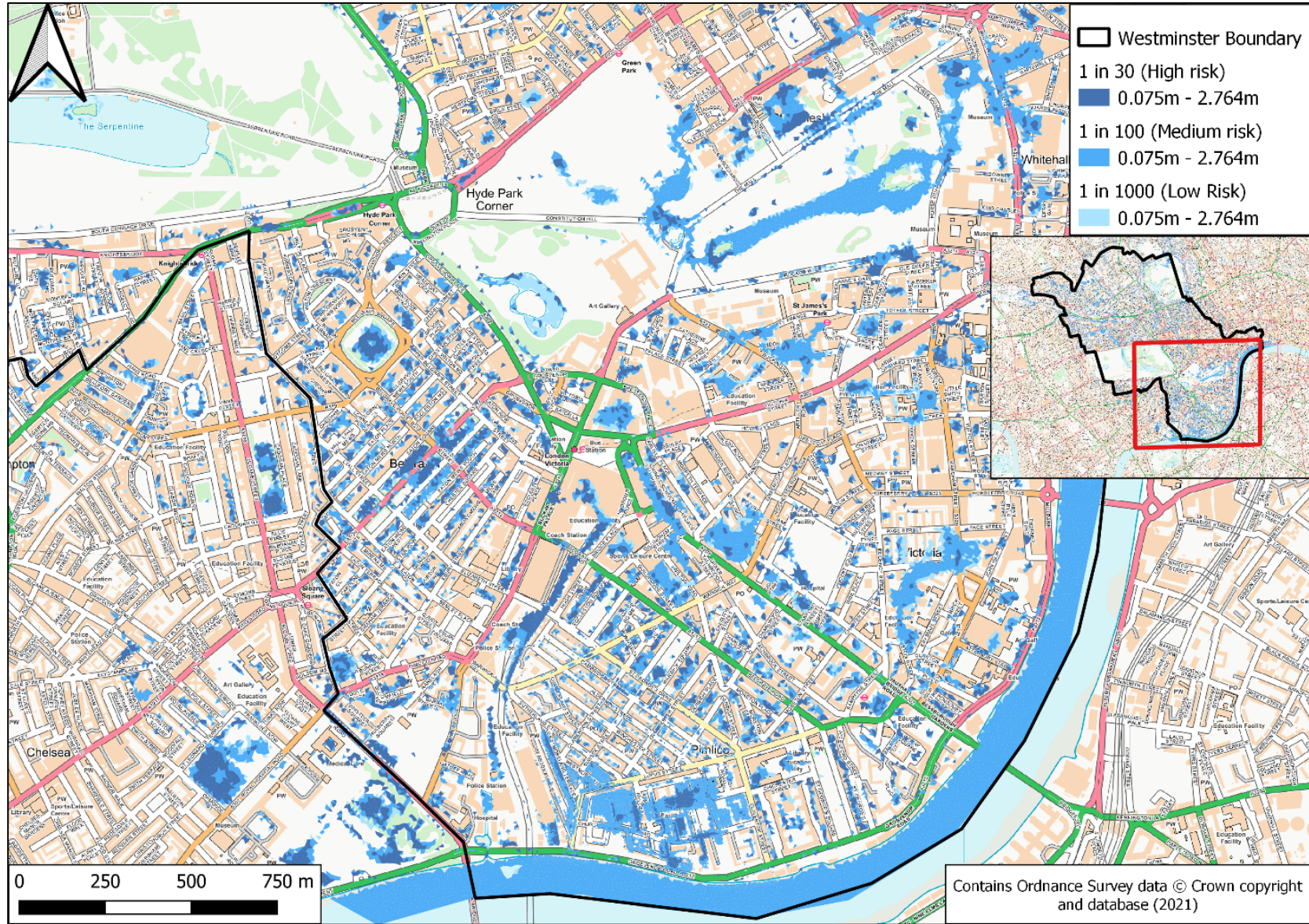
⁴⁵ Greater London Topographic Map. Available at: <https://en-gb.topographic-map.com/maps/sn5u/Greater-London/>



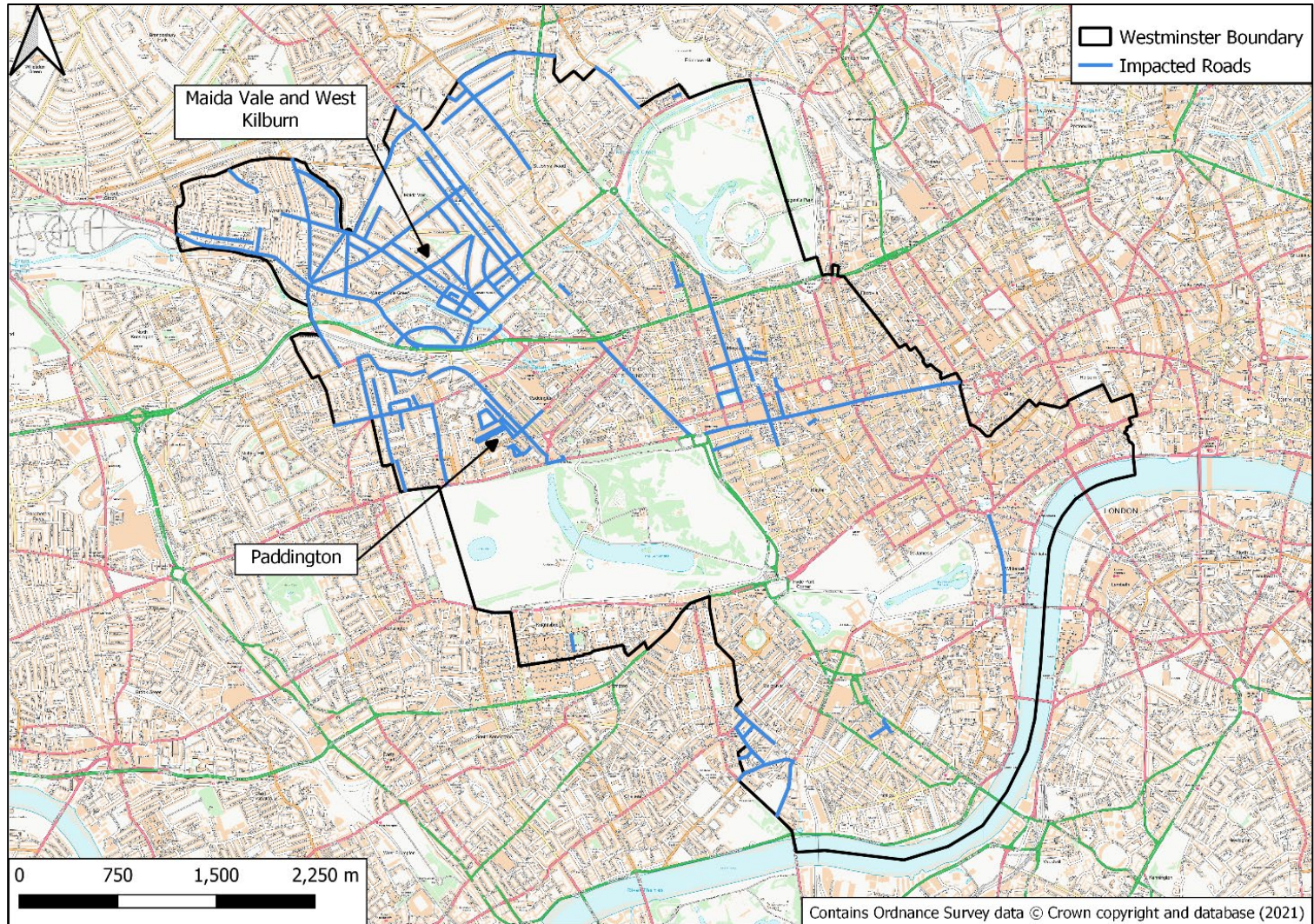
Annex 2-A Extract from WCC Flood Risk from Surface Water map Maida Vale, Paddington, Westbourne Green and West Kilburn



Annex 2-B Extract from WCC Flood Risk from Surface Water map Maida Vale, Marylebone, Paddington and St John's Wood



Annex 2-C Extract from WCC Flood Risk from Surface Water map Belgravia, Pimlico and Victoria



Annex 3 Flood Locations map 12th July 2021

Full list of known streets	Number of Gullies	Cleaned	Not Cleaned (parked cars/jammed lids/no access)	Average Silt %	Number of Cleans Per year	Last Date of Attendance
Abbey Road	39	38	1	50.49%	1PA	27/07/2021
Avenue Road	35	18	3	60.00%	1PA	07/06/2021
Baker Street	38	35	3	48.65%	1PA	20/10/2020
Blandford Street	17	13	4	55.45%	1PA	20/10/2020
Blenheim Street	5	5	0	34.00%	1PA	15/10/2020
Blomfield Road	27	16	11	67.06%	1PA	01/03/2021
Bourne Street	11	7	4	72.86%	1PA	12/05/2020
Bristol Gardens	4	4	0	60.00%	1PA	09/07/2021
Castellain Road	35	22	13	70.91%	1PA	02/07/2021
Chester Row	21	19	2	61.58%	1PA	02/10/2020
Chippenham Road	12	3	9	60.00%	1PA	28/06/2021
Clarendon Gardens	2	0	2	50.00%	1PA	07/07/2021
Cleveland Square	13	8	5	43.33%	1PA	18/03/2021
Clifton Hill	21	14	7	22.31%	1PA	14/07/2021
Clifton Gardens	15	6	9	70.00%	1PA	05/07/2021
Clifton Villas	7	5	2	60.00%	1PA	25/06/2021
Cliveden Place	6	1	5	60.00%	1PA	18/03/2021
Delaware Road	29	20	9	60.00%	1PA	25/05/2021
Devonshire Terrace	13	12	1	55.00%	1PA	21/09/2020
Ebury Bridge Road	23	17	6	58.82%	1PA	18/11/2020
Elgin Avenue	69	56	13	67.20%	1PA	21/06/2021
Ennismore Street	3	3	0	70.00%	1PA	19/05/2020
Essendine Road	16	8	8	53.75%	1PA	05/05/2021
Formosa Street	17	11	6	64.00%	1PA	21/07/2021
Garway Road	5	4	1	57.50%	1PA	22/07/2021
Gloucester Terrace	53	28	25	56.30%	1PA	28/10/2020
Graham Terrace	17	11	6	70.00%	1PA	19/05/2020
Harrow Road	244	162	82	50.92%	2PA	08/06/2021
Huntsworth Mews	10	9	1	20.00%	1PA	15/06/2021

Kilburn Park Road	25	12	13	60.00%	1PA	11/05/2021
Lanark Road	46	41	5	59.76%	1PA	23/07/2021
Lanhill Road	9	4	5	68.00%	1PA	17/05/2021
Maida Vale	64	56	8	50.41%	1PA	24/04/2020
Manchester Street	12	8	4	60.00%	1PA	15/10/2020
Marylebone Lane	31	30	1	50.71%	1PA	15/10/2020
Montpelier Square	17	11	6	40.00%	1PA	18/03/2021
Newton Road	8	6	2	50.00%	1PA	09/07/2020
Palace Court	14	11	3	75.45%	1PA	02/07/2020
Queen's Gardens	9	6	3	55.00%	1PA	08/07/2020
Randolph Avenue	62	23	39	68.70%	1PA	17/05/2021
Randolph Crescent	20	11	9	73.33%	1PA	07/07/2021
Randolph Road	8	5	3	70.00%	1PA	07/07/2021
Second Avenue	7	5	2	52.00%	1PA	13/04/2021
Shirland Road	71	62	9	61.85%	1PA	22/07/2021
ST Christopher's Place	4	4	0	25.00%	2PA	30/04/2021
Sutherland Avenue	64	37	27	60.59%	1PA	15/07/2021
Thayer Street	9	8	1	51.43%	1PA	19/10/2020
Torquay Street	4	4	0	66.67%	1PA	11/02/2021
Upbrook Mews	7	7	0	42.86%	1PA	18/02/2021
Walterton Road	14	13	1	50.77%	1PA	09/09/2020
Warrington Crescent	28	17	11	63.53%	1PA	06/07/2021
Warwick Avenue	41	29	12	58.44%	1PA	23/07/2021
Westbourne Grove	54	41	13	36.59%	1PA	18/01/2021
Westbourne Terrace Road	4	1	3	60.00%	1PA	15/07/2021

Totals	Total number of gullies =1439	Total number of gullies cleaned =1007 (70% of total)	Total number of gullies not cleaned =418	A number of the gullies in the affected road were cleansed in a two week period after the 12 th July flood event. This was to clear debris which washed into gully pots due to the high velocity water.		
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Annex 4 Affected Road Gullies Cleansing Record

ANNEX 5

SUMMARY OF IMPROVEMENTS SINCE THE FLOOD EVENTS OF JULY 2021

1. **Drainage Improvements** – An additional £600,000 of funding has been made available to accelerate the programme of gully replacements, this is to replace gullies which are age expired or have known defects which could impair their function.
2. **SuDs Programme** – Westminster has made funding available for Sustainable Urban Drainage Systems (SUDs). SUDs schemes will help to reduce run off from paved areas, slowing down the surface water trying to enter the sewer system. SUDs will have additional benefits including improving air quality and reducing carbon emissions.
3. **Flood Modelling** – the rainfall events of July 21 have provided an opportunity to update the Westminster Flood Model with rainfall data from a real event. This will help to improve the accuracy of the model and understand the most vulnerable areas across the borough which are susceptible to the impact of surface water flooding and allow action to be taken to reduce the risk.

4. **Body set up to look at London Surface Water Flooding** - Following July 2021 intense rainfall events, there has been a considerable amount of work taking place, both locally and strategically, to ensure London is as resilient as possible to future events.

A number of strategic and tactical meetings with the Mayor, London Resilience Forum, Ministers, MPs and others have taken place. Consequently, a Task and Finish Group representing London partners has been set up to consider what is required to ensure London is as well prepared as possible to manage surface water. The work being done does not supersede any local strategies, plans, or actions, but looks to strengthen the existing good work already happening, support others who haven't been able to do as much as they would like to and ensure that flood risk is managed holistically across London.

5. **Thames Water Sewer Resilience Funding** - Thames Water have introduced a Sewer Resilience programme to help residents affected by the flooding in July 21 to help them protect their properties (if they qualify) from wastewater backing up into properties through the introduction of non-return valves known as FLIPS. Thames Water have confirmed that they will soon commence surveying of over 500 properties to see if they are eligible for FLIPS
6. **Emergency Planning** – In the immediate aftermath of the flooding in July 2021, an external Emergency Planning Consultant was commissioned to conduct a review to identify any urgent improvements required to improve confidence in the service. The Westminster multi-agency Flood Plan is based on the London flood response framework and is owned by the Borough Resilience Forum. The final plan will be signed off at the Forum meeting in December 2022. The wider management and organisational structures are being considered as part of the Emergency Preparedness Review. An internal Resilience Hub has been created, bringing together organisational resilience and business continuity, emergency preparedness and humanitarian assistance into a single place. This is being used to engage and encourage staff to volunteer for training enabling them to support our response to major incidents. This includes strategic and tactical controllers, emergency centres, crisis support and borough emergency control centre staff. This will continue as an ongoing piece of work.
7. **Gully Sensor Trial** – The council has installed 20 Gully sensors in Westminster in 2021/22, The gully sensors measure water depth, blockages and can also sense tampering. It is unlikely sensors will be installed in all of Westminster's gullies, the aim is to install up to fifty more in challenging (at risk) locations across the borough to improve our overall response to our residents/customers.

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Communities, City Management and Air Quality Policy and Scrutiny Committee

Date:	12 December 2022
Classification:	General Release
Title:	2022/2023 Work Programme
Report of:	Head of Governance and Councillor Liaison
Cabinet Member Portfolios:	Cabinet Member for Cabinet Member for Communities and Public Protection Cabinet Member for City Management and Air Quality
Wards Involved:	All
Policy Context:	All
Report Author and Contact Details:	Francis Dwan fdwan@westminster.gov.uk

1. Executive Summary

1. This report requests the committee members to consider the work programme for the 2022/2023 municipal year.

2. Meeting dates for the 2022/2023 year

2.1 The Committee is advised that the scheduled meeting dates for the 2022/2023 year are:

- Monday 6 March 2023; and
- Tuesday 25 April 2023.

2.2 Provisionally, the dates for the next municipal year have been agreed. Diary-holds will be sent out in the coming weeks. These dates are:

- Thursday 15 June 2023
- Monday 31 July 2023
- Tuesday 19 September 2023

- Thursday 07 December 2023
- Thursday 29th February 2024
- Wednesday 17th April 2024

3. Suggested topics

- 3.1 The Committee's agenda for the meeting on 12 December meeting includes an update paper on Parking Services as well as a report on Flooding. The Committee is therefore asked to reflect on and discuss the suggested work programme for the March meeting. The Committee may also wish to consider other items currently listed as unallocated.
- 3.2 The draft agenda for the 6th March presently includes Communities – engagement and consultation.

If you have any queries about this report or wish to inspect any of the background papers, please contact Francis Dwan.

fdwan@westminster.gov.uk

Appendix 1: Terms of Reference
Appendix 2: Work Programme
Appendix 3: Action Tracker

COMMUNITIES, CITY MANAGEMENT & AIR QUALITY POLICY AND SCRUTINY COMMITTEE

COMPOSITION

7 Members of the Council (4 Majority Party Members and 3 Opposition Party Members).

TERMS OF REFERENCE

- (a) To carry out the Policy and Scrutiny functions, as set out in Chapter 4 of the Constitution in respect of matters relating to all those duties within the terms of reference of the Cabinet Member for Cabinet Member for Communities and Public Protection and the Cabinet Member for City Management and Air Quality.
- (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 paragraphs 18.2 and 18.3 as well as section 19 of Chapter 4 of the Constitution.
- (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.
- (k) To discharge the Council's statutory responsibilities under Section 19 of the Police and Justice Act 2006, thus acting as the Council's crime and disorder committee and fulfilling all the duties that entails.

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APPENDIX 2 – Communities, City Management and Air Quality Policy and Scrutiny Committee Work Programme going forward.

Budget Task Group gap – January/February

ROUND 5 6 March		
Agenda item	Purpose	Responsible Cabinet Member and Executive Director
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Raj Mistry, Executive Director for Environment and City Management
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Raj Mistry, Executive Director for Environment and City Management Pedro Wrobel, Executive Director for Innovation and Change
Communities – engagement and consultation	To review progress made in improving the council's approach to engagement and consultation	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Pedro Wrobel, Executive Director for Innovation and Change
Work programme	To review the work programme in light of events and recent discussions	n/a – report of Head of Governance and Councillor Liaison, drafted in conjunction with relevant senior officers

ROUND 6 25 April		
Agenda item	Purpose	Responsible Cabinet Member and Executive Director
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Raj Mistry, Executive Director for Environment and City Management
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Raj Mistry, Executive Director for Environment and City Management Pedro Wrobel, Executive Director for Innovation and Change
Waste service and contract review	To review the key data which underpins the waste contract and contribute to the development of a future service	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Raj Mistry, Executive Director for Environment and City Management
Work programme	To review the work programme in light of events and recent discussions	n/a – report of Head of Governance and Councillor Liaison, drafted in conjunction with relevant senior officers

Unallocated items – this may either be substituted in for a substantive item elsewhere in the year or may be rolled over for future municipal years

Utilities	To consider action to improve supply, security and maintenance in the city
Biodiversity strategy	To review the council's biodiversity strategy
Cycling strategy	To review the council's approach to cycling
Public conveniences	To consider the council's approach to public conveniences
Air Quality Action Plan (5 th March?)	To review the draft new Air Quality Action Plan and provide feedback on this. This will be appropriate as a substantive item in spring/ summer 2023.
Parking Full Review	Provisionally pencilled in for 31 July 2023

Appendix 3 - ACTION TRACKER
Communities, City Management and Air Quality Policy and Scrutiny Committee

ROUND 2 13 September 2022		
Agenda Item	Action	Status/Follow Up
Item 4 Cabinet Member Update Communities and Public Protection	Update to be provided on a timeline for busking events and information on non-compliance and enforcement.	Complete (With Cllr Shearer only)
	Data on Westminster Connects traffic to be distributed to members (Cllr Less)	Complete unless otherwise stated
Item 4 Cabinet Member Update Communities and Public Protection	Committee members to send any 'warm spaces' that might be available within respective Cllr's wards.	Complete
Item 5 Cabinet Member Update City Management and Air Quality	Responses to be given to Cllr Caplan's unanswered questions on the cycle routes, TfL, public conveniences, SMS parking and projected revenue gains from SMS Parking.	Complete
Item 6 Environmental Enforcement	Officers to consider staff resourcing and a variation to rota hours of City Inspectors in order to prevent offending which may be happening outside of traditional working hours - evenings/Sundays etc.	Complete
Item 6 Environmental Enforcement	Officers to consider making use of the Warwick Avenue skip that previously operated out of the Warwick Avenue recycling centre.	Complete
Item 7 Work Programme	Within the Cabinet Member update to include an update on flooding and the associated timelines that are likely for the papers mentioned	Complete
Item 7 Work Programme	A clear timeline of when flooding papers can be ready, to be provided to the Committee.	Complete

ROUND 3 31 October 2022		
Agenda Item	Action	Status/Follow Up
Minutes	The cycle lane map that was provided in response to Cllr Caplan’s question after the last P&S was listed as ‘confidential’. Is there a valid reason for this? Assuming that there is, is there a version which is publishable?	Complete
Item 4 Cabinet Member Update Communities and Public Protection	On Noise Pollution from Battersea Power Station – Members asked for clarity on action already taken liaising with Wandsworth Council concerning noise from Battersea Power Station which spills over into parts of Westminster. If no action recently, then it was requested that this should be picked up again.	Complete
	On City Inspectors - The committee requested a rundown of exactly who the city inspectors are (for each ward) and for how long they are present for.	Complete
	On Integrating Socioeconomic Duty - The committee requested an exact breakdown of how much the procured work will cost to integrate the ‘socioeconomic duty into work’ and who these partners will be.	Complete
	On CAB Advisors - The committee asked exactly how long the funding for the 4 new advisors for CAB us in place for? It was also requested that the committee are provided with the total costs associated.	Complete
	On Warm Spaces - Officers to provide the list of warm spaces that have been offered so far in Westminster.	Complete
	On Approach to Equalities - A paper explaining the internal and external approach to equalities was requested. This would include what is happening, what are the commitments, what the engagement strategy around the external equalities approach is and what the outcomes will be.	Complete

Cabinet Member Update Communities and Public Protection	On Maida Hill - The committee to be provided with specific activities undertaken to ensure community relations are rebuilt in Maida Hill.	Complete
Item 5	On Fixed Lamp Post Recycling Signs - Members asked about for an update on the status of the rollout after identifying that there are areas/roads where they have not been put up yet (e.g Claverton Street)	Complete
	On the Food Waste Programme - Members asked for a timeline of when each ward will receive the roll-out.	Complete
	On the Queensway Strategy Group – Members asked to ensure that routine (quarterly) updates are provided to the committee as is planned	In progress
Cabinet Member Update City Management and Air Quality	On TfL feedback from the E-scooter Trials – Members asked that when the time comes that feedback is received from the trials the Council could request as much additional information on user details as possible. Being able to identify their use (or likely use) would be valuable insight.	In progress – trial not over yet
	On EV Lamp Charging Sockets – Members asked that in future discussions, mobility scooters could be considered when assessing our offering of EV chargers and lamppost chargers with manufacturers.	Complete
	On diverting City Inspector Resources – Members requested comment on whether City Inspectors have been diverted for days at a time due to the Waste Action Squad.	Complete
	On FPNs – Members requested detail on exactly how many FPNs have been issued (since May 2022) for engine idling.	Complete
	On Flooding - To clarify when an update will be brought to the committee on alleviating flooding risk in Westminster.	Complete

Item 6 Policing in Westminster	Ask of the Police – “In the reporting period (September 2021 – August 2022), of those who were stop and searched in Westminster (16556) and subsequently arrested (~2000), how many had/gave their permanent address as being within the boundary of Westminster City Council?”	Completed – but ultimately withdrawn due to scope.
	On pre-existing crime data – Members asked for any resident specific crime/arrest figures that have already been made available to the Council to be distributed to the committee.	Complete
Item 7 ASB Consultation Paper	On getting Cllrs Involved - Officers to publish exactly how members can interact and contribute to the consultation	Complete
	On ensuring Cllrs are aware of the consultation - officers draw attention about the consultation to all Cllrs via an email.	Complete

ROUND 4 12 December 2022		
Agenda Item	Action	Status/Follow Up