



City of Westminster

Committee Agenda

Title: **Climate Action, Housing and Regeneration Policy and Scrutiny Committee**

Meeting Date: **Wednesday 7th December, 2022**

Time: **6.30 pm**

Venue: **Rooms 18.04 & 18.05, 18th Floor, 64 Victoria Street, London, SW1E 6QP**

Members: **Councillors:**

Gillian Arrindell	Patricia McAllister (Chair)
Robert Eagleton	Alan Mendoza
David Harvey	Cara Sanquest
Elizabeth Hitchcock	

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, Linda Hunting, Policy & Scrutiny Advisor.

**Email: lhunting@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 Committee and Governance Services in advance of the meeting please.

AGENDA

PART 1 (IN PUBLIC)

1. MEMBERSHIP

To note any changes to the membership.

2. DECLARATIONS OF INTEREST

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

3. MINUTES

To approve the minutes of the previous meeting.

(Pages 3 - 10)

4. PORTFOLIO UPDATE - CABINET MEMBER FOR HOUSING SERVICES (CLLR LIZA BEGUM)

(Pages 11 - 14)

5. PORTFOLIO UPDATE - CABINET MEMBER FOR CLIMATE ACTION, REGENERATION AND RENTERS (CLLR MATT NOBLE)

(Pages 15 - 18)

6. SUPPORT FOR COMMUNITIES THROUGHOUT THE ESTATE REGENERATION PROCESS REPORT

(Pages 19 - 86)

7. WORK PROGRAMME

(Pages 87 - 108)

**Stuart Love
Chief Executive
29 November 2022**



CITY OF WESTMINSTER

MINUTES

**CHILDREN, ADULT PUBLIC HEALTH AND VOLUNTARY SECTOR
POLICY & SCRUTINY COMMITTEE
20 OCTOBER 2022
MINUTES OF PROCEEDINGS**

Minutes of a meeting of the **Children, Adult Public Health and Voluntary Sector Policy and Scrutiny Committee** held on Thursday 20 October 2022 at 6.30pm at Westminster City Hall, Room 18.01 - 18.03, 18th Floor, 64 Victoria Street, London, SW1E 6QP.

Members Present: Councillors Lorraine Dean, Iman Less, Tim Mitchell, Ellie Ormsby, Angela Piddock (Chair), Caroline Sargent, and Max Sullivan.

Also present: Councillor Nafiska Butler-Thomas (Cabinet Member for Adult Social Care, Public Health, and Voluntary Sector), Councillor Tim Roca, (Cabinet Member for Young People, Learning and Leisure), Linda Hunting (Policy and Scrutiny Advisor) and Richard Cressey (Head of Governance and Councillor Liaison).

MEMBERSHIP

- 1.1 The Committee noted that Councillor Lorraine Dean was attending as substitute for Councillor Karen Scarborough and Councillor Caroline Sargent was attending as a substitute for Councillor Selina Short.
- 1.2 The Committee noted apologies for Alix Ascough and Professor Ryan Nichol, co-opted Members of the Committee.

2. WELCOME AND INTRODUCTIONS

- 2.1 The Chair welcomed the Members of the Council and Cabinet Members Councillor Nafiska Butler-Thomas and Councillor Tim Roca to the meeting.
- 2.2 The Chair welcomed Linda Hunting (Policy and Scrutiny Advisor) to this Committee.
- 2.3 The Chair advised the Committee of the order of the meeting, to be both Cabinet Member updates, followed by the update on the Gordon Hospital and report on the Care Coordination Solution (CCS).

- 2.4 The Chair advised Members the minutes for the meeting 12 September were yet to be drafted and would be considered at the next Committee meeting on 5 December 2022.
- 2.5 The Chair advised Members that officers would respond to questions arising from the meeting verbally, unless they were complex and they would then be provided in writing, following the meeting.

3. DECLARATIONS OF INTEREST

- 3.1 There were no declarations of interest.

4. CABINET MEMBER FOR YOUNG PEOPLE, LEARNING AND LEISURE

- 4.1 The Committee received an update from Councillor Tim Roca, on priorities for the portfolio and any updates that have arisen. The Cabinet Member responded to questions on the following topics:
- Available data on student enrolment and how that compares to previous years.
 - An update on the Tri-Borough Music Hub provision and whether funds allocated to the culture fund can support this activity going forward.
 - Afghan refugees and asylum seekers and what types of interventions can be implemented in order to support them and resettlement.
 - The Bayswater Family Centre and the resources available to run centres like this in the borough, the residents who are the primary focus, the community consultation process, and the Council's promises in the manifesto.
 - Additional funding from the Holiday's, Activities and Food Programme (HAF) for out of school provision activities and how that money is being spent with the providers.
 - The eligibility criteria for free school meals in the borough provided by HAF.
 - Where nursery school places are available in the borough, accessibility for parents / carers, and what private provisions are available across the Wards.
 - The Westminster Foundation and funding.
 - The feedback from the Winter in the City survey carried out in the borough on climate preparedness, such as wind chill.
 - The Bayswater Children's Centre, in line with the Children's Services offer in Westminster and when the centre will be reopened.
 - The Seymour Leisure Centre redevelopment programme and the organisations involved with the proposals for the centre going forward, including the internal consultation process, and what support for the scheme has been indicated from national organisations.

4.2 Other issues discussed were additional funding achieved by the Council and how that has informed future plans, Ukrainian settlement and temporary accommodation in and out of borough, The Everyone Active contract, and potential revenue gained from the Paddington Recreation Centre.

4.3 **ACTIONS**

1. That information be provided on the falling pupil numbers in the borough, including, comparative figures from previous academic years.
2. That data on the availability of musical instruments in schools be provided to the Committee and that the Committee be kept updated on the music hub provision.
3. That further information to be provided to the Committee about the activities provided as part of the HAF programme including, how the funds are spent with each provider.
4. An update be provided to the Committee on the cost of living and the effects on families, children, and educational provisions.
5. That an update on Ukrainian arrivals, specifically information on where homelessness has occurred as a result of a match breakdown in the system.
6. That further information on the proposed cost of the development of the Seymour Centre be provided for the Committee, to include the service provider proposals for the centre.
7. That information about the revenue obtained from the Paddington Recreation Centre and what is it used for to be provided for the Committee.
8. That information about where the funds come from to maintain and invest in parks/ in the borough Paddington Recreation Centre, be provided to the Committee.

5. **CABINET MEMBER FOR ADULT SOCIAL CARE, PUBLIC HEALTH, AND VOLUNTARY SECTOR**

- 5.1 The Committee received an update from Councillor Nafsika Butler-Thomas, on priorities for the portfolio and any updates that have arisen. The Cabinet Member responded to questions on the following topics:
- The voluntary sector delivering public health outcomes.
 - The Super-Zones due to be piloted in schools and the kinds of interventions that are being used to promote the objectives of the scheme such as, community safety, active travel, and sale of particular items within a 400 metre radius of a

school, what areas have been chosen for the pilot and the reasons, the base model introduced by the GLA earlier in the year including how this crosses over into other services such as licensing and planning, that the initiative is tailored to a local communities need and changing the environment around the school.

- How the Council advocates public health issues.
- Promoting Westminster Plus.
- The Covid-19 vaccination scheme, available immunisation data, the issues around the timing of data availability, and lessons learned from Covid-19 that could be applied to vaccinations of other immunisations.
- The social care marketplace and whether the same processes and platform used will also be implemented for mental health interventions.
- Plans for Learning Disability Day Care centres in the borough.
- Voluntary sector contracts information, in particular resident advice contracts.
- Food poverty and the use of food champions and community pantries, including, these having a steer toward sustainability, recycling, and food wastage.
- Comparative rates on the take-up of vaccinations in Westminster versus other London boroughs.

5.3 **ACTIONS**

1. That comparative data on the uptake of vaccinations across all London boroughs will be given to the Committee.
2. That a demonstration of the social care marketplace to be arranged for the Committee.
3. That the figures for people going outside the borough to seek mental health medical treatment be provided for the Committee including, how far they travelled from their homes.
4. That information about super zones and whether there will be a standardised approach as the scheme is expanded to be arranged for the Committee.
5. That additional interested Committee Members contact the Policy and Scrutiny Advisor to arrange visits to the Gordon Hospital, Crisis House Paddington, and St. Charles Hospital.

6. **UPDATE ON THE GORDON HOSPITAL**

- 6.1 The Chair welcomed Ann Sheridan (Managing Director of Central and NW London Jameson Division) and Senior Officers from the Gordon Hospital to introduce the paper and provide an overview of the report. The Managing Director of Central and NW London Jameson Division, Lucy Cooke (Interim Borough Director for Westminster), Kamaldeep Rai (Clinical Project Director & Senior Responsible Officer for Equality, Diversity & Inclusion), Dr. and Sujaa

Arokiadass (Clinical Director for Westminster Mental Health Services and Consultant Psychiatrist) responded to questions on the following topics:

- How often and how many residents are required to go out-of-borough to receive hospitalisation for mental health conditions as a result of the limited availability of in-patient mental health spaces.
- The provisions available across the borough for mental health care.
- The holistic and preventative measures currently being piloted in the borough.
- The plans for unused space at the Gordon Hospital, the consultation process starting in September 2023 and the new initiatives opening in the borough in February 2023.
- What is happening at a Local Authority level for mental health support, what kinds of health and social care provisions are available, and how a joined-up approach would benefit service-users.
- The availability and types of spaces in the borough used for mental health care and what changes have been made to the service in Westminster as a result of the Gordon Hospital being closed, including methods for assessment.
- Admissions and re-admissions for mental health hospital treatment in the borough.
- The emphasis on home treatment, mental health reablement, and mental health assessment, including mental health and A&E services.

6.2 Other topics discussed were the forthcoming interim review visits to be carried out by Healthwatch Westminster to consider the cultural appropriateness and accessibility of the Gordon Hospital and Healthwatch assisting in the consultation process of the hospital.

6.3 **ACTIONS:**

1. That the Committee will be provided with the figures showing the number of Westminster residents that access mental health services and need to be facilitated out-of-borough for in-patient care.
2. That figures for admissions and re-admissions for mental health hospital services be provided to the Committee.
3. That Healthwatch will provide for the Committee its findings from the interim review visits to be carried out at the Gordon Hospital over the coming months, in due course.

7. **REPORT ON THE CARE COORDINATION SOLUTION (CCS)**

7.1 The Chair welcomed Bruno Botelho (Deputy COO & Director of Digital Operations, Innovation, Performance and Information, Chelsea and Westminster Hospital NHS Foundation Trust / NWL Programme Director – Improving Elective

Care Coordination for Patients) and Dr. Rodger Chinn (Chief Medical Officer and Chief Clinical Information Officer for Chelsea and Westminster Hospital NHS Foundation Trust) to introduce the paper and provide an overview of the report. The Director of Digital Operations, Innovation, Performance and Information and Chief Medical Officer responded to questions on the following topics:

- Addressing the challenges that exist for managing patient elective care.
- How the CCS tool operates and using the resources available effectively.
- Where the tool has already been implemented and future plans.
- The benefits to patients.
- The reasons behind why the tool was created.
- The present challenges and addressing resources effectively, including hospital and patient transport.
- How patient waiting lists have changed since the pilot of CCS and the reasons behind this.
- Whether the application can be used by other services and other professionals in public health care settings in order to access patient details and history.
- How the data comparatively for theatre scheduling and utilisation is reflected in the use of this system.

8. 2022/2023 WORK PROGRAMME

8.1 The Chair invited the Policy and Scrutiny Advisor to update the Committee on items on the Work Programme.

8.2 The Committee reviewed potential items to be prioritised for the 2022/23 work programme, which included focusing on:

- A Task Group to consider falling rolls of primary schools.
- The request for the Children and Young People's Plan to come to the Committee on 5 December.
- The request for the proposal for the Elective Orthopaedic Centre in NW London consultation to come to the Committee on 5 December.
- The Adult Safeguarding report to be moved to 23 February 2023 Committee meeting.
- A Policy and Scrutiny meeting to be arranged off-site at the Westminster Academy in the New Year, including a presentation by the Headteacher.

8.3 Other topics discussed were the need for the Committee to be flexible in planning the Work Programme, in order to be able to respond to needs that arise and consider items as they are required or requested.

8.4 ACTIONS:

1. The creation of a Task Group, led by the Chair, focussing on falling rolls in schools.
2. That Members will contact the Policy and Scrutiny Advisor to arrange visits to the St. Charles Hospital or other places of interest discussed.

9. TERMINATION OF MEETING

9.1 The meeting ended at 8.55 pm.

CHAIR _____

DATE _____

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Climate Action, Regeneration and Housing Policy and Scrutiny Committee

Date: 7 December 2022
Portfolio: Housing Services
The Report of: Councillor Liza Begum
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 14 November:**
 - No decisions have been taken during this period.
- 2. The following report includes my priorities and delivery progress to date of the new administration.**

Major Works Update

Work continues to progress this Autumn in the South of the borough. United Living are working on 11 live contracts and a further 8 Client Briefs are in development, 6 SPP's in review stage with our Commissioning Team with a further 2 in mobilisation. In the North of the City 5 projects are currently underway.

Housing Decarbonisation Process

In line with our 2030 target, officers continue to work on the Housing Decarbonisation Programme. Through benchmarking, multiple investment scenario models can be produced and analysed to identify the best way forward on specific elements to the programme. We continue to network and collaborate with other Local Authorities and leading agencies, notably officers are inputting into the London Councils Retrofit Action Plan and are working on a Retrofit Implementation Plan for the City. Operationally, Housing officers continue to engage with a wide array of stakeholders and interested parties including colleagues in Planning, term contractors, Registered Providers, our Climate Emergency Team and the GLA. Through the Social Housing Decarbonization Fund (SHDF) set by central government, SHDF is available for social housing providers to improve the energy efficient of social homes.

Update on the Housing Restructure

Following the Housing Restructure, we have recruited to all of the new Housing Officer and Resident Advocate posts. Due to the pressures of the Cost-of-Living Crisis we are in the process of recruiting an Energy Manager and we have recruited an Energy Officer within the Leasehold Services team.

The Housing Needs restructure continue to progress with various positions to be filled in the lead up to Christmas. The new structure continues to reflect our work and response to rough sleeping and builds our skills and capacity as a team to respond to and address homelessness prevention as a priority for our providers and commissioned services.

Greening in the Housing Services

We are now preparing to submit our application for our first new Green Flag in 6 years, with the aim of achieving accreditation for Hallfield Estate in 2023. Aligning with our Fairer Environment ambitions the Council strives to continue to manage accessible high-quality green/open spaces that meet the needs of the diverse communities in Westminster. More broadly working with residents, the Estate Services Team are identifying areas that could do with enhanced greening on our estates such as Hall Park, John Aird Court, Holcroft, Church Street, and Mozart Estate.

Westminster Women's Safe Space Programme Update

In July 2021, Westminster was awarded £451,210 funding to help ensure all self-identifying women who are rough sleepers and victims of domestic abuse receive access to accommodation, support, advocacy, and counselling in a safe environment. We are pleased to announce this funding has now been further extended until 2025, to secure Westminster Women's Safe Space Programme and a key part of combating Violence Against Women and Girls. Our strategic partners include St Mungo's, Solace and Standing Together who all contribute to the strategic oversight of this programme. The accommodation provision will provide 24-hour support and specialist accommodation.

Severe Weather Emergency Protocol (SWEP) Update

As the weather becomes colder the Council prepares to activate our SWEP protocols. The Greater London Assembly calls SWEP whenever the temperature drops below 0 degrees anywhere across London. Because of the difference in temperature between outer boroughs (such as Croydon and Enfield) and Westminster, we often activate SWEP before temperatures are below freezing.

The aim of SWEP is to prevent loss of life and to reduce rough sleeping during extreme weather conditions. We are therefore taking an approach that over Christmas and New Year we will focus on accommodating those identified as clinically vulnerable to Covid-19, flu and other health issues that include lung and respiratory conditions. In line with previous practice, we will work collaboratively with partners to ensure surge and additional winter pressure funding is implemented effectively across the rough sleeping service with our aims to reduce the numbers of homelessness rough sleepers.

Residents First Programme Update

As part of the wider Residents First programme that launched over the summer, we continue to send letters out to residents introducing them to their housing officer, estates services officer and repairs surveyor. We have a regular feature in the YourHome e-newsletter on Community Thursdays dates that we are visiting, and a 1-page article in the YourHome November edition magazine.

We have created new features on the Rapid Mobile Solution so that staff are able to report issues quickly and effectively whilst on site at our estate. We have also created reports that are able to collate the information and provide key details about the estate on types of issues raised. We continue to review the Housing website pages which will focus on content and user navigation. Our aim is to make it more straight forward, ensuring key information is available and up to date.

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City of Westminster

Climate Action, Housing and Regeneration Policy and Scrutiny Committee

Date:	7 December 2022
Portfolio:	Climate Action, Regeneration & Renters
The Report of:	Councillor Matt Noble
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 14 November:**
 - 25/11/22 – Use of Interim Management Orders to Tackle Rogue Landlords
- 2. The following report includes my priorities and delivery progress to date of the new administration.**

Climate Action

Environment Justice Measure (EJM)

At Full Council on 9 November, we proudly launched the EJM, a tool that supports the framework for a 'Fairer Environment' in Westminster. The EJM is a data tool that aims to highlight differences in how people are impacted by their environment and climate change. It also shows the distribution of green, sustainable resources and spaces across the City. Our aim is for residents to be aware of this information so together we can reduce these inequalities and invest in the local environment. The EJM can be found online following the link here: [Westminster's Environmental Justice Measure \(arcgis.com\)](https://www.westminster.gov.uk/arcgis.com)

Biodiversity and Greening Update

Officers continue to engage with a variety of new stakeholders to advance our aims of achieving a more biodiverse and greener Westminster. This also includes a closer working relationship with Natural England, to learn about what we can do to meet the requirements of the new Local Nature Recovery Strategy. At a project level we are currently in initial discussions with *A Tomorrow's Forests* at Westbourne Green to scope designs for a 'micro forest' formation and more wildflower planting in the park. Officers and Lead Members are working closely to establish a scope of work regarding biodiversity and greening aligning with the Fairer Westminster vision of the new administration.

Regeneration

Liaising with the Greater London Authority (GLA)

The service continues to draw down GLA Grant allocations by the March 2023 deadline. Schemes within the GLA's current Affordable Housing Programme 21-23 are required to start construction by March 2023 in order to claim funding. A working group and additional resources have been assigned to help resolve any dependencies and ensure schemes stand the best possible chance of claiming funding.

In addition, we are in liaison with the GLA regarding potential grant funding for Church Street and Ebury Bridge Regeneration schemes. There is positive ongoing dialogue and Westminster's programme continues to perform well and deliver much needed affordable housing which aligns with the GLA's objectives for funding.

The first decision making mechanism to support the aims of Fairer Housing in Westminster was approved by Cabinet on 17 October 22 with the adoption of the Truly Affordable Housing Strategy. All future decisions concerning changes to any of our development or regeneration schemes will be made via Cabinet Member Decision or at the discretion of the Executive Director for Growth, Planning and Housing for matters taken under delegated authority.

Church Street Programme Update

The Church Street Ballot continues to progress. Voting will be held from 28 November to 19 December. Results from the ballot will be made in my first report to the Committee in 2023.

Church Street Site A design is being updated by the architectural team to incorporate the tenure change to 70/30 affordable /Intermediate split. This is to specifically increase the number of family sized affordable rent units and a larger library space. Officers intend to submit updated drawings and reports to planning before Christmas. This will also include design amendments being made to incorporate new Fire Safety Regulations which are expected to be formalized in 2023.

There are 11 residential properties remaining in occupation, 6 of these are expected to be vacated shortly. The remaining 5 require further negotiations. There are also 12 commercial occupiers still in possession of the ground floor commercial units. Updated strategies for achieving vacant possession via negotiation are being assessed at the moment.

Church Street Green Spine

Following the successful completion of the Green Spine phase 1 project, feasibility for phase 2 of the scheme is underway. Early engagement has already taken place in the local area and the team recommends that a further round of engagement is carried out before progressing designs further.

Church Street Triangle Project

The Church Street Triangle public realm project is now complete and the next phase of works is underway which will see the refurbishment of two commercial units and the conversion of the adjacent toilet block. There will be shop front improvements and the units will house a new

Enterprise Space, retail and studio units, co working and event space. The toilet block will become a new café and toilet provision.

Cuttle Construction have been appointed to deliver the works with practical completion expected in Summer 2023 and the operator, Arbeit Studios, a mix-use creative workspace provider will manage the café and workspaces to ensure maximum use and benefit for the community.

Ebury Programme Update

The team are actively progressing the design development work associated with the delivery of a larger phase 2, incorporating more social homes. A planning application for this larger phase 2 is scheduled to be submitted in Q3 2023.

The Planning Inspectorate recently approved the Compulsory Planning Order (CPO) decision. Although only ever used as a last resort, the order provides the council with certainty that the scheme can be delivered as proposed. The team continues to work intensively with each remaining household to conclude voluntary acquisitions and temporary rehousing of tenants in accordance with the delivery programme.

Renters

House in Multiple Occupation (HMO) Update

In mid-November the Council won an appeal against a Civil Penalty Notice we issued against the owner of an unlicensed HMO. We successfully defended the appeal, resulting in a £9000 penalty for the landlord. We hope this sends a signal to all unlicensed landlords that we will continue to fight for the rights of those renting in the private sector, as everyone in Westminster should have live in a home that adheres to the highest quality of safety standards

Update on Short Terms Lets (STL)

For the period 2018 to present there are 1124 cases under investigation of unlicensed STLs. Work continues at the officer level to enforce against this activity. As an administration we continue to lobby Government for additional powers and clearer regulations around this sector growing increasingly popular in our City due to platforms such as Airbnb.

Recently, video evidence has been obtained for a problem property in the Paddington area, that proves breach of the 90-night calendar limit for residential properties to be short term let and thus will allow for enforcement proceedings to be initiated. This will take the form of an Enforcement Notice issued under Section 172 of the Town and Country Planning Act 1990 that will require the cessation of the short term letting use of the property. Officers will continue to inspect the property to further build the case and ensure compliance with the notice.

Westminster Landlords Forum

On Wednesday 16 November, we hosted the new bi-annual Westminster Landlords Forum, organised by the Private Sector Housing team contributing to our strategy commitment of meaningful and effective engagement with our key stakeholders in the private rented sector. The event was attended by approximately 50 landlords and property agents.

The forum involved presentations to the audience concerning key issues in the private rented sector, and important information regarding landlords legal responsibilities. Subjects discussed included new proposals for the new Decent Homes Standard in the sector, fire safety advice provided by London Fire Brigade, an update on property licensing within Westminster, and key information on electrical safety legal requirements in rented properties. The event allowed networking between attending stakeholders, and resolution of queries raised. Overall, feedback highlighted the benefits of the forum in providing relevant and interesting content for the audience, while also fostering a productive relationship with stakeholders.



Policy and Scrutiny Committee Report

Meeting:	Climate Action, Regeneration and Housing Policy and Scrutiny Committee
Date:	7th December 2022
Classification:	General Publication
Title:	Ebury Regeneration Project and supporting the community through estate Regeneration
Wards Affected:	Knightsbridge and Belgravia
Policy Context:	The report details the support provided to families and individuals impacted by estate regeneration, the associated policies and what these provide for residents throughout the process.
Key Decision:	No
Financial Summary:	N/A
Report of:	Gelina Menville, Head of Regeneration Martin Crank, Communications and Engagement – Regeneration and Development

1. Executive Summary

- 1.1. Westminster City Council is committed to maximising the delivery of truly affordable housing across the Council's housebuilding pipeline. This report considers the options and challenges in how the Council's regeneration programme can adapt to deliver more social housing while maintaining community support.
- 1.2. The recent Truly Affordable Housing Cabinet paper began the process of ensuring that council-led development schemes prioritise low-cost social rent housing and providing Westminster residents and their families with genuinely affordable housing options.
- 1.3. Ebury Bridge is a Westminster City Council owned 1930's housing estate. In consultation with the existing community, a decision was taken to comprehensively renew the estate to provide new highquality homes for both the existing and future community.
- 1.4. Westminster City Council have made a commitment to residents that it will remain as the freeholder of the land and therefore the estate will remain Council owned.
- 1.5. This paper provides a snapshot of the Ebury Bridge Regeneration scheme, how residents are consulted and engaged, the independent support available to all tenants and leaseholders and the re-housing process (both temporary and permanent moves) for secure tenants and resident leaseholders to understand the Council policy, their individual options and the legal position
- 1.6. It also provides an overview of how the new estate will be operating once completed to ensure that the estate remains a desirable place for all those who live, work and play there, and how the community can have an ongoing voice following regeneration.

2. Recommendations

That Policy and Scrutiny Committee:

- 2.1. Notes the current council approach to estate regeneration and the resources provided on impacted estates. How consultation and engagement is undertaken and how this compares to best practice across the regeneration sector.
- 2.2. Notes the approach to dealing with resident concerns and complaints and whether these processes can be improved.
- 2.3. Notes the residents' journey so far, how they can access independent support, the council's approach to rehousing, acquisitions, valuations and compensation.
- 2.4. Notes the proposals for the new homes, sustainability and carbon position and the future opportunities for residents to remain engaged post completion of the new estate.

3. Background, including Policy Context

- 3.1. The Ebury Bridge Estate consisted of 336 homes located in South Westminster and was identified as one of five key estate in need of significant investment in Westminster City Council's Housing Renewal Strategy 2010. In 2013, following extensive consultation with Ebury Bridge residents, a renewal scheme was developed, involving a mixture of new build and refurbishment of homes.
- 3.2. A resident ballot was subsequently held in which, residents voted overwhelmingly in favour. This scheme received planning consent in March 2016. Despite conducting detailed scrutiny of this scheme, it was not possible to develop a viable or deliverable scheme. The planning permission subsequently expired unimplemented on 7th March 2019.
- 3.3. As a result, the City Council needed to look again at more viable renewal options for the estate and in July 2017 made a commitment to work with Ebury Bridge residents to identify a way forward to improve the quality of homes, open spaces and community facilities at Ebury Bridge. From the end of July 2017 an onsite engagement team were recruited and based on the estate and were tasked with re-starting engagement with the residents on potential new improvement scenarios.
- 3.4. To identify the preferred scenario for the estate, a robust engagement framework was established which followed both the Mayors good practice guide for regeneration and the National Strategy for Estate Regeneration.
- 3.5. As a result of this work, proposals were brought forward for wholesale renewal of the estate, and a hybrid planning application was approved in October 2021 granting the Council permission to deliver 781 new homes, 4 new public squares, 2 new gateway entrances connecting the estate to the wider neighbourhood, new community amenities including workspace, community space, a fitness space and nursery as well as providing new retail units to the front on the estate to form a new local high street.
- 3.6. The council is committed to ensuring our residents and communities have meaningful opportunities to participate and shape options for the regeneration and development of the areas where they live, work and play. Close working with the communities to collectively agree areas of improvement in the council's approach to engagement ensures we keep abreast of the changing priorities and issues faced such as the global pandemic and cost of living crisis.
- 3.7. The benefits of consistent ongoing resident engagement are extensive. Whether that is community support for proposals, regeneration schemes that meet the needs of families or transparent decision-making, close working with residents is the bedrock of successful regeneration projects.
- 3.8. When embarking on regeneration projects the Council has a legal obligation to consult with secure tenants where proposals may have an impact on their recognised amenities. Under Section 105 of the Housing Act 1985, all secure tenants should be

given the opportunity to provide feedback on regeneration proposals and their level of support needs to be captured. Where demolition of 150 or more council homes on public land takes place, there is a requirement to hold an independent resident ballot in order to access Greater London Authority (GLA) funding.

3.9. The recent changes to council policy highlights the positive impact that increased participation and meaningful engagement of our communities can have in creating a Fairer Westminster with residents at the heart of our decision making and helping to determine the city's future. Regeneration consultation and engagement closely aligns with the development of the councils Charter for Community Participation and Consultation which support the Fairer Westminster values of openness and transparency, partnership and collaboration and diversity and inclusion.

3.10 The new City Council administration made the commitment in their manifesto that building new council and lower rent homes is the top priority. This report aims to explore how consultation, engagement, support for individual households and complaint resolution is currently managed and where improvements can be made.

4. The Approach to Consultation and Engagement on Regeneration Estates

4.1. While the benefits of new affordable housing are extensive, the process of regenerating a council estate can be a hugely challenging process for existing families and individuals affected. For secure tenants and resident leaseholders, the thought of moving from their home, where they may have lived for many years, can be unsettling. It is the responsibility of the Council and its officers to ensure that wherever possible this disruption is mitigated and that everyone impacted receives tailored support to meet their needs.

Regeneration and Development Teams across the City Council aim to meet the expectations set out in the *Better Homes for Local People – The Mayor's Good Practice Guide to Estate Regeneration*. This includes the commitment to full and transparent consultation and involvement. Early engagement with communities is prioritised at the outset of projects with residents having the opportunities to develop the vision, objectives and options for schemes – before proposals are formed.

4.2. When establishing options for regeneration of estates the impacts, benefits and costs to residents in communities is set out in clear and accessible language to enable broad participation across neighbourhoods. One example includes the use of scoring matrixes which assess the socio-economic benefits of interventions ranging from refurbishment through to complete redevelopment. Through capacity building training, residents have been able to develop skills in viability assessment and test each scenario.

4.3. Residents impacted by projects are always our primary consultees during an estate regeneration project. As well as social tenants, resident leaseholders and freeholders, the teams engage with private tenants or those living in temporary accommodation on the estate, as well as businesses, local organisation, non-resident leaseholders and

freeholders. Although only resident leaseholders and secure tenants have the guaranteed right of return to the newly built properties, other residents can be included in Local Lettings Plans and benefit from new social or intermediate properties and bespoke offers can be put in place to support longstanding businesses and local organisation which are directly serving the community.

4.4. Consultation approaches are tailored to residents' needs and are delivered at the pace that communities feel comfortable with. Reaching a preferred option that has the backing of residents of an estate can take many months (and sometimes years).

4.5. The Council have most recently introduced a policy of carrying out an independent resident ballot to ascertain whether there is a majority of support for regeneration proposals and the landlord offer presented to residents. This also enables the Council to bid for Greater London Authority Funding (GLA) and maximise the numbers of affordable homes delivered in large scale schemes.

4.6. Ensuring residents have access to ongoing support and information is vitally important in the delivery of successful projects. At Ebury Bridge and Church Street, regeneration teams are based locally on estates, often in empty retail premises or empty residential properties. This enables officers to provide daily dedicated support for vulnerable people and organisations. Examples include;

- Through carrying out a detailed housing needs assessment the team are able to identify the required level of support for each household or individual and develop a bespoke plan
- This included assistance with preparing temporary alternative homes with adaptations, reconnections, packing and additional furniture
- A dedicated officer supports Older people with the process both before, during and after their moves
- The team supports both voluntary groups and retailers. With temporary relocation options and first right of refusal on new premises.

5. Resident re-housing and the Decant Strategy - Enabling the full right of return for existing residents

5.1. Before commencing engagement work with residents on an options appraisal process, a set of key pledges are established that underpin any option taken forward. These act as a set of commitments the City Council signs up to before embarking on any regeneration option.

5.2. A key pledge at Ebury was a 'right of return is guaranteed for all secure tenants and resident leaseholders'. This commitment safeguards a new home on the estate for said residents in the event of a redevelopment option being taken forward.

5.3. The City Council also commits that any redevelopment proposal includes the replacement of all existing council homes, with an increase to this figure by at least

another 35% affordable homes. This is alongside the option of a new home on the estate for all existing resident leaseholders if it is their preference.

- 5.4. To fulfil the council's commitment to enable a right of return for both secure tenants and resident leaseholders our decant strategy is underpinned with two bespoke policies: Policy for Tenants in Renewal Areas 2019 and Policy for Leaseholders in Renewal Areas 2018 (See Appendix C).
- 5.5. Within GPH's Regeneration and Development Team are dedicated relocations officers, responsible for meeting every secure tenant affected by the regeneration. This work with each household includes carrying out a thorough housing needs assessment, explaining the policy, discussing the households preferences for their move and them supporting each household with their temporary or permanent move from the estate.
- 5.6. All secure council tenants in renewal areas are awarded decant status, which provides the household with the highest bidding priority on the Council's choice-based lettings system. This means that if a decant tenant identifies a suitable alternative property, they are likely to be successful when bidding.
- 5.7. The relocations team work closely with the Housing Solutions Service to identify potential properties, ahead of them becoming available for bidding, and can arrange viewings with tenants.
- 5.8. With the exception of one tenant (at Ebury) all of the secure tenants and leaseholders have moved without the use of legal powers such as Ground 10 or a CPO.

6. Supporting the re-housing of Council Secure Tenants

- 6.1. The council is committed to supporting each Secure Tenant to remain part of regeneration estates and carried out consultation on a new policy for tenants in re-housing areas which was adopted in 2017.
- 6.2. There is a statutory required for the Council to pay a home loss payment to compensate tenants for having to move at a time which is not of their choosing is payable at the point of relocation. This amount is set by government and is reviewed each year, as of October 2022 is £7,800.
- 6.3. A disturbance payment is also paid in order to cover the reasonable costs of moving, which includes removal costs, redirection of mail, disconnection and reconnection of appliances and the refitting of curtains and carpets. In many cases the council will organise these services for tenants, so they will not need to make payments up front themselves.
- 6.4. All council tenants who need to move as a result of regeneration will have a right to return to one of the new social homes once they are built. Where possible the Council will try to facilitate a move straight into one of the homes, however this is not possible across all schemes.

- 6.5. Where a direct move is not an option, tenants will have the option move into another social home in Westminster for a temporary period and then move into a new social home in the renewal area when they are ready or move away permanently.
- 6.6. The intention of the policy however is to facilitate keeping the original community together in the development as much as possible and benefited from the new homes and local investment.
- 6.7. For the duration of the regeneration the Council will employ an Independent Tenant and Leaseholder advisor (ITLA), who is paid to support both tenants and leaseholders through this process. Whilst paid for by the Council the conversations with the ITLA remain confidential and the Council will not be informed of the discussion unless the residents has given permission, or there is a safeguarding concern
- 6.8. At Ebury we of the original 198 secure tenants, 118 have confirmed that they intend to exercise their right of return once the new homes are built at Ebury..

7. Supporting Leaseholders through the re-housing process

- 7.1. In addition to secure tenants, the council is equally as committed to supporting each resident leaseholder to remain part of regeneration estates. A borough wide consultation was carried out on a new policy for leaseholders in renewal areas which was adopted in 2018. The key focus of this policy was to provide a fair deal for leaseholders and set out a suite of options that would support leaseholders to stay on estates, should they so wish.
- 7.2. There is a statutory requirement for the Council to pay a home loss payment to compensate leaseholders for having to move at a time which is not of their choosing. For resident leaseholders this is 10% of the agreed market value of the home, and for non-resident leaseholders this is 7.5% (currently capped at £78,000). Again this amount is set by government and is reviewed each year.
- 7.3. Disturbance costs are also paid in order to cover the reasonable costs of buying a replacement property including stamp duty, solicitors' fees, surveyors fees, tax advice as well as moving costs, redirection of mail, disconnection and reconnection of appliances and the refitting of curtains and carpets.
- 7.4. Under the current policy for leaseholders in housing renewal areas resident leaseholders have the following options:
 - An equity loan/share to be offered to enable a resident leaseholder to buy one of the new homes with the council bridging the gap between the leaseholder's contribution from the existing property (and homeloss payment) and the price of the new property. The property can be no larger than the original property and the leaseholder remains the legal owner, with the equity from the council secured by a charge on the property.

- Where there would not be a minimum of 25% in the new home, there would be an option to buy one of the new homes on a shared equity basis. Shared ownership being different to an equity loan/share as the leaseholder only part owns the property they have purchased, with rent being paid on the remaining proportion retained by the Council. Again the property would be the same size as the original home.
- Buy one of the new homes outright if they have the means and preference to do so. There is no obligation on them to buy in this way, even if they can afford to. If this option is chosen they can buy a property of any size.
- Buy another leasehold property in the housing renewal area, Leaseholders may prefer to buy another property of the same value as their current home in the local area i.e. one that is not part of the regeneration plans, if available.
- Become a social or an intermediate tenant in the housing renewal area. This option will only be offered in special circumstances, such as where none of the other home ownership options are suitable or where leaseholders want to become tenants due to having health problems or are of an older age. In this option agreed leaseholders would only receive 75% of the market value of their property, rather than 100%.
- Receive help and support to move away from the housing renewal area with practical help and support offered, where needed. This move could be within Westminster or elsewhere.

7.5. The currently policy is heavily focused on the resident leaseholders as a way of retaining the original community together. Leaseholders who do not live on the estate but are renting out their properties with a commercial interest, receive support in terms of compensation only, as described in 6.2 and 6.3 above.

7.6. The Council currently employ Westminster Community Homes as their agent to negotiate and acquire all leasehold interests in a regeneration area. This has the added benefit of buying properties with leaseholders or their tenants in situ, which often can speed up the sale of the home and removes the conflict that the Council would have if it were to directly acquire the property, which in the cases described would create a secure tenancy.

7.7. Leaseholders also have access to the ITLA service described at 5.7 above. Both tenants and leaseholders have unlimited access to this service throughout the process, with the ITLA also doing their own outreach independent of the Council to ensure residents are supported.

7.8. Working with Community Futures Group an extensive guide navigating the customer journey for leaseholder was co-produced. This focused on the process of selling their home and purchasing a new one, as many of the leaseholder would have originally purchased at Ebury through their Right to Buy. A copy of this document is Appendix B.

7.9. At Ebury we of the original 138 leaseholders, 21 have confirmed that they intend to exercise their right of retune once the new homes are built at Ebury. Of the original leaseholder population approx. 50% were non-resident and letting their properties out.

7.10. Whilst resident leaseholders are often smaller in numbers when compared with secure tenure in a renewal area, their journey pre-negotiation stage is equally as important both in terms of reassurance of rehousing and understanding of the policy.

7.11. At Ebury communications, engagement and consultation had been equally carried out with all residents of the estate irrespective of tenure, with all resident understanding the design proposals and key regeneration commitments made by the Council.

7.12. There is however room for improvement on how we can better support resident leaseholders particularly through the journey of regeneration from a rehousing perspective and understanding their housing preferences.

7.13. This includes ensuring that the same level support and resources that tenants are offered can also be made available to resident leaseholders at a much earlier stage of the process. This can happen much further in advance of a formal negotiation process starting where the Council invites leaseholders to sell by agreement.

8. Supporting Tenants and Leaseholders once they return

8.1. The new estate will continue to Council owed and as such has a duty to ensure that is it run efficiently and effectively, whilst delivering a truly inclusive and integrated community offer at Ebury Bridge.

8.2. The new estate includes a range of retail, business and community uses alongside community amenity provision and playspace. Active management of these facilities and amenities are essential to an ensure that all residents maximise their uses and benefit from the investment in the estate.

8.3. The first phase of new homes at Ebury will be prioritised for all returning secure tenants and resident leaseholders to allow them to come back to estate first. There are some blocks withing the estate that also allow secure tenants and resident leaseholders to move directly into a new home.

8.4. On completion of Phase 1, there will be period of transition from the onsite Regeneration Team to the new Estate Management team, as the existing estate transforms into the new estate, providing continuity for the existing and returning residents as they settle into their new estate. They will also provide oversight for the construction of future phases and support and incubate the new residents as they join the existing community.

8.5. Evolution of the original community is an important part of the success of the scheme. Not only do we want residents to return, we want to ensure that the original

community spirit of the place can be built on, and enhanced, making Ebury a place that everyone irrespective of tenure can thrive and is proud to call their home.

- 8.6. The approach to future management of the estate plays a key role in helping to not only maintain and upkeep the buildings, but to bring people together from the start to help activate the community.
- 8.7. Currently Ebury enjoys a high level of resident involvement in the redevelopment process. Going forward we will explore with all new residents how we can maintain a high level of resident involvement and governance.
- 8.8. There are numerous options for structuring community involvement, oversight and performance monitoring at the new Ebury Bridge Estate, however maintaining the existing resident governance structure into the future scheme is vital to the success of a new harmonised community.
- 8.9. In some instance this may require the Council to provide the necessary training and upskilling, helping to encourage residents to take a keen interest in the future management of the estate.
- 8.10. This will help to ensure that there is a consistent scrutiny on behalf of residents ensuring the Council and its contractors maintain and deliver on commitments made to residents throughout the entirety of the process. The Council is looking at opportunities to include residents in future procurement of management services, as well as some or all of the new site-based services.
- 8.11. It is therefore vital that we get the housing management offer right from the start to understand the Councils and resident's' ambitions to continue to be involved. Internal conversations continues with the Regeneration and Development Team and Housing Services to finalise what this offer will look like at Ebury.

9. Carbon Impact and sustainability

- 9.1. Through the regeneration project at Ebury, the Council is committed to creating places and energy-efficient homes that help communities to thrive. A key way that this commitment is shown through the recent 'outstanding' score from the Building Research Establishment Environmental Assessment Method (BREEAM) Communities' Sustainability Assessment for Ebury.
- 9.2. Ebury will be an all electric estate and the energy being provided from a Ground Source Heat pump. There is a focus on sustainability of the place as well as within the homes. Over 200 new trees will be planted with a variety of plant habitats to help improve the air quality and will be complemented by bat and bird boxes to conserve the local wildlife. There are a mixture of brown roofs will also help with providing a diverse habitat and blue roofs to prevent flash flooding.

- 9.3. The estate will operate as a low car estate, with 75 disabled parking spaces being provided within car parks that are situated under podium gardens. Residents, under the current policy, will have the opportunity to apply for parking permits to access parking on the main road however they will not be valid within the access roads of the estate.
- 9.4. The estate has the high Public transport Accessibility Level (PTAL) rating given the close proximity to transport links. Instead of vehicular transport walking and cycling are encouraged at Ebury. There will be a car club facility for residents to reduce the reliance of car ownership within the new development, and encourage more sustainable methods of transport.
- 9.5. All of the new homes are triple glazed throughout, improving insulation, thermal comfort and reducing noise from the railway and roads. All new appliances installed will have high efficiency ratings and smart meters in the homes will give residents greater control and understanding of their energy use.
- 9.6. Low water use fittings in kitchens and bathrooms, to help use less water in the toilet, sink and shower, will be completed with low energy light fittings which last longer than your average light bulb both resulting in reduced costs for residents and being better for the environment
- 9.7. Even by reducing energy demands through energy efficiency, and providing a highly efficient heating distribution system, the nature and location of Ebury still doesn't allow for Ebury to be net-zero carbon.
- 9.8. 100% of the brick and concrete from the demolition of the original buildings is reused to produce the pile mat for the first phase of construction. No other materials were needed to be imported to the site to complete this work.
- 9.9. However, when looking at the whole life carbon cost of the original estate, this would continue to produce 1,733 tonnes per year for 336 homes if it were to continue to operate as it was. Comparing this to the new estate which is predicted to use 336 tonnes per year, which takes into account the embodied carbon as a result of demolition and build as well as operating the new estate.

10. Equalities

- 10.1. Individual projects will consider their individual equalities implications. However, Appendix D provides an overview of the equalities impacts of the Ebury Bridge project.
- 10.2. The increase in affordable housing, particularly social housing is expected to have significantly positive impact on protected characteristics and will have a positive impact on those characteristics disproportionately represented on the Council's social housing waiting list.

Appendix A: Ebury Bridge Engagement Programme

The programme of engagement was delivered in the following stages:

Vision and Objectives, July 2017 – October 2017

The vision for the renewal of Ebury Bridge estate was developed in partnership with estate residents. This process began with a listening exercise, a large-scale insight piece conducted via face to face door knocking with residents to collect a qualitative baseline of aspirations and opinions towards the regeneration, their housing support needs and their communications preferences.

Over 130 conversations were conducted and recorded with people on the estate, and the team collated qualitative analysis on the responses to provide a detailed and nuanced understanding of the needs and requirements of residents. These insights were used to tailor the engagement activities and communications to meet the needs of estate residents, particularly hard to reach groups. A set of key pledges were agreed with the residents that would frame any options taken forward by the council. These were;

- A right to return for residents is guaranteed for all secure tenants and resident leaseholders
- A full replacement of all council homes
- Minimum 35% of additional homes provided will be affordable for social and intermediate rent
- Estate overcrowding is addressed
- Local retail options to serve the local community.
- Ebury Bridge will remain a council-owned estate
- Residents will remain at the heart of developing a viable scheme

Residents then worked with the council on agreeing a set of aims and objectives;

- Deliver more affordable housing
- Create a sustainable mixed community
- Deliver improved public spaces and community facilities
- Partner with residents and businesses in a meaningful and transparent way to put forward the best proposal for Ebury Bridge Estate
- Set the standard for estate renewal with high quality design throughout all tenure types
- Bring to life the most desirable, deliverable and viable option

Residents indicated that their preferred method of communication was either via a regular newsletter or face-to-face. A regular Ebury Bridge newsletter was produced at two-weekly intervals and satisfaction with the level of information provided, optimism for the project and the feeling of engagement was tested with a regular pulse survey. An Ebury Bridge website was created and launched in July 2017.

Options Appraisal Process - October 17 – March 18

Firstly, a full review of the previous consultation was undertaken in partnership with residents via workshops with secure tenants, leaseholders, overcrowded households, and temporary accommodation households. This assessed which priorities embedded in the previous proposal were still important and set out new aspirations for any future scheme taken forward.

Through an informal nomination process, a resident-led strategic body (The Ebury Bridge Community Futures Group) was established and Terms of Reference agreed with the group. The group is made up of secure tenants (both temporarily decanted and onsite), leaseholders and Ebury Bridge businesses. The group represented a re-set of resident engagement and welcomed residents who had previously not engaged with the council's plans. A regular monthly schedule became established with an in-depth Community Futures Group meeting followed a week later by a less formal drop-in over two nights. This enabled residents to create a set of key design principles with the WCC design team.

These included;

- Good distance between blocks
- Good separation of pedestrian/vehicular movement
- High quality amenities - Safe and secure environment
- Well insulated from environment
- Long term sustainability
- Dual aspect homes

A scoring matrix was established which would be used to test each scenario at key intervals throughout the process. The core principles of the scoring assessment were based around three core tests; viability, desirability and deliverability.

March 2018 – April 2018 – Narrowing down the options

Eight development scenarios were established with the community which ranged from full refurbishment of existing blocks through to wholesale redevelopment of the estate. The Community Futures Group and interested residents from the wider estate were provided detailed training in traditional developer-led viability assessment which included full costing of land receipts, cost to the council and anticipated proportional refurbishment costs to leaseholders. This enabled residents to analyse the different development scenarios including the previously consented scheme which was re-analysed using up to date benchmarking figures.

This process culminated in the selection of Scenario 7, the full redevelopment of the existing estate and the creation of 750 new homes. This scenario was agreed with the Community Futures Group who endorsed the decision to consult with the rest of the estate through Section 105 Housing Act consultation.

May 2018 – June 2018 – Shaping the Preferred Scenario

The engagement process that led to the selection and consultation on the preferred scenario was compiled into a brochure (Appendix A) and issued to all households. This was followed up with a survey, block pop-up consultation events and a door to door questionnaire. This led to the preferred scenario being presented back to the council in July 2018 who then approved it, giving it the green light to be worked up in further detail. Key engagement strategies adopted include:

Details of dedicated support for vulnerable people and organisations;

- Through a detailed housing needs assessment the team were able to identify the required level of support for each household or individual and develop a bespoke plan
- This included assistance with preparing temporary alternative homes with adaptations, reconnections, packing and additional furniture
- A dedicated officer supported Older people with the process both before, during and after their moves
- The team supported a homeless persons charity based on the estate. We assisted 'One big family' homeless charity to source new premises and provided storage and amenities whilst the transition took place

Examples of engagement with hard to reach groups;

- Development of an online engagement tool <https://eburydesign.commonplace.is/> to encourage feedback from young people, residents with disabilities and residents who would prefer to comment from their own home
- Live Streaming via facebook of engagement session to enable off-site leaseholders to receive the same information as residents attending in person
- A dedicated engagement team with officers who speak a range of community languages. The team are based on the estate and support each household through the process
- Older persons coffee mornings and fish and chip suppers to provide a welcoming environment for wish to discuss proposals and the support provided
- Links with leaders from the local Bengali community to provide reassurance and translation skills to non-English speaking residents

July 2018 – February 2019 – Best Value, Delivery Options Consultation

The Community Futures Group continued to play a key role in identifying how best the scheme could be delivered. We invited residents to take part in Soft Market testing on December 2019 and a member of the Community Futures Group attended and addressed the attendees on the day. Residents explored whether the scheme could be delivered directly by the council (with a builder) or whether different delivery routes would be appropriate.

To provide assurances to residents about how the council/its contractors would work with them during the project, a set of key commitments were established and agreed with residents in a charter/commitments document, see Appendix C

Pre-planning consultation Following detailed work by the architect team including defining the housing mix and 'tenure blind' nature of the scheme plans were presented to Ebury Bridge residents and people living in the local area in the first phase of pre-planning consultation on the scheme.

To ensure emerging designs were formed in collaboration with Ebury Bridge residents we established a number of engagement methods to encourage full participation, these include:

Community Futures Group – The resident-led steering group has continued to play an instrumental part in the delivery of the scheme. The group have provided feedback on key elements such as the public realm, the energy strategy, building materials, facias, community facilities, internal configuration of flats – the minutes of all meetings are published on the Ebury Bridge website here <https://eburybridge.org/cfg/>

A dedicated consultation space – A vacant shop unit at No 9 Ebury Bridge Road has been used to provide an accessible, welcoming space for residents to visit. The space hosted emerging design exhibition boards and engagement officers are on hand to answer questions and receive feedback. This was advertised here - <https://eburybridge.org/newsletters/newsletter-issue-23/>

Resident Drop-ins – Hosted by the architects from the project team, the sessions gave all Ebury estate residents to drop-in and provide feedback on themed subject areas such as Rehousing/phasing, Public Realm, Homes, Play, Placemaking, Homes and Character. Over 150 Ebury Bridge residents attended these sessions.

Dedicated Ebury Bridge website – To reflect the importance of the project and to provide an accessible platform for which interested parties can access up to date information the Ebury Bridge website was refreshed and re-launched here - <https://eburybridge.org/>

Commonplace online consultation tool – For those residents who are unable to attend workshops sessions, exhibitions or wishing to provide anonymous feedback in the comfort of their own homes we launched an online consultation tool commonplace - <https://eburydesign.commonplace.is/overview>

Newsletters – 56 editions of the Ebury Bridge Newsletter have been distributed over the past 18 months. The circulation has increased to include both estate residents and neighbours living in the local area and over 1500 copies are distributed each month - <https://eburybridge.org/newsletters/>

7 Leaflet drops – All local residents have received leaflets and consultation booklets to provide opportunities to feedback on proposals.

Exhibitions – Following the design engagement period with Ebury Bridge residents, two public exhibitions were held. The first over a two-week period (14-26 October 2019) including three Saturday's and late-night sessions. In addition to the physical exhibition, the Boards were made available on the Ebury Bridge website here - <https://eburybridge.org/engagement-boards/>.

The second exhibition commenced on the 9th March but was curtailed on the 14th March due to Covid19. **An online focused consultation** was relaunched and took place between 20th April and 8th May.

Meetings with amenity groups – Officers from the project team have met with 14 amenity and resident groups in the area. This included groups of residents from Cheylesmore House, Consort Rise, the Belgravia Conservation zone and No 1 Ebury Bridge Road. A full list is provided below. The consultation undertaken is set out in full in the submitted Statement of Community Involvement

Appendix A - Ebury Engagement (included within the body of the report)

Appendix B - Leaseholder Journey Leaflet

Appendix C - WCC Renewal Policies:

<https://www.westminster.gov.uk/media/document/policy-for-leaseholders-in-housing-renewal-areas>; <https://www.westminster.gov.uk/media/document/policy-for-tenants-in-housing-renewal-areas>

Appendix D - Equality Impact Assessment Addendum Ebury Bridge Estate Redevelopment August 2021

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

Gelina Menville, Head of Regeneration

gmenville@westminster.gov.uk

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City of Westminster

City
for
All

A guide to selling your home

Ebury Bridge renewal scheme

This leaflet is designed to be a step-by-step guide to each part of the process, outlining your options at each stage and the things you need to consider. We hope that after reading this leaflet you'll have a better understanding of the sales journey and the support available to you at the point you decide to sell.

In 2018, Westminster City Council Cabinet approved the comprehensive redevelopment of the Ebury Bridge Estate which involves the demolition of all the existing housing blocks to replace them with 750 high quality, energy efficient, new homes. This means that all existing leaseholders will need to sell their existing homes to the council and move out.

Resident Leaseholders

The council undertakes to pay each Resident Leaseholder:

- the fair market value for their existing property
- statutory compensation for home loss
- the stamp duty on the replacement up to the equivalent value of the existing property
- all the reasonable costs which a leaseholder faces as a result of having to move house.

Additionally, Westminster City Council has guaranteed all resident leaseholders and secure tenants the opportunity to return to a new home in the redevelopment.

Non-resident Leaseholders

The council undertakes to pay each Non-resident Leaseholder:

- the fair market value for their existing property
- statutory compensation (basic loss)
- the stamp duty on the replacement property
- all the reasonable costs which a leaseholder faces as a result of having to purchase a new property.



1. Introduction to the project and your move

The construction of the new Estate will be delivered in several phases anticipated over the next eight years.

If your current property is scheduled for demolition in an early phase of the project you will need to move to a new property away from Ebury Bridge. Then, if you wish, you can move back to Ebury Bridge into a new home in a few years time. This would be two moves.

The current timetable is as follows:

- **Phase 2A (earlier phase): Rye, Westbourne and Bridge Houses**
Leaseholders required to sell and vacate the block by **August 2022**
- **Phase 2B (later phase): Bucknill, Victoria and Doneraile Houses**
Leaseholders required to sell and vacate the block by **August 2023**

If your current property is scheduled for demolition in a later phase of the project, you will be able to move directly into a replacement property on the Ebury Bridge Estate – i.e. one move.

We understand that selling your home and moving is a daunting prospect.

2. Roles and responsibilities: Westminster Community Homes, our Leaseholder negotiation agent

The council has appointed Westminster Community Homes (WCH) as its agent to negotiate with leaseholders to purchase leaseholders' properties by agreement. WCH is an experienced partner of the council and WCH is also committed to supporting you as much as possible.

Buying a property on the open market can be an intimidating experience, if this is something you have not done before or for a long time.

Here are some of the ways in which WCH can help you:

- signpost you to lists of valuers, conveyancers (property solicitors) and independent advisors, e.g. for a mortgage;
- liaise with local estate agents on your behalf who will let them know about new listings coming to the market. WCH can then let you know about these homes and arrange viewings for you;
- support you with the purchase of your new property.

You do not have to pay for WCH's services. These services are additional to the services already provided by Communities First, who are a free independent leaseholder advisory service (contact details can be found on the back cover).

3. Timing and Options for the sale of your existing property and purchase of your new property

Phase 2A (earlier phase)

The transaction to sell your home to the council will happen before you are able to purchase a new home on the Estate. As a minimum, leaseholders in Phase 2A will undertake two moves and make four transactions (if wishing to return back to Ebury Bridge).

Two moves

1. From your current home to your replacement home.
2. From your replacement home to your new home at Ebury Bridge.

Four transactions

1. Sell your current home to the council.
2. Purchase or rent a new, temporary home.
3. Sell or exit of rental contract of temporary home.
4. Purchase a new Ebury Bridge property.

We would be happy to talk to Phase 2A leaseholders about your preference for your temporary home. WCH can also assist with sourcing a property to rent temporarily, in the local area or further afield. Where you choose to rent a property from WCH you will continue to pay housing costs equivalent to your property at Ebury.

Please be aware that any of the above transactions may happen simultaneously.

The council (acting through WCH) is able to move very quickly, so you can sell your property to the council within approximately a month, once you've identified a suitable temporary home. Please note, speed of the sale depends on the speed of all parties involved in the transaction.

Phase 2B (later phase)

The transaction to sell your home to the council will happen in parallel to the transaction to purchase your new Ebury Bridge property. As a minimum, leaseholders in Phase 2B will undertake one move and two transactions (if wishing to stay at Ebury Bridge).

One move

1. From your current home to your new home at Ebury Bridge.

Two transactions

1. Sell your home to the council.
2. Purchase a new Ebury Bridge property.

Please be aware that any of the above transactions may happen simultaneously.

The council (acting through WCH) is able to move very quickly, so you can sell your property to the council within approximately a month, once you've identified a suitable temporary home. Please note, speed of the sale depends on the speed of all parties involved in the transaction.

4. First steps: initial meeting with WCH

The council has written to you inviting you to sell your property to them by agreement, (and to have an initial conversation) with Anton Robinson, the WCH representative for the Ebury Bridge project.

At this meeting, you can talk through your intentions and preferences, as to when you wish to sell, and the replacement property that you would like to buy. You can explain what help you would like from WCH.

Deciding when to sell and move is a personal decision and will be driven by personal circumstances: some leaseholders will aim to move long before the deadline, others will choose to remain on the Estate for as long as possible and move shortly before the deadline.

You are not expected to make any sort of decision at this initial meeting with Anton, the purpose of the meeting is simply to give you an overview of your personal options and to ascertain any preferences you may already have.

5. Establishing the value of your existing property

The council will pay you the fair market value to buy your existing property.

In order to ascertain what the fair market value of your flat is, the following process is used:

1. WCH will arrange for a valuation of your property to be done by Westminster City Council's appointed valuer, Lambert Smith Hampton. The surveyor will arrange an appointment with you to enter your home and inspect the property to reach a valuation.
2. You can then appoint your own independent surveyor to gain a second opinion. You must use an independent RICS registered surveyor. Communities First can offer advice or you can find a surveyor using this website at [ricsfirms.com](https://www.ricsfirms.com). Westminster City Council will pay an amount of up to £850+ VAT for your independent surveyor. Please send this quote to Anton for approval **before** instructing the surveyor to carry out the work.
3. If your independent surveyor suggests a market value that is different to the value produced by Westminster City Council's surveyor, the surveyors will negotiate to agree an appropriate market value.
4. Once both surveyors are in agreement, WCH will issue you a formal offer to purchase your property at the agreed market value. The written offer is valid for up to three months from the date of the offer letter. If the offer is not accepted within three months, WCH will need to review this offer and if necessary adjust the value to reflect market fluctuations.

Once you know the value of your current property, you can use this information to help you plan for your new home.

6. Appointing your solicitor (conveyancer)

To represent your interests throughout the negotiations both with WCH and with the vendor of the property which you want to buy, you have the opportunity to appoint a property solicitor (conveyancer) of your choice.

1. Conveyancing refers to the legal and administrative work associated with transferring the ownership of land or buildings from one person to another. We highly recommend selecting a solicitor or licensed conveyancer with a fixed fee arrangement not one who charges by the hour. WCH can also provide a list, with a minimum of four firms for you to choose from if you need help.
2. Please obtain a fee quote from your chosen firm and send to Anton for approval. The council will reimburse up to £1,600+ VAT of your legal fees, and disbursements are charged separately. (When you receive approval of the fees, you may proceed).
3. To progress the sale of your property to the council, you will be required to fill in certain forms. It is vital you fill these forms out correctly, as incorrect information could stall or jeopardise the sale of your property. Your solicitor can help you to complete these forms.
4. During this process, your solicitor will contact WCH's legal team to discuss the progress of the sale. Other relevant terms can also be discussed such as the Right to Return (and purchase a new home in the development), equity loans or support around a permanent move.
5. Your solicitor will also guide you through the negotiations related to the purchase of your new property, and the necessary inspections and surveys you need to have done on the property you wish to buy. The negotiations to purchase your new property are likely to be more complex than the negotiations with the council, as you need to be confident that you know the true condition of the property that you wish to buy. It may be that as a result of the surveys you have done on the prospective property, you will wish to negotiate a lower purchase price with the vendor or consider another property to purchase instead.

7. Your mortgage

If you currently have a mortgage, you must inform your mortgage company that you may be selling your existing property.

Depending on your personal circumstances, you will have to get another mortgage either with the same mortgage company, or another mortgage company to enable you to purchase your new property.

The mortgage company will require a lot of personal information about you, your financial situation, and the type and condition of the property that you are wishing to buy.

You should inform WCH if you encounter difficulties in obtaining a new mortgage, and WCH will work with you to find satisfactory housing arrangements.

Your solicitor will liaise with the mortgage company or companies, and arrange for the transfer of monies on the appropriate date. The council will pay redemption costs in relation to your mortgage and fees relating to your new mortgage. These costs can be discussed with the council, when they become present.

8. The contract stage

1. Once you have had your offer on your new property accepted, your solicitor will produce a sale contract (which deals with the sale of your property to the council), and the solicitor of the vendor of the property you wish to buy will produce a contract for the purchase of your replacement property.
2. If you are an eligible resident leaseholder and have confirmed your intention to return to a new home on Ebury Bridge once they are built, WCH will prepare a side letter to accompany your sale contract confirming the arrangements.
3. On the day that you sign both the sale contract with WCH and the contract to purchase your new property ('exchange day'), WCH will pay a deposit of 10% of the sale price for your property, and you will pay the vendor of your new property 10% of the purchase price as a deposit. Your solicitor will coordinate the movement of these monies with the council's solicitors and the vendor's solicitors.
4. As of exchange day you are legally obliged to complete the sale of your property on completion day, and to complete the purchase of your new property.
5. Normally, there are a few weeks between exchange and completion to allow you to organise the move, and coordinate with any other moves that may also be connected in the property chain.

9. Preparing to move to your new home

1. As soon as the contracts are exchanged you will now have until the completion date to pack up all your belongings and inform everybody of your move. If for any reason you need longer to vacate the property, please let WCH know so an agreement can be reached on a new moving out date.
2. You will need to inform all the utility companies of your move, and arrange for final bills to be drawn up.
3. You may need to renew certain insurances, and will be paid back to you as disturbance costs by the council.
4. The council will reimburse you up to £1,050 in removals costs for your move to your new home, along with other costs such as utilities disconnection/reconnection and postal redirection. Stamp Duty will be paid for directly by the council, once you have confirmed you are buying a replacement property. If in exceptional circumstances, you require more help with funding your move, please communicate your reasons and this will be taken into consideration.
5. Before you move out, we recommend that check any items you intend to leave against the fixtures and fittings form. If you take something you shouldn't or leave things behind you should have taken, this can be a complication and add stress to the day. As a general rule, you should not leave anything behind in the property when you move, other than fitted items, and flooring (carpets). All rubbish must be properly removed from the property.

10. On completion

Exchanging contracts (legally binding documents) and completing the sale (the final transaction between the leaseholder and the council) will usually happen on the same day, unless you are moving to a new property, in which an agreement on time between exchanging contracts and completion will be made to allow for the move to take place.

On completion day, your solicitor will liaise with the council's solicitors and the vendor's solicitors to:

1. Complete the legal documentation to transfer the title of your Ebury Bridge property to the council, and to transfer the title of the vendor's property into your name.
2. Arrange for flow of monies between the council, your vendor, and any mortgage company involved.
3. Arrange for the payment of Stamp Duty (paid for by up to the value of your existing Ebury Bridge property).
4. Confirm the completion has taken place.
5. The solicitor's fees will be paid for by WCH so you do not have to settle their bill separately.
6. Send a completion statement including all the monies and if there are any outstanding amounts owed kindly ask these are paid, for example: for service charges if the completion date changed.

Once completion has taken place, the property no longer belongs to you, so you must make sure you have vacated by this point and handed over the keys to WCH, leaving any spare sets inside the property. If needed, we can offer temporary respite for you whilst your belongings are being transferred into your new home.



11. Outlining our commitments

To give you reassurance around our commitments to you, such as your right of return to a new home (including one in a later phase), the council can produce a letter outlining what the council has agreed.

This will set out details of the transaction, any disturbance payments and support you can expect. This letter – produced in line with policy – will be agreed by both parties and held on file.

12. Compulsory Purchase Orders (CPO)

The council very much hopes that it can reach an agreement with every leaseholder to purchase the leaseholder's property.

Where the Leaseholder refuses to sell to the council, the council can apply to the Secretary of State for a Compulsory Purchase Order, which, if granted, means the Leaseholder is forced to make the sale to the council.

A CPO does not affect the rights of eligible leaseholders to compensation. The principle of compulsory purchase compensation is generally to seek to place the affected party in no better or worse position than prior to the compulsory purchase. Compensation is assessed and paid in accordance with the statutory compensation code which applies to the compulsory acquisition of land, property and other interests.

Although the council hopes that it will not need to apply for a CPO in relation to any property on the Ebury Bridge Estate, it needs to carry out some preliminary investigations, in case it eventually does need to make a CPO. Specifically, the council will write to every leaseholder with a property on the Estate, asking them which persons have a legal 'interest' in the property (for leaseholders who rent out their property, this means their ownership of the property via a lease).

Over the past three years, more than 100 households have been supported by the council in securing a temporary or permanent move of their choice. This has paved the way for the delivery of Phase 1 of the scheme and the first 224 new homes, of which 114 have been set aside for Ebury Bridge secure tenants and leaseholders. This rehousing programme was achieved without the requirement to use any CPO powers.

13. Disturbance costs

Disturbance costs are fees that are incurred as a direct result of you having to sell your property to Westminster City Council and the purchase of a new property. This includes, legal fees, surveyors, removal fees etc.

If you find you are incurring a fee during this process, please communicate this to us. All reasonable fees will be reimbursed but must be approved before being incurred. You will need to provide suitable supporting documentation showing the incurred fee for it to be considered, such as a fee quote, and followed up with an official receipt.

What expense	Amount covered by Westminster City Council
Solicitors fees	Up to £1,600 plus VAT
Solicitors disbursements	Uncapped if reasonably incurred
Surveyor's survey	Up to £850 plus VAT
Surveyor's negotiation	Capped at £175 + VAT per hour, for a maximum of two hours
Stamp Duty	Up to the value of the existing Ebury property and then full value of new property at Ebury Bridge
Mortgage redemption fee	Entire Amount
Mortgage application/ arrangement fee	Entire Amount
Electric check	Entire Amount
Gas check	Entire Amount
Removal costs	Up to £1,050 plus VAT
Move in costs	Reasonable costs
<ul style="list-style-type: none"> • Alterations to soft furnishings 	
Utilities early termination fees	Entire amount
<ul style="list-style-type: none"> • Water/gas/electricity/ telephone/TV/Media package 	
Insurance early termination fees	Entire amount
Postal redirection service for up to 12 months	Entire amount

How the expense is settled

Solicitor bills Westminster City Council directly

Solicitor bills Westminster City Council directly

Solicitor bills Westminster City Council directly

Solicitor bills Westminster City Council directly

Westminster City Council and solicitors arrange for direct payment

Westminster City Council and solicitors arrange for direct payment to mortgage company

Westminster City Council and solicitors arrange for direct payment to mortgage company

Reimbursement on submission of invoice

Reimbursement on submission of invoice

1. Westminster City Council pay upfront

or

2. Leaseholder submits invoice for reimbursement either at completion, or after completion (if the invoice only arrives after the move has taken place)

Reimbursement on submission of invoice

Reimbursement on submission of invoice

Reimbursement on submission of invoice

Reimbursement on submission of invoice

Useful websites

HomeOwners Alliance
hoa.org.uk

YOPA: a guide to selling a leasehold property
yopa.co.uk

Leasehold Advisory Service
lease-advice.org

CPO Booklet 4
gov.uk/government/uploads/system/uploads/attachment_data/file/571453/booklet4.pdf

Westminster City Council Policy
westminster.gov.uk/housing-policy-and-strategy/leaseholder-policy-housing-renewal-areas

Contact us

Anton Robinson, Leasehold Negotiator
arobinson@westminster.gov.uk or **07971 626 377**

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Equality Impact Assessment Addendum

Ebury Bridge Estate Redevelopment

August 2021

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Equality Impact Assessment Addendum

Ebury Bridge Estate Redevelopment

August 2021

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Executive summary

Overview of the commission

Mott MacDonald has been commissioned by Westminster City Council ('the Council') to provide an addendum to the Equality Impact Assessment (EqIA) of the redevelopment programme for Ebury Bridge Estate ('the Programme'), submitted as evidence for planning approval in 2020.

Summary of the EqIA addendum

The EqIA process is focussed on the potential effects likely to be experienced by those living and working in the community in light of their 'protected characteristics' under the Equality Act 2010. It identifies any differential or disproportionate effects (both positive and negative) on those with protected characteristics that may arise from the Programme and sets out potential mitigation or enhancement measures that the Council can put in place to address them.

The addendum provides an update to the previously submitted EqIA, specifically identifying any changes to equality impacts from updates to aspects of the redevelopment programme, arising since the previous submission.

Findings

The EqIA considers the equality impacts of the redevelopment process – particularly the impacts on **existing** residents, businesses and users of community resources on the Estate. The assessment also explores the impact of the delivery of the renewed Estate on the **current** and **future** Estate community. Assessment of equality effects has been undertaken in light of the characterisation of the effects – including sensitivity of the affected parties to the redevelopment, distribution of those groups on the Estate, nature of the effect and mitigation measures in place to address the effect. This includes reference to COVID-19 where relevant.

The EqIA has identified a number of potential equality impacts that could arise from the redevelopment. These have been split into three broad categories:

- potential impact on residents and users of community resources during redevelopment.
- potential impact on businesses during redevelopment; and
- potential impact on the community following the redevelopment process.

The assessment has found that, where any negotiations of property acquisition to facilitate the redevelopment is deemed to not be possible and compulsory purchase must be used as a last resort, equality risks have been addressed. There is, therefore, a case for the use of compulsory purchase powers, if it is required to facilitate the development. This must be weighed against the acknowledged potential risks set out above. In this case, the Council has sought to mitigate these through a range of reasonable and proportionate measures focused on engagement, compensation options, and the benefits of the redevelopment in order to improve the outcomes of the redevelopment for the current and future Estate community.

1 Overview

This addendum to the Equality Impact Assessment (EqIA) for the redevelopment of the Ebury Bridge Estate ('the Estate') has been undertaken by Mott MacDonald on behalf of Westminster Council ('the Council').

The chapter sets out the approach to EqIA and tasks undertaken throughout this process. It also sets out the context of the Estate and the proposed redevelopment. It provides an overview of the current situation, before outlining the details of the preferred scenario.

1.1 Introduction

1.1.1 Purpose of the EqIA addendum

The purpose of the EqIA is to help the Council understand the potential risks and opportunities of the proposal, focussing on people with characteristics protected under the Equality Act 2010 ('the Equality Act').

This EqIA addendum outlines a number of updates to the findings of the impact assessment for the preferred scenario, considering any impacts of a potential Compulsory Purchase Order (CPO) and providing recommendations for mitigation and further mitigation enhancement where appropriate.

1.1.2 Background to the EqIA

This EqIA has been undertaken in order to fulfil Council's obligations under current UK equality legislation, and in particular the Equality Act. The Equality Act sets out a Public Sector Equality Duty (PSED) at section 149, and is intended to support good decision-making by encouraging public authorities to understand how different people will be affected by their activities (see sections 1.2.1 and 1.2.3 of the Detailed EqIA for further information).

The Council must demonstrate that it has shown due regard to the aims of the PSED throughout the decision-making process for the Programme, by taking account of the nine protected characteristics set out in the Equality Act (see section 1.2.2 of the Detailed EqIA for a full breakdown of the protected characteristics). The EqIA provides a systemic assessment of the likely or actual effects of policies or proposals on social groups covered by the protected characteristics.

1.1.3 Overall approach to the EqIA

The approach to this EqIA employs the bespoke Mott MacDonald INCLUDE toolkit, which sets out the following steps:



1.1.3.1 Stages of the EqIA

The EqIA addendum follows the third stage of the three-stage EqIA, aligned to the Council's decision-making process. The first stage, a baseline EqIA undertaken in January 2019, comprised a series of tasks undertaken to understand the equality effects of several scenarios for the redevelopment of the Estate. Once potential effects were identified, they were assessed against the redevelopment scenarios and mitigation measures proposed by the Council. The findings of the baseline assessment were then used to inform the selection of a preferred scenario for redevelopment.

The initial EqIA built on the baseline EqIA, focussing on the preferred scenario identified by the Council and providing more detailed analysis on that basis. The initial EqIA was used to inform the Cabinet decision on the preferred scenario in July 2018.

A detailed EqIA was then produced in 2020 to provide further detail and analysis on the preferred scenario that is being taken forward by the Council, following Cabinet approval. The detailed EqIA is informed by engagement with residents and businesses on the basis of their protected characteristics. The EqIA was submitted with an application for planning permission in June 2020, which was subsequently approved.

This EqIA addendum is intended to update the EqIA with relevant new information as required, including any information relevant to the CPO, taking account of the current situation of the Estate and redevelopment process and other relevant evidence and detail.

A description of the tasks that were undertaken to prepare the EqIA addendum is provided below. Descriptions of the tasks undertaken in previous stages can be found in section 1.3.1 of the Detailed EqIA.

1.1.4 Understanding the project

Discussions with Council and external representatives: Discussions were undertaken with the Council throughout EqIA addendum stages to better understand any updates to the Estate redevelopment programme, proposed redevelopment process, and support plans for those who will be affected.¹

¹ In the baseline and initial stages, discussions were also undertaken with Pinnacle Regen, who were working on the redevelopment on behalf of the Council. Pinnacle Regen provided expertise on regeneration and advice to the Council on the redevelopment of the Ebury Estate.

Review of redevelopment programme: Documentation and information associated with the redevelopment programme was reviewed throughout the EqlA addendum stage, including newsletters and other engagement materials, reports, phasing plans, background and contextual information, presentations and online publications.

Review of redevelopment policies and other measures: Updated information on intended measures to support those affected by redevelopment and to mitigate and manage effects was reviewed throughout the EqlA addendum stage, including:

- Leaseholder Customer Journey
- Non-Residential Uses Strategy
- Retail Support Document
- Compulsory Purchase Order Report
- Ebury Social Value Proposal
- Ebury Finance Workshop- Social Rent Summary
- Statement of Community Involvement

1.1.5 Evidence, distribution, and proportionality

Desk-based evidence and literature review: In order to better understand the potential risks and opportunities arising from the redevelopment, and to help to identify possible mitigation measures and opportunities associated with the programme, relevant published literature from governmental, academic, third sector and other sources was updated for the EqlA addendum. This allowed for the characterisation of potential risks and opportunities typically associated regeneration projects, to understand whether they applied in this instance.

1.1.6 Engagement and analysis

Desk-based analysis of engagement undertaken on the project has been undertaken on an ongoing basis, to draw out equality themes and provide additional supporting evidence relating to potential impacts. Details below relate to any engagement and analysis work specifically undertaken during the EqlA addendum stage and more detail on the engagement and analysis tasks undertaken for the other stages can be found in section 1.3.1 of the Detailed EqlA.

Residents' equality survey: A third equality survey was completed in Spring 2021 with those residents remaining on the site, covering secure Council tenants and resident leaseholders. This third survey was conducted by post. Analysis of the findings of this survey has helped to build a demographic profile of businesses within the Estate and provided the Council with a better understanding of their needs based on their protected characteristics.

Engagement activity review: Supplementing the findings of the surveys, a desk-based engagement activity review was conducted during the EqlA addendum stage, to consider equality in recent engagement activities set out in the Statement of Community Involvement.

1.1.7 Impact assessment

Assessment of potential adverse and beneficial effects: Potential risks and opportunities were examined using the findings from the research undertaken in the tasks above. Assessment of potential impacts was undertaken in light of the sensitivity of the affected parties to the redevelopment, and distribution of people with protected characteristics in the area of the Estate. Both risks and opportunities were identified in the context of the mitigation measures implemented or proposed by the Council.

Mitigation measures have been reviewed and updated at each stage of the EqlA and for the addendum.

1.1.8 Action planning

Making recommendations: A series of further recommendations were developed and updated at the EqIA addendum stage, to help manage the redevelopment in a way that minimises the potential for adverse effects where appropriate.

Developing an equality action plan: An action plan has been developed and updated which outlines the responsibilities to involved affected parties following submission of this detailed EqIA, including for the Council and for the Mott MacDonald EqIA team.

1.2 Estate context

For a detailed overview of the background to the redevelopment of the Estate, please refer to section 2.1 of the Detailed EqIA.

1.2.1 Renewal of the Estate

1.2.1.1 Current situation

The plans for the new Estate were approved by the Council's planning committee in April 2021, signing off the plans for 781 new homes on the site.² The development includes 239 new council homes and a total of 53% affordable homes on the site; as well as a new community hub, nursery, and fitness centre; and four new public squares.

Demolition work began on the site in February 2021, starting with the demolition of Pimlico House and Hillersden House. The first phase of demolition will see six blocks demolished, as they become vacant. This phase of demolition had been previously approved under a separate planning application, and the process of decanting residents began in 2020. The phasing plan gave residents the choice to either remain on the Estate or temporarily relocate off the Estate prior to the final move into the new buildings in late 2023. All residents who did not opt for a permanent move off the Estate will move homes twice.

Construction of the development is due to commence in mid-2021, with the construction of 200 homes over two main blocks. This will be followed by the demolition of the remaining buildings on site, and construction of the remainder of the new Estate between 2022 and 2027. The scheme is designed to be tenure blind, with a mix of social, affordable and market rent tenants and leaseholders across all blocks.

It is anticipated that all the residents who were decanted from the Estate and wish to return will be resettled in the first two blocks to be constructed upon completion of this first phase in winter 2023. Discussions with residents regarding the allocation of new homes are intended to begin over summer 2021.

² Westminster City Council (2021) Ebury Bridge Renewal. <https://eburybridge.org/>

2 Summary evidence review

This chapter sets out a summary of the existing and updated evidence of risks and opportunities associated with the redevelopment of the Estate and associated protected characteristic groups who may be differentially or disproportionately affected, as well as a summary of feedback from engagement.

2.1 Summary

The tables below summarise the existing evidence of potential risks and opportunities and associated protected characteristic groups who may be disproportionately or differentially affected, prior to consideration of any Council mitigation measures in place. Risks are defined as potential adverse effects resulting from the redevelopment, and opportunities are defined as potential benefits. For more information on protected characteristic groups, please see section 1.2.3 of the Detailed EqlA. Where the affected groups are **bolded**, there is a higher proportion of this group on the Estate.

The table also includes a summary of key resident feedback collected through the development and design of the new Estate in 2019; and then after the presentation of the final refined design proposal to residents in spring 2020. The feedback is collated in the Statement of Community Involvement. Some additional feedback provided via the Community Futures Group forum is also included.

The full literature review is appended to the Detailed EqlA. References for updated literature are included in the table below.

2.2 Effects on residents during redevelopment

Table 2.1: Effects on residents during redevelopment

Risks and opportunities	Affected groups	Risk or opportunity	Key resident feedback
Effects on residents during the renewal process			
<p>Loss of social infrastructure and access to community resources:</p> <p>The renewal process can involve temporary or permanent resettlement of residents and demolition of housing and community resources. This can lead to a loss of access to these resources and knock on impacts on social cohesion. In particular, it can increase residents' distances from facilities or places of social connection located on or in close proximity to their neighbourhood. This can disproportionately impact ethnic minority communities, disabled people, older people and children.</p> <p>The ongoing COVID-19 pandemic and regulations have had already had an impact on access to social cohesion and resources, and as such any further impacts may have cumulative negative effects, especially on older people and disabled people.</p> <p>Loss of social cohesion and access to community resources can lead to increased stress and anxiety in children who may need to change school; and loneliness and isolation in older people which can turn to negative health outcomes such as poor mental health and obesity.³ Disabled people and pregnant women may also experience negative health impacts, including increased stress and anxiety due to the loss of social cohesion and access to community resources.⁴</p> <p>Risks associated with relocation for these affected groups can be heightened if housed in temporary accommodation, due to the need to relocate more frequently.⁵</p>	<ul style="list-style-type: none"> • Children • Older people • Disabled people • Pregnancy and maternity • Minority faith groups • Pregnancy and maternity • Ethnic minority groups 	Risk	<p>Key resident feedback delivered during the engagement period of the development of the preferred scenario showed that relocation was a source of concern for many residents, and senior residents in particular. Residents were concerned about a sense of being 'in limbo' and wanted to move only once.</p> <p>No further feedback on this topic has been received since the submission of the Detailed EqlA.</p>
<p>Costs associated with moving home</p> <p>Where renewal schemes require residents to resettle, it can lead to an increase in their financial outgoings due to costs associated with moving, particularly for single parent families (the vast majority of whom are led by women) and ethnic minority households.⁶</p> <p>Relocation costs could include removal services, the need to adapt a new home or buy new furniture.</p>	<ul style="list-style-type: none"> • Young people • Older people • Disabled people • Ethnic minority groups • Women 	Risk	No further feedback on this topic has been received since the submission of the Detailed EqlA.
<p>Access to finance</p> <p>Access to the required finance to obtain new housing may be most limited for those at risk of financial exclusion, who may experience difficulty accessing appropriate and financial services, such as mortgages.⁷</p>	<ul style="list-style-type: none"> • Young people • Older people • Disabled people 	Risk	No further feedback on this topic has been received since the submission of the Detailed EqlA.

³ Sandstrom, H and Huerta, S (2013) 'The Negative Effects of Instability on Child Development' Available at: <https://www.urban.org/sites/default/files/publication/32706/412899-The-Negative-Effects-of-Instability-on-Child-Development-A-Research-Synthesis.PDF>; Age UK (2015) 'Evidence Review: Loneliness in Later Life'. Available at: https://www.ageuk.org.uk/globalassets/age-scotland/documents/reports-and-publications/reports-and-briefings/health--wellbeing/rb_june15_loneliness_in_later_life_evidence_review.pdf.

⁴ National Autism Society. (2017): 'Moving house' URL: <https://www.autism.org.uk/movinghouse> NHS (2016): 'Deep vein thrombosis'; Royal College of Physicians and Faculty of Occupational Medicine (date unknown): 'Advising women with a healthy, uncomplicated, singleton pregnancy on: heavy lifting and the risk of miscarriage, preterm delivery and small for gestational age'

⁵ Shelter (2004): 'Sick and tired: the impact of temporary accommodation on the health of homeless families' Available at: https://england.shelter.org.uk/_data/assets/pdf_file/0009/48465/Research_report_Sick_and_Tired_Dec_2004.pdf

⁶ Joseph Rowntree Foundation (2008): 'Financial inclusion in the UK: Review of policy and practice'. Available at: <https://www.jrf.org.uk/sites/default/files/jrf/migrated/files/2234.pdf>

⁷ Joseph Rowntree Foundation (2008): 'Financial inclusion in the UK: Review of policy and practice'. Available at: <https://www.jrf.org.uk/sites/default/files/jrf/migrated/files/2234.pdf>

Risks and opportunities

	Affected groups	Risk or opportunity	Key resident feedback
	<ul style="list-style-type: none"> Ethnic minority groups Women 		
<p>Affordable housing</p> <p>Young people, older people, disabled people, ethnic minority groups and women all struggle with housing affordability issues.^{8 9 10 11}</p> <p>Homeownership has become increasingly more unaffordable for certain groups; and intermediate housing schemes such as Shared Ownership are often still too expensive for many groups such as disabled people and single parent families, the vast majority of whom are led by women.¹²</p> <p>A lack of financial means can limit the range of ownership options, including intermediate options such as Shared Ownership, available to older people and relocation may cause older people to use savings and investments in order to secure a new home, potentially affecting their long-term financial independence and stability.¹³</p>	<ul style="list-style-type: none"> Young people Older people Disabled people Ethnic minority groups Women 	Risk	<p>Key resident feedback delivered during the engagement period of the development of the preferred scenario highlighted a desire for secure tenancies for all adult occupants</p> <p>No further feedback on this topic has been received since the submission of the Detailed EqIA.</p>
<p>Appropriate and accessible housing</p> <p>Where renewal schemes require the resettlement of many residents, issues can arise regarding sourcing suitable housing that meets the needs of families with children as well as sourcing suitable housing that meets the needs of people requiring adaptable and accessible housing, such as people with mobility impairments. Accessible housing would include at least the basic four accessibility features (level access to the entrance, a flush threshold, sufficiently wide doorways and circulation space and a toilet at entrance level).¹⁴</p> <p>A lack of suitable housing can lead to families living in overcrowded properties. Overcrowding can negatively impact the health of older people and children, putting them at increased risk of developing respiratory conditions.¹⁵ Overcrowding can also contribute to infections, psychological problems, Sudden Infant Death Syndrome (SIDS), and stress among children.¹⁶</p> <p>Homes without access to outdoor space can negatively impact the emotional wellbeing of residents, particularly children. Black people are much less likely to have access to outdoor space at home than white people.¹⁷</p>	<ul style="list-style-type: none"> Children Older people Disabled people Ethnic minority groups 	Risk	<p>Key resident feedback delivered during the engagement period of the development of the preferred scenario highlighted the need to solve the overcrowding problem, and for the new homes to have windows in the kitchens and bathrooms to improve ventilation.</p> <p>No further feedback on this topic has been received since the submission of the Detailed EqIA.</p>
<p>Health effects</p> <p>Relocation can create a great deal of stress and anxiety amongst children, young people and older people due to the need to adapt to new routines, facilities and surroundings.¹⁸</p> <p>Involuntary relocation can have important health impacts for older people, with evidence pointing towards an increased mortality rate for those moved for urban renewal projects.¹⁹</p> <p>The health effects of relocation can also be particularly heightened for temporary accommodation households, many of which are households with dependent children led by single mothers. Women and children in these circumstances may see increased levels of stress and anxiety exacerbated by the uncertainty and instability of their circumstances.</p> <p>Health impacts as a result of social isolation due to the COVID-19 pandemic, such as poorer mental health, obesity, alcoholism, and a greater risk of hospitalisation, may be exacerbated by the redevelopment process.</p> <p>Physical health effects may also arise as a result of the environmental effects of demolition and construction processes.</p> <p>Older people, disabled people, and children are also likely to be disproportionately affected by changes in air quality that may arise during any construction period as increased air pollution can impact upon underlying respiratory conditions.²⁰ Air pollution can contribute to health impacts in young children, including long term cognitive issues and neurodevelopment. Additionally, antenatal exposure to air pollution may alter the lung development of a baby whilst in the womb. If a baby is exposed to significant levels of air pollution, this can increase the risk of premature birth and low birth weight.²¹</p> <p>Noise pollution can also have adverse health impacts on older people including sleep disturbance and stress.²²</p>	<ul style="list-style-type: none"> Children Young people Older people Disabled people Pregnancy and maternity 	Risk	<p>Key resident feedback delivered during the engagement period of the development of the preferred scenario showed that relocation was a source of concern for many residents, and senior residents in particular.</p> <p>No further feedback on this topic has been received since the submission of the Detailed EqIA.</p>

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⁸ Institute for Fiscal Studies, 2018. 'Barriers to homeownership for young adults'. Available at: <https://www.ifs.org.uk/publications/13475>

⁹ Office for National Statistics (2019): 'Disability and housing, UK-2019'. Available at: <https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/disability/bulletins/disabilityandhousinguk/2019>

¹⁰ Shelter (2017) 'BAME homelessness matters and is disproportionately rising – time for the government to act'. Available at: <http://blog.shelter.org.uk/2017/10/bame-homelessness-matters-and-is-disproportionately-rising-time-for-the-government-to-act/>

¹¹ Council of Mortgage Lending. (2015): 'Pension tension: the challenges for older borrowers'

¹² Mayor of London (2020) 'Intermediate housing: Equality Impact Assessment'. Available at: https://www.london.gov.uk/sites/default/files/intermediate_housing_-_equality_impact_assessment_for_part_1_consultation_response_report.pdf

¹³ Joseph Rowntree Foundation. (2007): 'Demolition, Relocation and affordable rehousing: Lessons from the housing market renewal pathfinders'

¹⁴ DCLG (2015). 'English Housing Survey: Adaptations and Accessibility Report' Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/539541/Adaptations_and_Accessibility_Report.pdf

¹⁵ Housing Age UK (2014): 'Housing in later life'

¹⁶ House of Commons Communities and Local Government Committee (2011) 'Regeneration Sixth Report of Session 2010–12'. Available at: <https://publications.parliament.uk/pa/cm201012/cmselect/cmcomloc/1014/1014.pdf>

¹⁷ Office for National Statistics (2020). 'One in eight British households has no garden'. Available at: [https://www.ons.gov.uk/economy/environmentalaccounts/articles/oneineightbritishhouseholdshasnogarden/2020-05-14#:~:text=One%20in%20eight%20households%20\(12,Survey%20\(OS\)%20map%20data.&text=This%20is%20according%20to%20survey%20data%20from%20Natural%20England.](https://www.ons.gov.uk/economy/environmentalaccounts/articles/oneineightbritishhouseholdshasnogarden/2020-05-14#:~:text=One%20in%20eight%20households%20(12,Survey%20(OS)%20map%20data.&text=This%20is%20according%20to%20survey%20data%20from%20Natural%20England.)

¹⁸ Sandstrom, H and Huerta, S (2013): 'The Negative Effects of Instability on Child Development'. Available at: <https://www.urban.org/sites/default/files/publication/32706/412899-The-Negative-Effects-of-Instability-on-Child-Development-A-Research-Synthesis.PDF>

¹⁹ Danermark BD, Ekstrom ME and Bodin LL (1996): 'Effects of residential relocation on mortality and morbidity among elderly people'. Available at: https://www.academia.edu/19474641/Effects_of_residential_relocation_on_mortality_and_morbidity_among_elderly_people

²⁰ World Health Organisation (2011): 'Burden of disease from environmental noise Quantification of healthy life years lost in Europe'. Available at: http://www.who.int/quantifying_ehimpacts/publications/e94888.pdf?ua=1

²¹ British Lung Foundation (2016): 'How air pollution affects your children's lungs'. Available at: <https://www.blf.org.uk/support-for-you/signs-of-breathing-problems-in-children/air-pollution>

²² World Health Organisation (2011): 'Burden of disease from environmental noise Quantification of healthy life years lost in Europe'. Available at: http://www.who.int/quantifying_ehimpacts/publications/e94888.pdf?ua=1

Risks and opportunities

	Affected groups	Risk or opportunity	Key resident feedback
<p>Safety and security:</p> <p>In the lead up to the renewal process and during the decanting and demolition of properties in the area, properties will be vacated and can fall into disrepair. This can attract unwanted activity including anti-social behaviour and crime, which can affect those who are more likely to be a victim or witness of crime or those who are more fearful of crime.²³</p> <p>It has been suggested that fear of crime can contribute to social isolation, particularly for vulnerable groups such as women, older people, children and ethnic minority groups.²⁴</p>	<ul style="list-style-type: none"> • Children • Young people • Older people • Disabled people • Ethnic minority groups • Men • Women • LGBT people 	Risk	<p>Key resident feedback delivered during the engagement period of the development of the preferred scenario highlighted a need for improved security.</p> <p>No further feedback on this topic has been received since the submission of the Detailed EqIA.</p>
<p>Accessibility and mobility in the area:</p> <p>Evidence indicates that during construction the accessibility and mobility of the local area can be affected. In particular, construction can cause difficulties in relation to increased traffic in the local area, reduced parking (construction vehicles and subcontractors in parking), construction activities blocking access to homes, shops, bus stops and pavements and safe routes, as well as effects on wayfinding. This may also limit the ability of children to move around the estate safely alone, limiting outdoor play opportunities.²⁵</p> <p>For example, a reduction in parking bays, especially if they are spaces close to the estate or blue badge spaces, can particularly adversely affect parents with young children, and disabled people who rely on such parking facilities in order to access a range of services and facilities, including their home. This can lead to knock-on effects on parents and disabled people's independence, exacerbating issues such as loneliness and social isolation.²⁶</p>	<ul style="list-style-type: none"> • Children and people using buggies or pushchairs • Older people • Disabled people 	Risk	<p>Key resident feedback delivered during the engagement period of the development of the preferred scenario highlighted support for better parking facilities and better connections to the wider area.</p> <p>No further feedback on this topic has been received since the submission of the Detailed EqIA.</p>
<p>Information and communication:</p> <p>Complex material and information on the regeneration may present a challenge to those who have different information and communication needs. This includes but is not limited to people with cognitive or learning disabilities, people with low literacy levels, older people, people with visual or hearing impairments and people who use English as a second language.²⁷</p> <p>Due to the COVID 19 pandemic, engagement and consultation has increasingly had to utilise digital tools, however this can exclude those who are less likely to be online, such as older people and disabled people.²⁸</p> <p>Some groups, such as children and young people, disabled people, and people from ethnic minority backgrounds, are more likely to face barriers to engagement. Consultation should 'go the extra mile' to speak with these groups, including holding events in a variety of different venues and times (COVID-19 regulations permitting).²⁹</p>	<ul style="list-style-type: none"> • Children • Young people • Older people • Disabled people • Ethnic minority groups 	Risk	<p>At the final residents' consultation, in Spring 2020, 69% of respondents rated a 4 or 5 (out of 5) on how informed they felt about the renewal proposals.</p>
Effects on businesses during the renewal process			
<p>Potential loss of business</p> <p>Independent small businesses including shops, cafes and restaurants, play an important role in supporting the vitality and vibrancy of local communities and often operate from smaller premises, such as those that might be found on a housing estate.³⁰ Redevelopment can result in the permanent loss of such businesses, with the potential to affect self-employed business owners. Ethnic minority groups and older people may be particularly affected by the loss of small businesses.³¹</p>	<ul style="list-style-type: none"> • Older people • Ethnic minority groups 	Risk	<p>Key resident feedback delivered during the engagement period of the development of the preferred scenario highlighted a desire to retain the existing retail units and cafes.</p> <p>Resident feedback delivered during the pre-planning consultation highlighted the need for retail services that can be used regularly by the local community, like pharmacies, convenience stores, etc.</p>
<p>Financial implications associated with business relocation</p> <p>The renewal process could result in the relocation of businesses. Should businesses relocate to new industrial or commercial premises elsewhere, it is likely that access to finance will be required to secure a new location. Ethnic minority groups and older people are more likely to experience difficulty accessing financial support, which could add further financial strain in securing alternative premises for business continuity following relocation.³²</p>	<ul style="list-style-type: none"> • Older people • Ethnic minority groups 	Risk	<p>At the final residents' consultation, in Spring 2020 90% of respondents reported feeling mostly positive about the proposed new retail mix.</p> <p>Feedback from local businesses collated during the Retail Support Review in late 2020 highlighted the below concerns:</p> <ul style="list-style-type: none"> • Concern that relocation of residents had had a negative impact on the business
<p>Potential redundancy of employees associated with business loss or relocation</p>	<ul style="list-style-type: none"> • Older people • Disabled people 	Risk	

²³ Power, A. (2010): 'Housing and sustainability: demolition or refurbishment?' Available at https://uk-air.defra.gov.uk/assets/documents/reports/cat14/1406191156_060618_Guide_to_UK_Air_Pollution_Information_Resources-issue_2-FINAL.pdf <https://www.icevirtuallibrary.com/doi/abs/10.1680/udap.2010.163.4.205>

²⁴ Gov.uk (2019) 'Victims of crime'. Available at: <https://www.ethnicity-facts-figures.service.gov.uk/crime-justice-and-the-law/crime-and-reoffending/victims-of-crime/latest>

²⁵ Hiscock, R. and Mitchell, R (2011) 'What is needed to deliver places that provide good health to children?' Available at: http://www.edphis.org.uk/Report_on_Place_and_Children.pdf

²⁶ Equality and Human Rights Commission (2017): 'Being disabled in Britain: a journey less equal'

²⁷ Change (2015): 'how to make information accessible: a guide to producing easy read documents' Available at: <http://www.changepeople.org> Department for Health and Social Care (2010): 'Making written information easier to understand for people with learning disabilities' Available at: <http://www.gov.uk> MENCAP (date unknown): 'Making myself clear' Available at: <http://www.mencap.org.uk>

²⁸ Citizens Online (2020). 'Digital exclusion in population screening programmes'. Available at: <https://www.citizensonline.org.uk/wp-content/uploads/2020/05/ScreeningEIAReportSummaryProofedSignedOff.pdf>

²⁹ Scottish Government (2017). 'Barriers to community engagement in planning: a research study'. Available at: <https://www.gov.scot/binaries/content/documents/gov.scot/publications/factsheet/2017/05/barriers-to-community-engagement-in-planning-research/documents/barriers-to-community-engagement-in-planning-research-study-pdf/barriers-to-community-engagement-in-planning-research-study-pdf/gov.scot%3Adocument/Barriers%2Bto%2Bcommunity%2Bengagement%2Bir%2Bplanning%2B-%2Ba%2Bresearch%2Bstudy.pdf>

³⁰ Mayor of London (2020), 'The London Plan: The Spatial Development Strategy for Greater London'. Available at: https://www.london.gov.uk/sites/default/files/the_publication_london_plan_2020_-_clean_version_0.pdf

³¹ House of Commons (2020): 'Unequal impact? – Coronavirus and BAME people'

³² Enterprise Research Centre (2020): 'Unlocking opportunity: the value of ethnic minority firms to UK economic activity and enterprise'

Risks and opportunities

	Affected groups	Risk or opportunity	Key resident feedback
Estate renewals may require businesses to relocate and may result in extinguishment. These changes may create direct redundancies or result in indirect redundancies by current staff being unable to access future employment at a different location. This can affect groups who are more likely to face barriers to employment than others. ³³	<ul style="list-style-type: none"> Ethnic minority groups 		<ul style="list-style-type: none"> All businesses had a well-established customer base in the local area and were not looking to move out of this area. Businesses are keen to get further information on their new premises and costings.
<p>Impact of redundancy on health and well-being</p> <p>Involuntary job loss due to redevelopment and renewal can have disproportionate health and well-being effects for certain groups. Older workers are at an increased risk of cardiovascular disease due to increased stress resulting from contributing factors such as a lower likelihood of re-employment, a substantial loss of income and the severance of work-based social interactions.³⁴</p> <p>Redundancy can create an increased risk of family tension and disruption, and that job loss for a parent can have detrimental effects on children including lowered self-esteem and socio-psychological well-being.³⁵</p>	<ul style="list-style-type: none"> Older people Children 	Risk	
<p>Impacts on the existing customer base of businesses</p> <p>Estate renewal has the potential to result in relocation of local businesses and community facilities currently operating on the Estate. Depending on the geography of where affected parties relocate to, such relocation from the local area might disrupt local customer bases that have been developed over time, ultimately resulting in a loss in business.³⁶</p>	<ul style="list-style-type: none"> Ethnic minority groups 	Risk	
<p>Impacts on local customers</p> <p>Estate renewal has the potential to require the closure or relocation of businesses and facilities used by the local community. Depending on the geography of where affected businesses relocate to, such relocation might make it harder for people to access local businesses and facilities they regularly use. It is also acknowledged that the total extinguishment of some businesses may be necessary, which might also result in the loss of service delivered to the local consumers.³⁷</p>	<ul style="list-style-type: none"> Older people Disabled people Ethnic minority groups 	Risk	
Effects on community following the renewal process			
<p>Improved housing provision:</p> <p>Renewal can lead to improvements in housing provision within the regeneration area therefore improving appropriateness, accessibility and affordability, as well as its quality and efficiency in energy consumption.³⁸</p> <p>Warm and insulated homes can help prevent against the health and wellbeing impacts of living in a cold home. Children living in cold homes are more than twice as likely to suffer from a variety of respiratory problems than children living in warm homes. Cold housing can negatively affect children's educational attainment, emotional wellbeing and resilience. Effects of cold housing are also evident among older people in terms of higher mortality risk, physical health and mental health.³⁹</p>	<ul style="list-style-type: none"> Children Older people Disabled people Ethnic minority groups 	Opportunity	<p>Key resident feedback delivered during the engagement period of the development of the preferred scenario included a need for improved ventilation, sufficient storage, natural light, and sufficient space in the new homes.</p> <p>Resident feedback delivered during the pre-planning consultation welcomed plans for the modern design of the homes, improved sound insulation, spacious balconies, and improved energy efficiency.</p> <p>No further feedback on this topic has been received since the submission of the Detailed EqIA.</p>
<p>New employment opportunities:</p> <p>Renewal can act as a means of promoting economic growth and supporting job creation.⁴⁰ For example, property development can contribute to urban economic regeneration by enabling local stores to grow and expand, and through attracting investment to the area and revitalising neighbourhoods. It can also facilitate improved connectivity between communities and places of employment and education. Improved opportunities to access employment and education can serve to help address issues of inequality and improve social mobility.</p>	<ul style="list-style-type: none"> Young people Older people Disabled people Ethnic minority groups Women 	Opportunity	Resident feedback delivered during the pre-planning consultation welcomed plans for the enhanced retail offer
<p>Improved public realm and green space:</p> <p>Renewal offers an opportunity to improve the public realm. The ability to access and use the public realm is vitally important to ensuring people feel that they are active members of their society. This includes basic activities such as using local shops or meeting up with people in a shared space outside close to home.⁴¹ In addition, the opening up of green space has been shown to impact positively on both physical and mental health.</p> <p>Inner-city green space can promote social cohesion and instil a sense of community. Social contact is especially important for the health and wellbeing of older people. Green space can also have a positive role in a child's cognitive development, their wellbeing, and is linked to lower BMIs.⁴² Access to green space has also been shown to have positive health benefits for disabled people, and people with autism or learning difficulties in particular.⁴³</p>	<ul style="list-style-type: none"> Children Older people Disabled people Ethnic minority groups 	Opportunity	<p>Key resident feedback delivered during the engagement period of the development of the preferred scenario in 2019 highlighted support for new green space for the community, and an upgraded football pitch and playground.</p> <p>Resident feedback delivered during the pre-planning consultation in 2019 welcomed plans for improved play equipment and space for play and activities for different age groups Residents welcomed plans for the improvement of green spaces</p> <p>Resident feedback delivered via the Community Futures Group in July 2021 was positive regarding the use of outdoor space for residents at the Ebury Edge meanwhile use space.</p>

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³³ Centre for Aging Better (2020): 'Supporting Over 50s back to work' Available at: supporting-over-50s-back-to-work.pdf (ageing-better.org.uk)

³⁴ Gallo, W.T., Bradley, E.H., Falba, T.A., Cramer, L.D., Bogardus Jr, St.T and Kasl,S.V (2004) 'Involuntary job loss as a risk factor for subsequent myocardial infarction and stroke: findings from the Health and Retirement Survey' American Journal of Industrial Medicine, 45(5), 408-416

³⁵ Brand, J.E. (2015) 'The far-reaching impact of job loss and unemployment'. Annual review of sociology, 41, 359-375. Available at: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4553243/>

³⁶ Graham et al (2018): 'The experiences of everyday travel for older people in rural areas: A systematic review of UK qualitative studies'

³⁷ Peters et al (2018): 'How is neighbourhood of mixed social networks altered by neighbourhood deprivation for ethnic groups'

³⁸ Centre for Sustainable Energy (2006): 'Tackling fuel poverty at local and regional level: opportunities to deliver action and policies to stimulate success'. Available at: https://www.cse.org.uk/downloads/reports-and-publications/fuel-poverty/tackling_fuel_poverty_at_local_&_regional_level.pdf

³⁹ The Housing and Ageing Alliance (2013) 'Policy Paper: Health, Housing and Ageing', Available at www.housingalliance.org.uk/HAA/

⁴⁰ Communities and Local Government (2012) 'Regeneration to enable growth: A toolkit supporting community-led regeneration'. Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/5983/2064899.pdf

⁴¹ House of Commons Women and Equalities Committee (2017): 'Building for Equality: Disability and the Built Environment'

⁴² UCL (2018): 'Greener neighbourhoods may be good for children's brains'. Available at: <https://www.ucl.ac.uk/ice/news/2018/sep/greener-neighbourhoods-may-be-good-childrens-brains>

⁴³ Play England (2012): 'A literature review on the effects of a lack of play on children's lives'. Available at: <http://www.playengland.net/wp-content/uploads/2015/09/a-world-without-play-literature-review-2012.pdf>

Risks and opportunities

	Affected groups	Risk or opportunity	Key resident feedback
<p>Provision of community resources and improved social cohesion: Community resources provide important places of social connection and promote wellbeing for many groups. For example, community hubs can provide an accessible centre point for local activities, services and facilities. They allow for a cross section of the community to be brought together in a safe place, allowing for better social cohesion and helping to address social isolation. An opportunity to socialise can have a positive effect on the loneliness of older people and disabled people, which may in turn provide positive health benefits. Social contact and out-of-classroom learning can also improve the wellbeing of children.</p>	<ul style="list-style-type: none"> • Children • Older people • Disabled people • Pregnant people • Ethnic minority groups • LGBT people 	Opportunity	<p>Key resident feedback delivered during the engagement period of the development of the preferred scenario in 2019 highlighted support for a new community centre which could be hired by residents</p> <p>At the final residents' consultation, in Spring 2020 94% of onsite residents' respondents reported feeling mostly positive about the proposed mix of community, leisure, and retail uses on the site.</p>
<p>Tackling crime and disorder: Levels of crime have in part been attributed to the urban environment. It has been argued that the opportunity for some forms of crime can be reduced through thought-out approaches to planning and design of neighbourhoods and towns.⁴⁴ Reducing potential for crime can affect those more likely to fear crime or be a victim or witness of crime.</p>	<ul style="list-style-type: none"> • Children • Young people • Older people • Disabled people • Ethnic minority groups • Men • Women • LGBT people 	Opportunity	<p>Key resident feedback delivered during the engagement period of the development of the preferred scenario in 2019 highlighted a need for improved security.</p> <p>Resident feedback delivered during the pre-planning consultation in 2019 welcomed plans to make the new estate feel more open, and therefore improve the perceptions of safety.</p>
<p>Improved access, mobility and navigation: Renewal processes open up opportunities to create spaces and places that can be accessed and effectively used by all, regardless of age, size, ability or disability, using principles of inclusive design. There are a number of protected characteristic groups who can experience difficulties with access, mobility and navigation who could benefit from improvements in this area.⁴⁵ Children who cannot move about safely and independently on foot and bicycle often become less physically active, reducing opportunities for children to develop certain cognitive, motor and physical skills – as well as contributing towards childhood obesity risks.</p>	<ul style="list-style-type: none"> • Children • Older people • Disabled people 	Opportunity	<p>Key resident feedback delivered during the engagement period of the development of the preferred scenario in 2019 highlighted support for better parking facilities and better connections to the wider area</p> <p>Resident feedback delivered during the pre-planning consultation in 2019 welcomed plans to make the estate more pedestrian friendly.</p>

⁴⁴ See for example, Monahan and Gemmill (2015) 'Reducing Crime Hotspots in City Centres'. Available at: <http://www.bre.co.uk/filelibrary/Briefing%20papers/102417-Crime-Hotspots-Briefing-Paper-v4.pdf>

⁴⁵ Wray et al. (2014): 'Social relationships, leisure activity and health in older adults' Available at: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4467537/>

3 Estate profile and proportionality

This chapter is split into three sections: the first provides an updated overview of the socio-demographic profile of the Estate. An updated overview of residential and business properties and community resources is provided in the second section. The third section provides the updated results of equality surveys that were undertaken by the Council.

3.1 Socio-demographic profile of the area

The area profile summary below provides an overview of the demographic characterisation of the area in which the Estate falls.⁴⁶ The baseline compares the socio-demographic profile of the Estate with the City of Westminster, the Greater London region, and England. The summary includes analysis of protected characteristic groups under the Equality Act and the current socio-economic context of the area. In comparing these regions, where the Estate deviates by more than 3%, the difference is considered to be significant and is reported as such.

The data used in the baseline is the most current publicly available data from the Office of National Statistics. This data has not changed since the Detailed EqIA. Where there are higher proportions of certain groups on the Estate, this is written in **bold text**.

A more detailed breakdown of the baseline can be found in Appendix A of the Detailed EqIA

The table also provides an updated outline of where groups were identified through the equality surveys carried out in 2021 as being present on the Estate.

Table 3.1: Socio- demographic baseline

Protected Characteristic	Estate comparison with Westminster, Greater London and England ⁴⁷	Equality survey results ⁴⁸
Age	<ul style="list-style-type: none"> The proportion of people under the age of 16 on the Estate is higher than City of Westminster and England (24% compared with 17%, 19% respectively) but in line with Greater London (21%).⁴⁹ Population of young people (16-24) is consistent with other areas. The percentage of working age people (aged between 16 and 64) (66%) is lower than Westminster (71%) but broadly in line with Greater London and England (65% and 64%, respectively). Population of older people (65+) living on the Estate (10%) is consistent with Greater London (12%) and lower than Westminster (13%) and England (18%). The percentage of older people over 65 years within the Estate (10%) is broadly in line with 	<p>In the resident survey, a range of ages were represented across Estate households</p> <p>Households with children, young people, working age people, and older people were identified through the surveys.</p>

⁴⁶ It should be noted that, although attempts were made to capture data from all of those who are directly affected by the redevelopment, the Estate profile does not capture the demographics of all occupiers and owners of property within the Estate, as some did not participate in engagement activities.

⁴⁷ To determine the population within the Estate code point data was used. Code point data is a point representing a postcode area (there are multiple within the Estate boundary). Each code point is assigned with Lower Super Output Area (LSOA) data from the LSOA that the point falls in. An LSOA is the smallest geographical area (an average of 1,500 residents and 650 households) for which most population data is published (beyond Census data).

⁴⁸ Some households may be double-counted as results are from two separate and different surveys.

⁴⁹ When comparing populations between areas, where the Estate differs by more than 3%, the difference is considered to be significant and is reported this way – e.g. <3% is consistent with other areas and >3% is higher or lower than other areas.

	Westminster and Greater London (13% and 12%, respectively) but lower than England (18%).	
Disability⁵⁰:	<ul style="list-style-type: none"> There are higher proportions of disabled people (those whose day-to-day activities are limited a little or a lot) within the Estate (17%) when compared with Westminster and Greater London (both 14%), however this figure is in line with the proportion of disabled people in England (17%). 	<p>21 households across the survey reported having a disabled member of the household (24% of households)</p> <p>Two households reported that they did not know, and one household preferred not to say</p>
Gender reassignment	<ul style="list-style-type: none"> No information is publicly available for the Estate.⁵¹ 	One household which responded to the survey identified a household member as being trans.
Marriage and civil partnerships	<ul style="list-style-type: none"> Population of those who are married or in a civil partnership is lower than or consistent with other areas. 	22 households who responded to the surveys identified at least one person who is married or in a civil partnership in the household.
Pregnancy and maternity	<ul style="list-style-type: none"> The general fertility rate (live births per 1000 women aged 16-44) and total fertility rate (avg. number of children born per woman) is lower than other areas. 	One respondent to the surveys identified someone in their household as currently pregnant.
Race	<ul style="list-style-type: none"> The Estate has a lower proportion of people from a Black, Asian or Minority Ethnic background (43%) when compared to Westminster (61%) and Greater London (55%) but higher than England (20%). There is a higher percentage of Other White people in the Estate (19%) compared to London (13%) and England (5%), but this is broadly in line with Westminster (21%). The next largest minority ethnic group on the Estate is Irish, followed by Mixed - White and Black African. 	41 households who responded to the surveys identified at least one person who was from a minority ethnic background in the household.
Religion	<ul style="list-style-type: none"> The Estate has a higher proportion of Christian residents in comparison to the City of Westminster and London but lower than England. Islam is the next largest religious group represented on the Estate Populations of people from other religious and faith groups are consistent with other areas. 	A range of religious beliefs were identified through the surveys. Of those who responded to the surveys, most households who identified as having a religion had at least one person who was Christian (36 households). The next most common religion was Islam (9 households)
Sex	<ul style="list-style-type: none"> The population of men and women is consistent with other areas. 	Both men and women were identified as living on the Estate through the household surveys.
Sexual orientation	<ul style="list-style-type: none"> No information is publicly available for the Estate.⁵² 	Of the households who took part in the surveys, no households identified at least one person as having a sexual orientation other than straight.

⁵⁰ Defined here as 'People whose day to day activities are limited in any way as a result of being disabled or because of a long-term health condition'

⁵¹ For the purpose of this report, it is assumed that the proportion of Trans people is in line with other areas. However, it should be noted that effects on this group are still assessed in light of Council mitigation measures and recommendations made on the assumption that this group is present on the Estate.

⁵² As above, impacts on different sexual orientations groups (e.g. LGB people) are assessed in the same way as those on trans people.

3.2 Residential properties, business and community resources

3.2.1 Overview of residential properties on the Estate (Summer 2021)

As of July 2021, there are currently 88 households remaining on the Estate. Those dwelling within the properties are a mix of secure Council tenants (49 households) and resident leaseholders (39 households).

As of August 2021, there are 137 households who have been decanted off the estate. Those dwelling within the properties are a mix of secure Council tenants and resident leaseholders. Of these households, 58 have moved to a new home on a permanent basis, whilst 79 residents have moved temporarily with a view to return to the Estate.

3.2.2 Residential relocation

The breakdown of how far residents who were relocated by July 2021 have moved from the Estate, is shown in the table below. 44 households (37%) have been relocated within a 15-minute walk of the existing Estate, whilst 73 (61%) have been moved further out but within the Borough of Westminster. Two households have been relocated outside the Borough (1%).

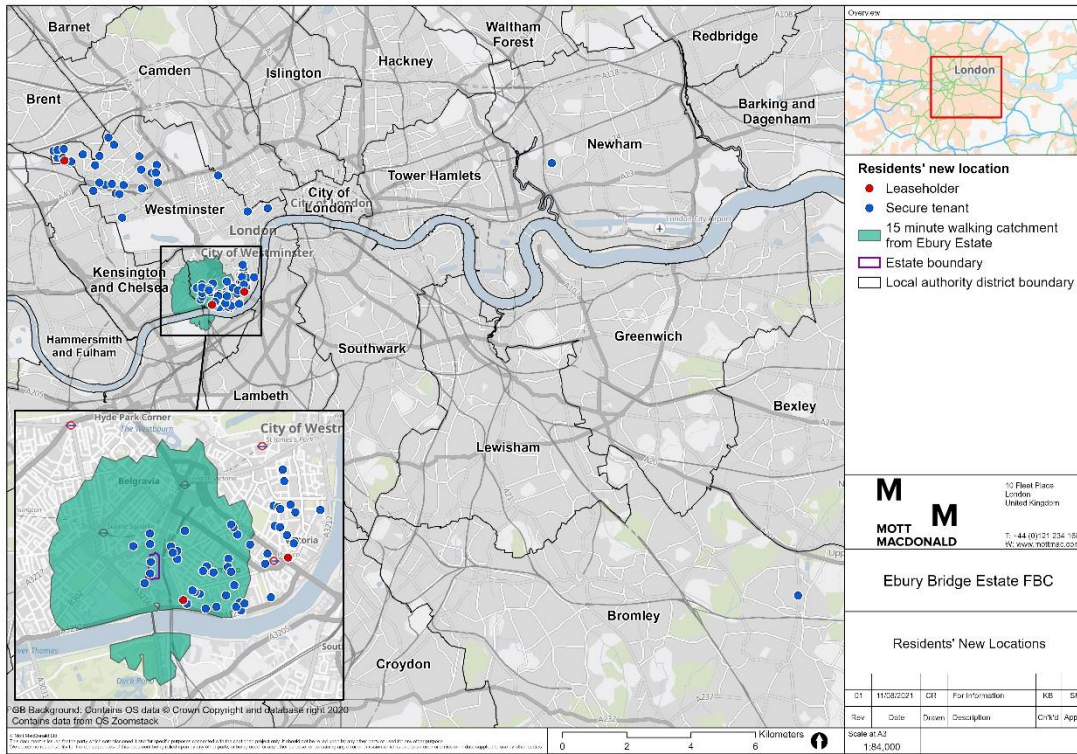
Table 3.2: New locations of decanted residents

Location	Number of households
Within a 15-minute walk of the Estate	44
Outside a 15-minute walk of the Estate but with the Borough of Westminster	73
Outside the Borough of Westminster	2

Source: Westminster City Council

The new locations of residents who have moved from the Estate, both on a permanent and temporary basis, is shown in Map 3.1.

Map 3.1: New locations of relocated residents



Source: Westminster City Council

3.2.3 Overview of community resources on the Estate (Summer 2021)

There are a number of community facilities and resources located both within, and in close proximity to, the Estate which are likely to be accessed by protected characteristic groups, or if they were to be lost, would potentially adversely affect protected characteristic groups. Within the Estate boundary there are a small number of facilities including a community green space, children’s playground, community garden and multi-use games area. During the initial stages of the EqIA there was a youth centre on the Estate within Edgson House, however the youth centre has since closed due to lack of interest from the community. The organisation running programming at the youth centre has been invited to do so within the facilities that will be built on the redeveloped Estate.

Within 500m of the Estate there are the following community resources: 15 health care services, one care / nursing home, two children’s nurseries, five churches, four community services, eight educational facilities, one leisure facility, one playground, two police stations, five public / village hall / other community facilities, one public convenience, and nine public parks or gardens.

In November 2020, the ‘meanwhile use’ community hub space - ‘Ebury Edge’ - opened on the Estate. Ebury Edge is scheduled to run until 2024 whilst the Estate is in transition. The space is intended to act as a temporary high street and focal point for the existing Ebury community and has a community hall space available to rent to the local community, and a public courtyard. The community space is also home to a resident-led playgroup to provide childcare for the local area.

Ebury Edge also has a restaurant run by the social enterprise ‘Fat Macy’s’. The restaurant is intended to serve the community whilst also training young Londoners living in temporary accommodation and helping them move into their own homes. Trainees volunteer on the 200-

hour programme, working with professional chefs and front of house staff to help run the business over the course of a year to earn a deposit for a rented home. Fat Macy's then provides additional follow up support for two years as the trainees transition into independent living. Since the Fat Macy's programme started in London in 2016, 30 trainees have completed the programme.⁵³

The courtyard is also available for multi-purpose use by local residents and is currently being used by the Fat Macy's restaurant to grow vegetables and flowers.⁵⁴

Reflecting the easing of Covid-19 restrictions, an official launch event of the Ebury Edge space for residents took place in mid-August. The event will allow residents to meet the current tenants of the Edge, and a number of classes including pottery and hula-hooping will be put on. Free food and drink will also be provided for residents of the Estate.⁵⁵

Whilst Ebury Edge is intended simply to be a temporary meanwhile use development, the café has proved popular with residents and the Council is investigating opportunities to establish a similar space permanently on the new Estate.

3.2.4 Overview of businesses on the Estate (Summer 2021)

Prior to the construction process, there were seven identified commercial properties on the Estate, all of which were located on Ebury Bridge Road. These businesses were all identified as microbusinesses (small in size, owned by one or two people, with one to four employees). As of July 2021, five businesses remained in their premises.

The table below shows the original commercial properties on the site, and their current status, as well as providing an outline of any groups identified as part of the Retail Support Review as being a significant part of the customer base of the business.

Table 3.3: Ebury Estate Commercial Properties

Name	Type	Location	Status (as of July 2021)	Customer base and equality review ⁵⁶
Vival Property Services	Estate Agents	Unit 3, Ebury Bridge Road	Accepted compensation and have option of first refusal on new property within the new site	N/A
Ideal Café	Café	Unit 11-13, Ebury Bridge Road	Have accepted support from Westminster City Council for help relocating	Many of the café's customer came from the flats above the shop which have now been decanted, leading to an impact on sales
Choice Specialist Dry Cleaners	Dry Cleaners	Unit 21, Ebury Bridge Road	Have accepted compensation and vacated premises	N/A
Ebury News	Newsagent	Unit 23, Ebury Bridge Road	Have accepted compensation and vacated premises	N/A
Occasions Party Shop	Party Shop	Unit 27, Ebury Bridge Road	Remaining on site within the unit until 2026, and have option of first refusal on new property within the new site	Key market segments for the store include the local community, both high and low income, and within a walking distance from the shop.

⁵³ Fat Macys, 2021. About. <https://www.eburyrestaurant.com/about>

⁵⁴ Ebury Edge, 2021. Homepage. <https://www.eburyedge.com/>

⁵⁵ Ebury Newsletter, August 2021. Issue 44. <https://eburybridge.org/newsletters/newsletter-issue-44/>

⁵⁶ Retail Revival Limited. EBURY BRIDGE ESTATE RETAIL SUPPORT REPORT

Name	Type	Location	Status (as of July 2021)	Customer base and equality review ⁵⁶
Greens Pharmacy	Chemist	Unit 29-31, Ebury Bridge Road	Remaining on site within the unit until 2026, and have option of first refusal on new property within the new site	Local, lower- income residents are an important market segment. During the Covid- 19 lockdowns of 2020 and 21, the pharmacy provided an essential service to the community by delivering medication to elderly and other vulnerable customers.
Mauro Sergio	Hairdressers	Unit 33, Ebury Bridge Road	Remaining on site within the unit until 2026, and have option of first refusal on new property within the new site	The customers of the store are mainly women over the age of 40. At present the store only cuts European hair but would be open to diversifying into Afro- Caribbean hair.

The Council worked with an independent advisor, Retail Revival, in late 2020 to create a Retail Support document, outlining the plans of each business, any business development support they could benefit from, and the future needs of each business. Business development support needs identified included diversifying into online sales and marketing, support with social media presence, and development of business plans.

The pharmacy has been identified by the Council as providing an essential service to the residents of the Estate and will be remaining open in its current property until the new retail facilities open on the redeveloped Estate. Through the retail support process outlined above, the pharmacy owners have been in discussions with the Council regarding their needs for the new premises, including a temperature-controlled environment suitable for storing medicines.

The ‘meanwhile use’ community hub space in the Estate, Ebury Edge, currently has six retail shops housing independent businesses, including a ceramics store, a skincare shop, homeware, and fashion stores.

Ebury Edge also has a total of ten office units on site, all of which are currently in use by businesses.

The businesses operating from Ebury Edge as of July 2021 are listed in the table below:

Table 3.4: Ebury Edge Businesses

Unit	Name of business	Description
Retail	Each x Every	Footwear
	Nini Organics	Skincare
	Clay Habitat	Ceramics store
	Manufactured Culture	Homeware
	Heir Wardrobe	Fashion boutique
	Her.o	Knitwear
Office	Mike Simonelli	Product design
	Telmie	Communication services
	Edgify	Artificial intelligence
	Glue Home	Smart Door Locks
	Amaia London	Kidswear
	The Pimlico Million	Community Development Organisation

Unit	Name of business	Description
	Web Expertise	Web design

Source: eburyedge.com

Ebury Edge also has a small retail unit available for temporary lets. The unit is intended to be used by young, local start-ups looking to test out their idea for a short period of time, and all occupiers must clearly demonstrate a benefit to local residents.

3.3 Findings from the surveys

Two surveys to assess the demographics of the households still resident on the Estate in spring 2021 were conducted by post. Of the residents on the estate, 64 households responded- 15 leaseholders and 49 secure tenancies. The results of both surveys have been combined in the below results. Analysis of the findings of these surveys, in addition to the publicly held data relating to the Ebury Bridge Estate households, has helped to build a demographic profile of residents within the Estate and provided the Council with a better understanding of their needs based on their protected characteristics.

These equality surveys were conducted in addition to surveys undertaken in 2020 and 2019. Please refer to Appendix B of the Detailed EqIA for further details.

3.3.1 Demographics of residents on the Estate

3.3.1.1 Age

In both the resident surveys, a range of ages were represented across households.

- A total of 24 households reported children and young people under the age of 19
- A total of 17 households reported young people between the ages 19 and 29.
- A total of 15 households reported older people ages 69 and older.

3.3.1.2 Disability

Across the households which took part in the resident surveys:

- 21 households reported having at least one person in the household had a disability, split between 3 leasehold household and 19 secure tenancies.

3.3.1.3 Gender reassignment

One household in the spring 2021 surveys reported having a trans member. One household responded that they did not know.

3.3.1.4 Marriage and civil partnerships

Across the households which took part in the resident surveys:

- A total of 22 household reported members who were married or in a civil partnership, split over 5 leasehold households and 14 secure tenancies.
- 1 household responded that they preferred not to say.

3.3.1.5 Pregnancy and maternity

One household reported having one member who was currently pregnant. They were resident of a secure tenancy home.

3.3.1.6 Race and ethnicity

A range of ethnicities were reported across both resident surveys:

- A total of 41 households reported members who were from a minority ethnic background (defined here as those who did not self-define as 'White British'). These were split across 10 leasehold and 31 secure tenancies.
- A total of 12 households reported members who were White British, split over 5 leaseholds and 8 secure tenancies.

3.3.1.7 Religion and belief

A range of religious belief were reported across both the resident surveys:

- A total of 36 households reported at least one member who is Christian. This was split over 9 leaseholds and 27 secure tenancies.
- A total of 9 households reported at least one member who is Muslim. These were all spread over secure tenancies.
- 6 households reported that they preferred not to say, 6 households reported no religion, and 4 reported that the religion was unknown.

3.3.1.8 Sexual orientation

Across the households which took part in the resident surveys:

- 59 households, spread over 12 leaseholds and 47 secure tenancies, reported having members who identify as heterosexual.
- 9 households did not respond to the question.
- 1 household selected prefer not to say, and 2 households selected unknown.

4 Impact assessment

This chapter sets out the results of the updated Equality Impact Assessment of each option on protected characteristic groups and outlines any existing and updated Westminster Council mitigation measures.

4.1 Overview

4.2 Impact on residents during redevelopment

The following table describes the potential impacts of the redevelopment on protected characteristic groups, with a focus on impacts for residents and local community resources during the renewal process. These impacts have been identified through a review of published literature and through engagement with residents. Potential disproportionate effects on particular groups based on the demographic analysis of the Estate are also identified. Existing measures Westminster Council has in place to mitigate or enhance impacts are set out. Finally, a series of recommendations are provided to mitigate any further impacts, and the overall equality impact assessed.

Table 4.1: Impact on residents and community resources during redevelopment

Potential equality effects	Affected groups	Impact of redevelopment	Existing Westminster Council mitigations	Recommendations and Overall Equality Impact
<p>Loss of social infrastructure and access to community resources:</p> <p>The renewal process can involve temporary or permanent resettlement of residents and demolition of housing and community resources. This can lead to a loss of access to these resources and knock on impacts on social cohesion. In particular, it can increase residents' distances from facilities or places of social connection located on or in close proximity to their neighbourhood. This can disproportionately impact ethnic minority communities, disabled people, older people and children.</p> <p>The ongoing COVID-19 pandemic and regulations have had already had an impact on access to social cohesion and resources, and as such any further impacts may have cumulative negative effects, especially on older people and disabled people.</p> <p>Loss of social cohesion and access to community resources can lead to increased stress and anxiety in children who may need to change school; and loneliness and isolation in older people which can turn to negative health outcomes such as poor mental health and obesity. Disabled people and pregnant women may also experience negative health impacts, including increased stress and anxiety due to the loss of social cohesion and access to community resources.</p> <p>Risks associated with relocation for these affected groups can be heightened if housed in temporary accommodation, due to the need to relocate more frequently.</p>	<ul style="list-style-type: none"> Children Older people Ethnic minority groups Disabled people Pregnant women Religion and belief 	<p>Risks</p> <ul style="list-style-type: none"> Relocation of residents during redevelopment may create longer journeys to school for children and parents. Loss of informal childcare support due to resident relocation Reduced access to community facilities and social infrastructure during redevelopment due to temporary loss of proximity to local community resources for residents that relocate, particularly those who have been relocated further than a 15 minute walk from the Estate. 	<ul style="list-style-type: none"> To mitigate these effects, the Council has set out the Policy for Tenants in Housing Renewal Areas and Policy for Leaseholders in Housing Renewal Areas (as summarised in section 2.3 of the Detailed EqlA) to provide information on housing options, financial compensation and practical support for residents. The key mitigation in this policy that responds to maintaining social connections within the Estate is that all existing Council tenants and resident leaseholders will have a right to return to a new home on the redeveloped Estate. Within the policy, the Council recognises that many tenants and leaseholders have connections to their local area and will want to remain there. A range of rehousing options (including replacement affordable housing options such as social rent and intermediate ownership) are available for tenants and leaseholders who want to stay in or close to the Estate to suit different circumstances. This should help to ensure that residents are ultimately able to return to the Estate, and therefore continue to access the social infrastructure that is important to them. 37% of residents decanted from the site have been moved to a new home within 15 minutes of the Estate, and 98% have been decanted within the Borough of Westminster. Where households are rehoused temporarily or permanently, their housing needs will be considered. <ul style="list-style-type: none"> The Council's rehousing policies and process will provide resident leaseholders with a choice of housing and priority status within existing rehousing systems. All current Council tenants will have been given the opportunity to complete a Housing Needs Assessment, while current leaseholders have been given the opportunity to express their preferences through a Housing Preferences Assessment. Private tenants have been offered rehousing support through the Trailblazers service on the basis of their income and desired price range for housing. Through this, support will be provided to source suitable and affordable rented accommodation. Support is being offered through the Covid-19 pandemic to safeguard against homelessness. There is also dedicated support available to residents who need to access it, for ongoing information around the redevelopment. 	<p>This impact is considered to be managed overall through the mitigation measures set out for residents in the Policy for Tenants in Housing Renewal Areas and Policy for Leaseholders in Housing Renewal Areas.</p> <p>To manage any residual effects it is recommended that the Council:</p> <ul style="list-style-type: none"> continue to work proactively and constructively through engagement with residents using a variety of mediums, keeping up-to-date records of changing needs and circumstances—particularly those who are most affected by relocation; continue to hold community meetings and events during the process of redevelopment, including events for residents who have relocated in order to remediate feelings of social isolation; continue to offer support to those in private accommodation through the Trailblazer service; continue to ensure that access to community resources is maintained throughout the renewal process where possible; explore ways to sustain the benefits of the Ebury Edge initiative on the redeveloped Estate.

Potential equality effects	Affected groups	Impact of redevelopment	Existing Westminster Council mitigations	Recommendations and Overall Equality Impact
			<ul style="list-style-type: none"> In terms of enhancement measures, the redevelopment consists of new community infrastructure including a nursery, café and community and co-working office space. The Ebury Edge facility has been set up as a meanwhile use space for residents during the construction of the new estate, consisting of a community hall, café, outdoor courtyard, and retail spaces. There are plans for regular community events to be held at the Edge throughout the redevelopment process to support residents through the period and maintain social cohesion and community contact. A childcare facility and playgroup have been set up in the Ebury Edge community hall to provide childcare to local residents during the redevelopment period. Westminster City Council are investigating ways to make this permanent. Ebury Community History Project to record memories of the estate during the redevelopment period. 	
<p>Access to finance (e.g. costs associated with moving home)</p> <p>Where renewal schemes require residents to resettle, it can lead to an increase in their financial outgoings due to costs associated with moving, particularly for single parent families (the vast majority of whom are led by women) and ethnic minority households.</p> <p>Relocation costs could include removal services, the need to adapt a new home or buy new furniture.</p> <p>Access to the required finance to assist with relocation may be most limited for those at risk of financial exclusion, who experience difficulty accessing appropriate and mainstream financial services, such as bank accounts and loans.</p>	<ul style="list-style-type: none"> Young people Older people Disabled people Ethnic minority groups Women 	<p>Risks</p> <ul style="list-style-type: none"> Costs associated with resettlement such as securing new accommodation during the restoration process and moving home, particularly for residents who are moving twice during the redevelopment period. 	<ul style="list-style-type: none"> The Council has developed strategies to ensure that residents are able to access finance in order to relieve some of the financial burden associated with relocation. These include the following compensation measures: The fair market value of the existing property, the stamp duty of the replacement home up to the value of the existing property, and legal fees (for leaseholders), as well as the below statutory compensation (for all tenants); <ul style="list-style-type: none"> Home loss payments, a sum in recognition of the inconvenience of having to move out of an existing property, which is set at 10% of the value of the property and capped at £6,500 (as of July 2021). Disturbance payments for reasonable expenses arising as a direct consequence of the Council purchase of a property. These payments may include costs such as costs of removals (including additional support for vulnerable residents), disconnections and reconnections, redirection of mail, fitting of existing curtains and carpets, early mortgage redemption fees or mortgage and tender fees arising from the purchase of a new property, stamp duty land tax and other fees arising from the purchase of a replacement property and costs of new school uniforms. This compensation and availability of affordable housing options will serve to manage the main financial effects of rehousing. 	<p>This impact is considered to be managed overall through the mitigation measures set out for residents in the Policy for Tenants in Housing Renewal Areas and the Policy for Leaseholders in Housing Renewal Areas.</p> <p>To manage any residual effects, it is recommended the Council:</p> <ul style="list-style-type: none"> continue to work proactively and constructively through face to face engagement with residents, keeping up-to-date records of changing needs and circumstances—particularly those who are most affected by financial exclusion; continue to communicate rehousing options available to residents, including information for private and Temporary Accommodation tenants on processes for accessing Council housing and affordable housing being built as part of the redevelopment or nearby.
<p>Access to finance</p> <p>Access to the required finance to obtain new housing may be most limited for those at risk of financial exclusion, who may experience difficulty accessing appropriate and financial services, such as mortgages</p>	<ul style="list-style-type: none"> Young people Older people Disabled people Ethnic minority groups Women 	<p>Risks</p> <ul style="list-style-type: none"> Residents may not be able to attain a mortgage to remain on the Estate if new properties cost more than the value of existing homes. 	<ul style="list-style-type: none"> For resident leaseholders, an equity loan scheme is available to help with buying one of the new properties which will be of a higher value but will have similar costs to their existing home. Leaseholders will also have the option to buy a new home on the estate on a shared ownership bases and in some special cases, such as health problems, will be able to remain in the local area as a social or intermediate tenant 	<p>This impact is considered to be managed overall through the mitigation measures set out for residents in the Policy for Tenants in Housing Renewal Areas and the Policy for Leaseholders in Housing Renewal Areas.</p> <p>To manage any residual effects, it is recommended the Council:</p> <ul style="list-style-type: none"> ensure leaseholders are able to purchase a property on the renewed Estate without taking on new debt.

Potential equality effects	Affected groups	Impact of redevelopment	Existing Westminster Council mitigations	Recommendations and Overall Equality Impact
<p>Affordable housing</p> <p>Young people, older people, disabled people, ethnic minority groups and women all struggle with housing affordability issues. Homeownership has become increasingly more unaffordable for certain groups; and intermediate housing schemes such as Shared Ownership are often still too expensive for many groups such as disabled people and single parent families, the vast majority of whom are led by women.</p> <p>A lack of financial means can limit the range of ownership options, including intermediate options such as Shared Ownership, available to older people and relocation may cause older people to use savings and investments in order to secure a new home, potentially affecting their long-term financial independence and stability.</p>	<ul style="list-style-type: none"> Young people Older people Ethnic minority groups Disabled people Women 	<p>Risks</p> <ul style="list-style-type: none"> Potential financial implications of increased rent for social tenant rents, intended to bring estate rents in line with the local area. Potential financial implications of increased service charge for secure tenants and leaseholders 	<ul style="list-style-type: none"> Affordable housing options are available within the HRA, which include replacement of existing social rent and intermediate ownership housing for those living on the Estate, additional social and intermediate rent homes and market sale options available to provide a ladder of housing opportunity. At least 50% will be affordable for social and intermediate rent, including the homes set aside for those residents with a right to return to the Estate. For resident leaseholders, an equity loan scheme is available to help with buying one of the new properties which will be of a higher value but will have similar costs to their existing home. Leaseholders will also have the option to buy a new home on the estate on a shared ownership bases and in some special cases, such as health problems, will be able to remain in the local area as a social or intermediate tenant. As set out above, there is also support for vulnerable private tenants and TA tenants to source suitable housing. Rent levels for returning tenants will be linked to the value of their existing Ebury property, local average earnings, and will meet Westminster City Councils target social rent cap. Housing Support will also continue to be provided by Westminster City Council to support tenants to pay for their rent and service charges. 	<p>This impact is considered to be managed overall through the mitigation measures set out for residents in the Policy for Tenants in Housing Renewal Areas and the Policy for Leaseholders in Housing Renewal Areas.</p> <p>To manage any residual effects, it is recommended the Council:</p> <ul style="list-style-type: none"> continue to work proactively and constructively through face to face engagement with residents, keeping up-to date records of changing needs and circumstances – particularly those who are most affected by financial exclusion; continue to communicate rehousing options available to residents, including information for private and Temporary Accommodation tenants on processes for accessing Council housing and affordable housing being built as part of the redevelopment or nearby.
<p>Appropriate and accessible housing:</p> <p>Where renewal schemes require the resettlement of many residents, issues can arise regarding sourcing suitable housing that meets the needs of families with children as well as sourcing suitable housing that meets the needs of people requiring adaptable and accessible housing, such as people with mobility impairments. Accessible housing would include at least the basic four accessibility features (level access to the entrance, a flush threshold, sufficiently wide doorways and circulation space and a toilet at entrance level).</p> <p>A lack of suitable housing can lead to families living in overcrowded properties. Overcrowding can negatively impact the health of older people and children, putting them at increased risk of developing respiratory conditions. Overcrowding can also contribute to infections, psychological problems, Sudden Infant Death Syndrome (SIDS), and stress among children.</p> <p>Homes without access to outdoor space can negatively impact the emotional wellbeing of residents, particularly children. Black people are much less likely to have access to outdoor space at home than white people.</p>	<ul style="list-style-type: none"> Children Disabled people Ethnic minority groups 	<p>Risks</p> <ul style="list-style-type: none"> Challenge finding appropriate temporary housing for those with specific housing needs (e.g. disabled people, families with children) 	<ul style="list-style-type: none"> As set out above, the Council has developed policies to ensure that there is support available for finding appropriate and accessible housing. Where households are rehoused temporarily or permanently, their housing needs will be considered. <ul style="list-style-type: none"> The Council's rehousing policies and process will provide resident leaseholders with a choice of housing and priority status within existing rehousing systems. All current Council tenants will have been given the opportunity to complete a Housing Needs Assessment, while current leaseholders have been given the opportunity to express their preferences through a Housing Preferences Assessment. Private tenants have been offered rehousing support through the Trailblazers service on the basis of their income and desired price range for housing. Through this, support will be provided to source suitable and affordable rented accommodation. Support is being offered through the Covid-19 pandemic to safeguard against homelessness. Temporary Accommodation tenants will be rehoused in Westminster. Currently there are two remaining TA tenants – one will be rehoused on the Estate and one will move into permanent accommodation elsewhere. The Housing Assessment process will determine the size of home each household requires based on the number of household members, to solve any existing overcrowding problems. More family accommodation has been included in the housing mix for the new estate, with a range of 3-5 bedroom homes to tackle overcrowding. Those with special accessibility requirements are prioritised through the rehousing process. Where possible they are relocated in the HRA, otherwise housing that suits their needs is 	<p>This effect is considered to be managed overall through the mitigation measures set out for residents in the Policy for Tenants in Housing Renewal Areas and the Policy for Leaseholders in Housing Renewal Areas.</p> <p>To manage any residual effects, it is recommended that the Council:</p> <ul style="list-style-type: none"> continue to work proactively and constructively through face to face engagement with residents, keeping up-to date records of changing needs and circumstances – particularly those who are most affected by a loss of affordable and appropriate housing; and continue to provide information on rehousing options available to residents, including information for private and Temporary Accommodation tenants on processes for accessing Council housing and affordable housing being built as part of the redevelopment or nearby.

Potential equality effects	Affected groups	Impact of redevelopment	Existing Westminster Council mitigations	Recommendations and Overall Equality Impact
			<p>sourced in the local area. Adapted and accessible housing has been found for all current tenants requiring it, which meets mobility and housing needs as assessed through the Housing Needs Assessment process. Adaptations may also be funded through disturbance payments.</p> <ul style="list-style-type: none"> Housing for families will be provided as part of the redevelopment, including replacement housing for families based on the number of bedrooms required, to prevent any overcrowding. The overall housing provision on the Estate will be enhanced by re-providing homes to a higher standard with lower energy and maintenance costs, ensuring housing on the Estate meets residents' needs. Residents will be involved in the design of the new homes. 	
<p>Health effects:</p> <p>Home relocation can have a negative impact on mental health and well-being. Relocation can create a great deal of stress and anxiety amongst children, young people and older people due to the need to adapt to new routines, facilities and surroundings.</p> <p>Involuntary relocation can have important health impacts for older people, with an increased mortality rate for those moved for urban renewal projects.</p> <p>The health effects of relocation can also be particularly heightened for temporary accommodation households, many of which are households with dependent children led by single mothers. Women and children in these circumstances may see increased levels of stress and anxiety exacerbated by the uncertainty and instability of their circumstances.</p> <p>Health impacts as a result of social isolation due to the COVID-19 pandemic, such as poorer mental health, obesity, alcoholism, and a greater risk of hospitalisation, may be exacerbated by the redevelopment process.</p> <p>Physical health effects may also arise as a result of the environmental effects of demolition, refurbishment and construction processes.</p> <p>Older people, disabled people, and children are also likely to be disproportionately affected by changes in air quality that may arise during any construction and refurbishment period as increased air pollution can impact upon underlying respiratory conditions. Air pollution can contribute to health impacts in young children, including long term cognitive issues and neurodevelopment. Additionally, antenatal exposure to air pollution may alter the lung development of a baby whilst in the womb. If a baby is exposed to significant levels of air pollution, this can increase the risk of premature birth and low birth weight</p>	<ul style="list-style-type: none"> Children Older people Disabled people Pregnant women 	<p>Risks</p> <ul style="list-style-type: none"> Noise pollution from refurbishment, demolition and construction Poorer air quality from demolition and construction. Health effects associated with relocation and the two moves for each resident, including stress and isolation. 	<ul style="list-style-type: none"> In order to manage health effects related to stress due to relocating, the Council will be providing rehousing support (as outlined above). To manage health effects related to noise and air quality, demolition works will be monitored closely and disruption will be minimised as much as possible.⁵⁷ This would typically be managed through the creation of a Construction Environmental Management Plan (CEMP), which would be implemented by the contractor carrying out the works. 	<p>This impact is considered to be mostly managed overall through the mitigation measures set out. However, there may be some impact on certain groups, such as older people, due to two moves being required for each resident.</p> <p>To manage any residual effects, it is recommended that the Council:</p> <ul style="list-style-type: none"> continue to provide ongoing support to residents through the rehousing process; identify and work with vulnerable people whose protected characteristics may make them more vulnerable to adverse health effects; and develop a CEMP as part of the demolition and construction works. provide extra support for residents, particularly vulnerable residents, to make the two moves as smooth as possible. Where possible, these vulnerable residents should be relocated in a single move

⁵⁷ City of Westminster (2019) Ebury Bridge News April 2019. Available at: https://www.westminster.gov.uk/sites/default/files/203_1_wcc_ebury_bridge_newsletter_april_issue_21_aw.pdf

Potential equality effects	Affected groups	Impact of redevelopment	Existing Westminster Council mitigations	Recommendations and Overall Equality Impact
<p>Safety and security</p> <p>In the lead up to the renewal process and during the decanting and demolition of properties in the area, properties will be vacated and can fall into disrepair. This can attract unwanted activity including anti-social behavior and crime, which can affect those who are more likely to be a victim or witness of crime or those who are more fearful of crime.</p> <p>It has been suggested that fear of crime can contribute to social isolation, particularly for vulnerable groups such as women, older people, children and people from ethnic minority groups.</p>	<ul style="list-style-type: none"> Young people Older people Ethnic minority groups Disabled people LBGT people Men Women 	<p>Risks</p> <ul style="list-style-type: none"> Potential for increased anti-social behaviour and vandalism during decanting and demolition period. 	<ul style="list-style-type: none"> Effects on personal security will be managed through the phasing strategy, which means that parts of the Estate will remain occupied for a longer period, reducing the potential for issues around personal safety associated with disused and derelict buildings. There is also a process in place for reporting and addressing any incidents of Anti-Social Behaviour (ASB) within the Estate. This process has been publicised through the Ebury Bridge newsletter.⁵⁸ 	<p>This impact is considered to be managed overall through the mitigation measures set out.</p> <p>To manage any residual effects, it is recommended that the Council:</p> <ul style="list-style-type: none"> consider the use of Property Guardians, people who will reside in and oversee the property for a short term, to secure the vacant Estate properties; and continue to monitor the security of the Estate and consider additional security where concerns are flagged. However, any enhanced security measures should only be implemented as a last resort, if deemed necessary, and in conjunction with remaining residents, as it risks adding to a sense of vulnerability, isolation, and loss of sense of community for residents.
<p>Accessibility and mobility in the area:</p> <p>Evidence indicates that during construction the accessibility and mobility of the local area can be affected. In particular, construction can cause difficulties in relation to increased traffic in the local area, reduced parking (construction vehicles and subcontractors in parking), construction activities blocking access to homes, shops, bus stops and pavements and safe routes, as well as effects on wayfinding. This may also limit the ability of children to move around the estate safely alone, limiting outdoor play opportunities.</p>	<ul style="list-style-type: none"> Older people Disabled people 	<p>Risks</p> <ul style="list-style-type: none"> The presence of tradesmen's vehicles and construction vehicles during construction may temporarily reduce access and parking. The presence of more vehicles in the area may increase local traffic. Potential for construction activities might block some access routes and could impact on wayfinding. 	<ul style="list-style-type: none"> The Council is engaging with residents on an ongoing basis around parking and access requirements. Accessibility of the Estate will be considered through the process of construction planning (e.g. ensuring hoarding does not sever the Estate). 	<p>The consultation process highlighted that some stakeholders are particularly concerned around parking. There are concerns that the scheme will have a negative impact on existing parking spaces on surrounding local roads.</p> <p>This impact is considered to be managed overall through the mitigation measures set out.</p> <p>To manage any residual effects, it is recommended that the Council:</p> <ul style="list-style-type: none"> ensure any blue badge / accessible parking is retained for homes requiring it; ensure that accessibility of the Estate is planned for and monitored through the construction process through the development of a CEMP.
<p>Information and communication:</p> <p>Complex material and information on the regeneration may present a challenge to those who have different information and communication needs. This includes, but is not limited to, people with cognitive or learning disabilities, people with low literacy levels, older people, people with visual or hearing impairments and people who use English as a second language.</p> <p>Due to the COVID 19 pandemic, engagement and consultation has increasingly had to utilise digital tools, however this can exclude those who are less likely to be online, such as older people and disabled people.</p> <p>Some groups, such as children and young people, disabled people, and people from ethnic minority backgrounds, are more likely to face barriers to engagement. Consultation should 'go the extra mile' to speak with these groups, including holding events in a variety of different venues and times (COVID-19 regulations permitting).</p>	<ul style="list-style-type: none"> Older people Disabled people Ethnic minority groups 	<p>Risks</p> <ul style="list-style-type: none"> Residents do not fully understand or appreciate the Scheme, or are unable to engage properly with the process. Some residents may end up accepting an offer without fully understanding the implications of what is happening. 	<ul style="list-style-type: none"> The Council has developed a robust engagement approach that has been ongoing since the early stages of the project. Engagement has been undertaken through a variety of mechanisms to ensure residents are kept informed of rehousing information, updates around the wider redevelopment and opportunities to provide feedback on the process. The consultation process was also moved online and extended during the Spring 2020 COVID-19 lockdown. The consultation process has taken several forms to encourage participation and ensure that emerging designs were formed in collaboration with residents.⁵⁹ Such processes included: <ul style="list-style-type: none"> Community Futures Group: the steering committee has continued to play a key role in the delivery of the scheme during consultation. Dedicated consultation space: a vacant shop at No 9 Ebury Bridge Road has been used to provide a welcoming and accessible space for residents to visit. Resident drop-ins: the designated redevelopment architects have provided themed sessions for residents to provide feedback. Subjects such as public realm, placemaking, re-housing and phasing have been covered. Ebury Bridge website: a website has been created to provide an accessible platform for up to date scheme information. 	<p>This impact is considered to be managed overall through the mitigation measures set out.</p> <p>To manage any residual effects, it is recommended that the Council:</p> <ul style="list-style-type: none"> Continue to share up-to-date information about the renewal, including what is going on before, during and after all stages of the renewal process with residents, businesses and community resources. This provides the means for residents to understand the options available in order to make an informed decision on what actions they should take and when. This includes timely delivery of information and keeping websites up to date. Information should continue to be available in a variety of formats where it may be required (i.e., braille, audio, large print or translated) and be clear, concise and without jargon and easy to read. Residents should continue to have the opportunity to provide feedback in a way which is suitable for them. Information and communication strategies should continue to factor in COVID-19 social distancing strategies for as long as is required. The use of third party organisations who can help with communication such as translators should continue to be an option to overcome any potential language barriers or a local disability organisation who can act as mediator to ensure

⁵⁸ City of Westminster (2019) Ebury Bridge News April 2019. Available at: https://www.westminster.gov.uk/sites/default/files/203_1_wcc_ebury_bridge_newsletter_april_issue_21_aw.pdf

⁵⁹ Westminster City Council (2020) 'Statement of Community Involvement'

Potential equality effects	Affected groups	Impact of redevelopment	Existing Westminster Council mitigations	Recommendations and Overall Equality Impact
			<ul style="list-style-type: none"> – Online consultation tool: for those unable to attend consultation events in person, or wanting to provide anonymous feedback, an online tool has been developed. – Newsletters: 43 editions of the Ebury Bridge Newsletter have been distributed over the last four years. Each copy provides details on how to give feedback. – Leaflet drops: all residents within a 1 km radius of the Estate have received leaflets and booklets with the option to provide feedback. – Targeted consultation meetings: the project team have met with 15 different amenity and resident groups in the area on a one-to-one basis. – Exhibition: a public exhibition was held over a two-week period. Three events took place on Saturday's and in the evenings to ensure participation.⁶⁰ – Mail out information packs: A printed pack has been distributed to all households with final design information, with a feedback form and link to provide feedback online. – Phone calls: Follow up phone calls have been made to suit different communication needs, to enable those who may find using online methods more difficult to provide feedback – Face to face meetings: In exceptional situations where it is required and the resident is not presenting symptoms, arrangements can be made to meet face to face using social distancing guidelines. 	information is clearly understood and the right questions are asked.

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4.3 Impact on businesses during redevelopment

The following table describes the potential impacts of the renewal option on protected characteristic groups, with a focus on the businesses on the Estate during the renewal process. These impacts have been identified through a review of published literature and through engagement with residents. Potential disproportionate effects on particular groups based on the demographic analysis of the Estate are also identified. Finally, existing measures in place to mitigate or enhance impacts are set out.

Table 4.2: Impact on businesses during redevelopment

Potential equality risks	Affected groups	Impact of Redevelopment	Existing Westminster Council mitigations	Recommendations
<p>Potential loss of business</p> <p>Independent small businesses including shops, cafes and restaurants, play an important role in supporting the vitality and vibrancy of local communities and often operate from smaller premises, such as those that might be found on a housing Estate. Redevelopment can result in the permanent loss of such businesses, with the potential to affect self-employed business owners. ethnic minority groups and older people may be particularly affected by the loss of a business as they are more likely to be self-employed.</p>	<ul style="list-style-type: none"> • Older people • Ethnic minority groups 	<p>Risk</p> <ul style="list-style-type: none"> • Relocation may cause businesses on site to permanently close. 	<p>Although there is no statutory obligation to relocate impacted businesses, in order to prevent businesses from facing closure, and their staff facing redundancy, the Council has developed support for businesses on the Estate.</p> <p>There is no formal Council policy for businesses, however the Council has worked with the affected businesses on a one-to-one basis to discuss their options. The Council has also hired an independent company to develop a retail support document to assist with advice, relocating, and business planning, and each business has received personal visits, multiple telephone calls and email conversations as part of this development.</p>	<p>In 2019, feedback from businesses showed that they felt they had not been as engaged as residents in the redevelopment process. Following this, further actions were taken by the Council to improve their business response (see column, left).</p> <p>This impact is considered to be managed overall through the mitigation measures set out.</p>
<p>Financial implications associated with business relocation</p> <p>The renewal process could result in the relocation of businesses. Should businesses relocate to new industrial or commercial premises elsewhere, it is likely that access to finance will be required to secure a new location. ethnic minority groups and older people are more likely to experience difficulty accessing</p>	<ul style="list-style-type: none"> • Older people • Ethnic minority groups 	<p>Risk</p> <ul style="list-style-type: none"> • Potential costs from disruption to business trading. 	<p>All businesses have been offered the first right of refusal on the new units available within the redevelopment. The new non-residential space within the</p>	<p>To manage any residual effects, is recommended that the Council:</p>

⁶⁰ Westminster City Council (2020): 'Ebury Bridge Estate Renewal: Second round consultation CFG'.

financial support, which could add further financial strain in securing alternative premises for business continuity following relocation.

Potential redundancy of employees associated with business loss or relocation

Estate renewals may require businesses to relocate and may result in extinguishment. These changes may create direct redundancies or result in indirect redundancies by current staff being unable to access future employment at a different location. This can affect groups who are more likely to face barriers to employment than others.

<ul style="list-style-type: none"> Older people Disabled people Ethnic minority groups 	<p>Risk</p> <ul style="list-style-type: none"> Relocation may cause businesses to close and staff to be made redundant. Relocation options for businesses on an interim or permanent basis may result in current staff not being able to access work. 	<p>Cost of relocation and securing new premises, either on a temporary or permanent basis.</p> <p>Difficulty finding affordable premises nearby may cause businesses to close.</p> <p>site will be designed to be flexible in size to meet changing future occupier demands.</p> <p>Those who wish to sell their business have also been offered the chance to do so. As of July 2021, two businesses had accepted compensation from the Council and had vacated their premises.</p> <p>One business, a pharmacy, was identified by the Council as providing essential services to those living on the Estate. The pharmacy will remain open in its current location until 2026 and will be offered right of first refusal of premises on the new estate.</p> <p>Existing businesses have also been offered bespoke business development support identified in the Retail Support Plan in order to ensure they are equipped to maximise the opportunity that the regeneration will bring and deal with the challenges of temporary relocation, such as information on how they might diversify their business, and help and support related to setting up an online shop, marketing, and developing business plans.</p>
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- continue to work proactively through face to face engagement with vulnerable business owners and employees;
- continue to provide business development support to help businesses deal with periods of incontinuity and change;
- ensure businesses are fully informed of the timescales that would affect them as soon as possible; and
- signpost to resources for finding employment or other support if an owner or employee is facing redundancy.
- Continue to work proactively with businesses to provide development support as identified in the Retail Support Plan.

Impact of redundancy on health and well-being

Involuntary job loss due to redevelopment and renewal can have disproportionate health and well-being effects for certain groups.

Older workers are at an increased risk of cardiovascular disease due to increased stress resulting from contributing factors such as a lower likelihood of re-employment, a substantial loss of income and the severance of work-based social interactions.

Redundancy can create an increased risk of family tension and disruption, and that job loss for a parent can have detrimental effects on children including lowered self-esteem and socio-psychological well-being.

<ul style="list-style-type: none"> Children Older people 	<p>Risk</p> <ul style="list-style-type: none"> Relocation may cause businesses to close and staff to be made redundant. Redundancy may lead to increased levels of stress and anxiety for staff. Possible redundancy of parents may negatively impact children's wellbeing. 	<p>A 'meanwhile use' facility is currently open on the Estate, providing retail units and office space for local businesses as well as temporary retail lets for local start-ups.</p>
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Impacts on the existing customer base of businesses

Estate renewal has the potential to result in relocation of local businesses currently operating on the Estate. Depending on the geography of where affected parties relocate to, such relocation from the local area might disrupt local customer bases that have been developed over time, ultimately resulting in a loss in business.

<ul style="list-style-type: none"> Ethnic minority groups 	<p>Risk</p> <ul style="list-style-type: none"> Potential relocation of business and customers may result in a loss of business, which may cause staff to be made redundant.
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Impacts on local customers

Estate renewal has the potential to close or relocate businesses and facilities used by the local population on the Estate, particular specific ethnic groups. Depending on the geography of where affected businesses relocate to, such relocation might make it harder for people to access local businesses and facilities they regularly use. It is also acknowledged that the total extinguishment of some businesses may be necessary, which might also result in the loss of service delivered to the local consumers.

<ul style="list-style-type: none"> Older people Disabled people Ethnic minority groups 	<p>Risk</p> <ul style="list-style-type: none"> Potential temporary relocation of customers may result in a loss of business, which may cause staff to be made redundant. Relocation of businesses may limit residents' ability to access them Relocation or closure of businesses may impact on the social cohesion of the local community and customers, leading to isolation
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4.4 Impact on community following redevelopment

The following table describes the potential impacts of the renewal option on protected characteristic groups, with a focus on the Estate and wider community following the renewal process. These impacts have been identified through a review of published literature and through engagement with residents. Potential disproportionate effects on particular groups based on the demographic analysis of the Estate are also identified.

Table 4.3: Impact on community following redevelopment

Potential equality effects	Affected groups	Impact of Redevelopment	Recommendations
<p>Improved housing provision: Renewal can lead to improvements in housing provision within the regeneration area therefore improving appropriateness, accessibility and affordability, as well as its quality and efficiency in energy consumption. Warm and insulated homes can help prevent against the health and wellbeing impacts of living in a cold home. Children living in cold homes are more than twice as likely to suffer from a variety of respiratory problems than children living in warm homes. Cold housing can negatively affect children's educational attainment, emotional wellbeing and resilience. Effects of cold housing are also evident among older people in terms of higher mortality risk, physical health and mental health.</p>	<ul style="list-style-type: none"> Children Older people Disabled people Ethnic minority groups 	<p>Opportunity</p> <ul style="list-style-type: none"> Total of 781 new homes, including 239 new council properties All new homes built to new building, space and accessibility standards. High quality homes with lower energy and maintenance costs Homes built to meet the needs of residents Large uplift in new homes. Private balconies for all homes 	<p>The regenerated Estate will provide improved housing, with respect to appropriateness, accessibility and affordability. In order to further enhance measures:</p> <ul style="list-style-type: none"> ensure final housing mix that is delivered meets the needs of current and future residents; and provide new housing that exceeds current minimum building standards e.g. Decent Homes Standard.
<p>New employment opportunities: Renewal can act as a means of promoting economic growth and supporting job creation. For example, property development can contribute to urban economic regeneration by enabling local stores to grow and expand, and through attracting investment to the area and revitalising neighbourhoods. It can also facilitate improved connectivity between communities and places of employment and education. Improved opportunities to access employment and education can serve to help address issues of inequality and improve social mobility.</p>	<ul style="list-style-type: none"> Older people Disabled people Ethnic minority groups Women Young people 	<p>Opportunity</p> <ul style="list-style-type: none"> New construction employment onsite (varying by the amount of construction required for the job). Improved commercial spaces for new and existing businesses. Reprovision of retail units with an increased floor space Employment opportunities through temporary retail space at Ebury Edge Opportunity for young local start-ups at Ebury Edge with discounted rent. Fat Macys training programme for locals living in temporary accommodation. Current Social Value plan ideas being explored by Westminster City Council include employment opportunities within the management of the new site itself; and provision of employment and skills training to residents of the estate. 	<p>The regenerated Estate will provide new retail space and opportunities for employment. Where possible, current businesses are receiving support (as outlined above) to relocate to the new Estate. Beyond improving outcomes for existing businesses, there are also opportunities to improve equality outcomes by:</p> <ul style="list-style-type: none"> working with owners of new businesses in the renewal area to employ local people, focussing on groups that are vulnerable to unemployment e.g. people from minority ethnic groups, disabled people, young people. Continuing to work with social enterprises in the area to prioritise commercial space for social enterprises in order to support and encourage positive social outcomes as well as economic activity in the local area, such as with Fat Macys at Ebury Edge.
<p>Improved public realm and green space Renewal offers an opportunity to improve the public realm. The ability to access and use the public realm is vitally important to ensuring people feel that they are active members of their society. This includes basic activities such as using local shops or meeting up with people in a shared space outside close to home. In addition the opening up of green space has been shown to impact positively on both physical and mental health. Inner-city green space can promote social cohesion and instil a sense of community. Social contact is especially important for the health and wellbeing of older people. Green space can also have a positive role in a child's cognitive development, their wellbeing, and is linked to lower BMIs. Access to green space has also been shown to have positive health benefits for disabled people, and people with autism or learning difficulties in particular.</p>	<ul style="list-style-type: none"> Children Older people Disabled people Ethnic minority groups 	<p>Opportunity</p> <ul style="list-style-type: none"> New civic squares Provision of high-quality green space Increased provision of good quality and accessible play space for all ages 	<p>The regenerated Estate will provide additional green space and play space. In order to further enhance measures:</p> <ul style="list-style-type: none"> involve the local community in planning and designing improvements to the public realm and green spaces, specifically targeting protected characteristic groups that are likely to benefit from improvements e.g. children, older people and disabled people; and ensure that inclusive design principles are followed in the design of public spaces.
<p>Provision of community resources and improved social cohesion Community resources provide important places of social connection and promote wellbeing for many groups. For example, community hubs can provide an accessible centre point for local activities, services and facilities. They allow for a cross section of the community to be brought together in a safe place, allowing for better social cohesion and helping to address social isolation. An opportunity to socialise can have a positive effect on the loneliness of older people and disabled people, which may in turn provide positive health benefits. Social contact and out-of-classroom learning can also improve the wellbeing of children.</p>	<ul style="list-style-type: none"> Children Older people Disabled people Ethnic minority groups Pregnant women LGBT 	<p>Opportunity</p> <ul style="list-style-type: none"> New community hub in the Central Square New nursery New fitness centre Lifetime car club membership for all residents Cycle parking provision The Council are developing a Social Value plan to further promote social cohesion and integration on the estate. As part of the design, development and implementation of this scheme, the council will ensure the involvement of residents on the estate. Current Social Value plan ideas being explored by Westminster City Council include neighbourhood integration events, food growing through college outreach programmes, and extra support provided to older people and disabled people to enable them to use the community spaces. 	<p>The regenerated Estate will provide new community resources including a nursery and community space. In order to further enhance measures:</p> <ul style="list-style-type: none"> continue to involve the local community in decisions about which resources should be incorporated into the area, specifically targeting protected characteristic groups that are likely to benefit from improvements; work with the Carly's Angels temporary space childcare providers when developing the new nursery, in recognition of the success of the project; ensure analysis is undertaken to understand on any potential pressure on public services that could result from redevelopment (e.g. extra pressure on schools and health care services). Continue to develop the Social Value plan to improve social cohesion on the estate, and include all current ideas under consideration mentioned previously.

Potential equality effects	Affected groups	Impact of Redevelopment	Recommendations
<p>Tackling crime and disorder</p> <p>Levels of crime have in part been attributed to the urban environment. It has been argued that the opportunity for some forms of crime can be reduced through thought-out approaches to planning and design of neighbourhoods and towns. Reducing potential for crime can affect those more likely to fear crime or be a victim or witness of crime.</p>	<ul style="list-style-type: none"> • Young people • Disabled people • Ethnic minority groups • LGBT people • Men • Older people • Women • Children 	<p>Opportunity</p> <ul style="list-style-type: none"> • Enhanced lighting • On site security and management of communal space to deal with any anti-social behaviour or other problems • Design Out Crime officer assisting with the design of the new estate • Access to communal space controlled by key-fob access. 	<p>The regenerated Estate will provide an opportunity to incorporate new security measures. This can be enhanced by:</p> <ul style="list-style-type: none"> • following Crime Prevention Through Environmental Design (CPTED) and Secure by Design principles in designing the built environment and public realm;⁶¹ • applying recommendations for safety and security (see above) in design where relevant (e.g. CCTV, design that avoids vandalism).
<p>Improved access, mobility and navigation:</p> <p>Renewal processes open up opportunities to create spaces and places that can be accessed and effectively used by all, regardless of age, size, ability or disability, using principles of inclusive design. There are a number of equality groups who can experience difficulties with access, mobility and navigation who could benefit from improvements in this area.</p> <p>Children who cannot move about safely and independently on foot and bicycle often become less physically active, reducing opportunities for children to develop certain cognitive, motor and physical skills – as well as contributing towards childhood obesity risks.</p>	<ul style="list-style-type: none"> • Children • Older people • Disabled people 	<p>Opportunity</p> <ul style="list-style-type: none"> • Improved and increased pedestrian and cycle routes through Estate • Separate pedestrian access points to Estate • Segregated walking and cycling route through Estate • Electric vehicle charging points • Clear signage and wayfinding • Estate meets car free standard (excluding disabled parking) for residential developments as set out in the London Plan 2021. • Total of 42 disabled car parking spaces, an increase from seven on the current estate. 	<p>The regenerated Estate will improve connectivity and accessibility across the Estate. To enhance this, it is recommended to:</p> <ul style="list-style-type: none"> • ensure the design of movement networks specifically addresses the mobility needs of vulnerable groups. This can be achieved by applying principles of inclusive design;⁶² and • apply design that creates a safer environment for all transport users by managing potential conflicts between modes.

⁶¹ Jeffery (1971) 'Crime Prevention Through Environmental Design'. Sage publications

Secured by Design (2014) 'Secured by Design: Reducing crime by good design'. Available at: <https://mbp.co.uk/wp-content/uploads/2017/06/Secured-by-Design-Reducing-Crime-by-Good-Design-reduced.pdf>

⁶² Design Council (2006) 'The Principles of Inclusive Design'. Available at: <https://www.designcouncil.org.uk/sites/default/files/asset/document/the-principles-of-inclusive-design.pdf>

Department for Transport (2005) 'Inclusive mobility' Available at: <https://www.gov.uk/government/publications/inclusive-mobility>

Department for Transport (2007) 'Manual for Streets'. Available at: <https://www.gov.uk/government/publications/manual-for-streets>

5 Conclusions and action plan

This chapter sets out the conclusion of the Equality Impact Assessment addendum as well as an equality action plan with assigned responsibilities.

5.1 Conclusion

The EqIA has identified a number of risks, opportunities and potential impacts that could arise for those with protected characteristics, as a result of the potential use of the CPO in the development of the site. The details of these impacts are set out in detail in Chapter 5: Impact Assessment.

The assessment has found that, where any negotiations of property acquisition to facilitate the redevelopment is deemed to not be possible and compulsory purchase must be used as a last resort, equality risks have been addressed. There is, therefore, a case for the use of the CPO, if it is required to facilitate the development. This must be weighed against the acknowledged potential risks set out above. In this case, the Council has sought to mitigate these through a range of reasonable and proportionate measures focused on engagement, compensation options, and the benefits of the redevelopment in order to improve the outcomes of the redevelopment for the current and future Estate community.

5.2 Action Plan

Table 5.1: Action Plan

The following action plan seeks to establish activities and responsibilities to continue to identify and address equality issues where they arise. It is the responsibility of Westminster Council to implement any recommendations and mitigations identified.

Recommendation	Potential impact addressed	Timeframe	Responsibility
Work proactively and constructively through engagement with residents using a variety of mediums, keeping up-to-date records of changing needs and circumstances	Loss of social cohesion and access to community resources Difficulty accessing finance Appropriate and accessible housing Affordable housing Health effects Impact of redundancy on health and well-being Information and communication	Ongoing during redevelopment period until completion of redevelopment	Westminster City Council, especially the engagement team Independent resident advisor
Continue to hold community meetings and events during the process of redevelopment, including events for residents who have relocated in order to remediate feelings of social isolation	Loss of social cohesion and access to community resources	Ongoing during redevelopment period until completion of redevelopment	Westminster City Council
Continue to offer support to those in private accommodation through the Trailblazer service;	Loss of social cohesion and access to	Ongoing during redevelopment period until	Westminster City Council

Recommendation	Potential impact addressed	Timeframe	Responsibility
	community resources	completion of redevelopment	
Continue to ensure that access to community resources is maintained throughout the redevelopment process where possible.	Loss of social cohesion and access to community resources	Ongoing during redevelopment period until completion of redevelopment	Westminster City Council
Continue to share up-to-date information about the redevelopment, including what is going on before, during and after all stages of the redevelopment process with residents, businesses and community resources. This provides the means for residents to understand the options available in order to make an informed decision on what actions they should take and when. This includes timely delivery of information and keeping websites up to date.	Information and communication	Ongoing during redevelopment period until completion of redevelopment	Westminster City Council, especially the engagement team
Residents should continue to have the opportunity to provide feedback in a way which is suitable for them	Information and communication	Ongoing during redevelopment period until completion of redevelopment	Westminster City Council, especially the engagement team
Information should continue to be available in a variety of formats where it may be required (i.e., braille, audio, large print or translated) and be clear, concise and without jargon and easy to read	Information and communication	Ongoing during redevelopment period until completion of redevelopment	Westminster City Council, especially the engagement team
Information and communication strategies should continue to factor in COVID-19 social distancing strategies for as long as is required	Information and communication	Ongoing during redevelopment period until completion of redevelopment	Westminster City Council, especially the engagement team
The use of third party organisations who can help with communication such as translators should continue to be an option to overcome any potential language barriers or a local disability organisation who can act as mediator to ensure information is clearly understood and the right questions are asked	Information and communication	Ongoing during redevelopment period until completion of redevelopment	Westminster City Council, especially the engagement team
Continue to communicate rehousing options to residents, including processes for accessing Council housing and affordable housing being built as part of the redevelopment	Access to finance (e.g. costs associated with moving home) Access to finance (Affordable housing)	Ongoing during redevelopment period until all original residents are rehoused in the new Estate	Westminster City Council, especially the engagement team
Develop a CEMP as part of the demolition and construction works and ensure that the accessibility of the Estate is planned for as part of this.	Health effects Accessibility and mobility in the area	Ongoing	Westminster City Council, contractors
Provide extra support for residents, particularly vulnerable residents, to make the two moves as smooth as possible. Where possible, these vulnerable residents should be relocated in a single move	Health effects	Ongoing	Westminster City Council

Recommendation	Potential impact addressed	Timeframe	Responsibility
Consider the use of Property Guardians, people who will reside in and oversee the property for a short term, to secure the vacant Estate properties	Safety and security	Ongoing until completion of demolition and construction	Westminster City Council
Continue to monitor the security of the Estate and consider additional security where concerns are flagged. However, any enhanced security measures should only be implemented as a last resort, if deemed necessary, and in conjunction with remaining residents	Safety and security	Ongoing until completion of demolition and construction	Westminster City Council
Ensure any blue badge / accessible parking is retained for homes requiring it;	Accessibility and mobility in the area	Ongoing	Westminster City Council, design team
Continue to work proactively through face to face engagement with vulnerable business owners and employees	Potential loss of business Financial implications associated with business relocation Potential redundancy of employees associated with business loss or relocation	Ongoing until completion of commercial space	Westminster City Council, especially the engagement team
Continue to provide business development support to help businesses deal with periods of discontinuity and change	Potential loss of business Financial implications associated with business relocation Potential redundancy of employees associated with business loss or relocation	Ongoing until completion of commercial space	Westminster City Council
Ensure businesses are fully informed of the timescales that would affect them as soon as possible	Potential loss of business Financial implications associated with business relocation	Ongoing until completion of commercial space	Westminster City Council, especially the engagement team
Signpost to resources for finding employment or other support if an owner or employee is facing redundancy	Potential redundancy of employees associated with business loss or relocation Impact of redundancy on health and well-being	Ongoing until completion of commercial space	Westminster City Council
Continue to work proactively with businesses to provide development support as identified in the Retail Support Plan.	Potential loss of business Financial implications	Ongoing	Westminster City Council

Recommendation	Potential impact addressed	Timeframe	Responsibility
	associated with business relocation		
Ensure final housing mix that is delivered meets the needs of current and future residents	Improved housing provision	Ongoing	Westminster City Council, design team
Provide new housing that exceeds current minimum building standards e.g. Decent Homes Standard.	Improved housing provision	Ongoing	Westminster City Council, design team
Work with owners of new businesses in the redevelopment area to employ local people, focussing on groups that are vulnerable to unemployment e.g. people from ethnic minority groups, disabled people, young people.	New employment opportunities	Ongoing	Westminster City Council
Continue to work with social enterprises in the area to prioritise commercial space for social enterprises in order to support and encourage positive social outcomes as well as economic activity in the local area, such as with Fat Macys at Ebury Edge.	New employment opportunities	Ongoing	Westminster City Council
Involve the local community in planning and designing improvements to the public realm and green spaces, and with which resources should be incorporated into the area, specifically targeting protected characteristic groups that are likely to benefit from improvements e.g. children, older people and disabled people	Improved public realm and green space Provision of community resources and improved social cohesion	Ongoing until completion of public space	Westminster City Council, especially the engagement team
Ensure that inclusive design principles are followed in the design of public spaces.	Improved public realm and green space	Ongoing until completion of public space	Westminster City Council, design team
Work with the Carly's Angels temporary space childcare providers when developing the new nursery, in recognition of the success of the project	Provision of community resources and improved social cohesion	Ongoing	Westminster City Council
Ensure analysis is undertaken to understand on any potential pressure on public services that could result from redevelopment (eg. extra pressure on schools and health care services).	Provision of community resources and improved social cohesion	Ongoing	Westminster City Council,
Continue to develop the Social Value plan to improve social cohesion on the estate, and include all current ideas under consideration mentioned previously.	Provision of community resources and improved social cohesion	Ongoing	Westminster City Council
Follow Crime Prevention Through Environmental Design (CPTED) and Secure by Design principles in designing the built environment and public realm ⁶³	Tackling crime and disorder	Ongoing during redevelopment period until completion of redevelopment	Westminster City Council, design team

⁶³ Jeffery (1971) 'Crime Prevention Through Environmental Design'. Sage publications

Secured by Design (2014) 'Secured by Design: Reducing crime by good design'. Available at: <https://mbp.co.uk/wp-content/uploads/2017/06/Secured-by-Design-Reducing-Crime-by-Good-Design-reduced.pdf>

Recommendation	Potential impact addressed	Timeframe	Responsibility
Apply recommendations for safety and security (see above) in design where relevant (e.g. CCTV, design that avoids vandalism).	Tackling crime and disorder	Ongoing during redevelopment period until completion of redevelopment	Westminster City Council, design team
Ensure the design of movement networks specifically addresses the mobility needs of vulnerable groups. This can be achieved by applying principles of inclusive design, ⁶⁴	Improved access, mobility and navigation	Ongoing during redevelopment period until completion of redevelopment	Westminster City Council, design team
Apply design that creates a safer environment for all transport users by managing potential conflicts between modes.	Improved access, mobility and navigation	Ongoing during redevelopment period until completion of redevelopment	Westminster City Council, design team

⁶⁴ Design Council (2006) 'The Principles of Inclusive Design'. Available at: <https://www.designcouncil.org.uk/sites/default/files/asset/document/the-principles-of-inclusive-design.pdf>
 Department for Transport (2005) 'Inclusive mobility' Available at: <https://www.gov.uk/government/publications/inclusive-mobility>
 Department for Transport (2007) 'Manual for Streets'. Available at: <https://www.gov.uk/government/publications/manual-for-streets>



Children and Adults, Public Health and Voluntary Sector Policy and Scrutiny Committee

Date:	5 December 2022
Classification:	General Release
Title:	2022/2023 Work Programme
Report of:	Head of Governance and Councillor Liaison
Cabinet Member Portfolios:	Cabinet Member for Young People, Learning and Leisure and Cabinet Member for Adult Social Care, Public Health and Voluntary Sector
Wards Involved:	All
Policy Context:	All
Report Author and Contact Details:	Linda Hunting Lindahunting@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:
 - 28 February 2023
 - 17 April 2023.

3. Suggested topics

- 3.1 The Committee's agenda for the meeting on 5 December includes reports on the Children and Young People's Plan (2023-2026), the Annual Adult

Safeguarding Report and Improving Planned Orthopaedic Inpatient Surgery in north west London from Imperial College Healthcare NHS Trust.

- 3.2 The Committee is asked to reflect on and discuss the suggested work programme for the December meeting.
- 3.2 The Committee may also wish to consider other items currently listed as unallocated to add to the Committee meetings.

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

Linda Hunting, Policy & Scrutiny Advisor

Lindahunting@westminster.gov.uk

Appendix 1: Terms of Reference

Appendix 2: Work Programme

Appendix 3: Action Tracker

CHILDREN, ADULTS, PUBLIC HEALTH AND VOLUNTARY SECTOR 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 Young People, Learning and Leisure and the Cabinet Member for Adult Social Care, Public Health and Voluntary Sector.

(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.

(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 within the Committee's terms of reference.

(i) To have the power to scrutinise those partner organisations under a duty to that are relevant to the remit of the Committee.

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

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Appendix 2 - Climate Action, Housing and Regeneration Policy and Scrutiny Committee Work Programme

ROUND 1 18 July 2022		
Agenda item	Purpose	Responsible Cabinet Member and Executive Director/senior officer
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Matt Noble, Cabinet Member for Climate Action, Regeneration and Renters Debbie Jackson, Executive Director of Growth Planning and Housing Raj Mistry, Executive Director of 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 Liza Begum Cabinet Member for Housing Services Debbie Jackson, Executive Director of Growth Planning and Housing
Work programme	To consider and agree the outline work programme for the committee for the year ahead, with input from Cabinet Members, Executive Directors and other officers on how to make best use of the Committee's time and where the Committee will have the biggest impact	n/a – report of Head of Governance and Councillor Liaison, drafted in conjunction with relevant senior officers

ROUND 2 19 September		
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 Matt Noble, Cabinet Member for Climate Action, Regeneration and Renters Debbie Jackson, Executive Director of Growth Planning and Housing Raj Mistry, Executive Director of 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 Liza Begum Cabinet Member for Housing Services Debbie Jackson, Executive Director of Growth Planning and Housing
Major works improvement progress review	To examine actions taken to deliver more responsive and better managed major works.	Councillor Liza Begum Cabinet Member for Housing Services Debbie Jackson, Executive Director of Growth Planning and Housing
Communal, Community and Environmental improvements	To update on work progressing on estates, including resident engagement.	Councillor Liza Begum Cabinet Member for Housing Services Debbie Jackson, Executive Director of Growth Planning and Housing
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 3 25 October		
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 Matt Noble, Cabinet Member for Climate Action, Regeneration and Renters Debbie Jackson, Executive Director of Growth Planning and Housing Raj Mistry, Executive Director of 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 Liza Begum Cabinet Member for Housing Services Debbie Jackson, Executive Director of Growth Planning and Housing
Climate Emergency Programme Update	Bi-annual programme update	Councillor Matt Noble, Cabinet Member for Climate Action, Regeneration and Renters Raj Mistry, Executive Director of Environment and City Management
Housing repairs improvement progress review	To examine actions taken to improve housing management to deliver more responsive repairs.	Councillor Liza Begum Cabinet Member for Housing Services Debbie Jackson, Executive Director of Growth Planning and Housing
Allocations policy	To consider the council's housing allocations policy and approach and identify potential opportunities for improvement	Councillor Liza Begum Cabinet Member for Housing Services Debbie Jackson, Executive Director of Growth Planning and Housing Pedro Wrobel, Executive Director of Innovation and Change
Rough sleeping and homelessness	To consider the council's approach to tackling rough sleeping and homelessness	Councillor Liza Begum Cabinet Member for Housing Services Debbie Jackson, Executive Director of Growth Planning and Housing

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
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ROUND 4 7 December		
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 Matt Noble, Cabinet Member for Climate Action, Regeneration and Renters Debbie Jackson, Executive Director of Growth Planning and Housing Raj Mistry, Executive Director of 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 Liza Begum Cabinet Member for Housing Services Debbie Jackson, Executive Director of Growth Planning and Housing
Regeneration programme review	To consider options and challenges in how the council's regeneration programme can adapt to deliver more social housing.	Councillor Matt Noble, Cabinet Member for Climate Action, Regeneration and Renters Debbie Jackson, Executive Director of Growth Planning and Housing
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

Budget Task Group gap – January/February

ROUND 5 2 March 2023		
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 Matt Noble, Cabinet Member for Climate Action, Regeneration and Renters Debbie Jackson, Executive Director of Growth Planning and Housing Raj Mistry, Executive Director of 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 Liza Begum Cabinet Member for Housing Services Debbie Jackson, Executive Director of Growth Planning and Housing
Housing retrofiting	To examine ideas emerging on how to accelerate retrofiting housing across the city, in council owned homes, housing association owned homes and those in the private rented sector.	Councillor Matt Noble, Cabinet Member for Climate Action, Regeneration and Renters Councillor Liza Begum Cabinet Member for Housing Services Debbie Jackson, Executive Director of Growth Planning and Housing Raj Mistry, Executive Director of 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

ROUND 6 19 April 2023		
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 Matt Noble, Cabinet Member for Climate Action, Regeneration and Renters Debbie Jackson, Executive Director of Growth Planning and Housing Raj Mistry, Executive Director of 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 Liza Begum Cabinet Member for Housing Services Debbie Jackson, Executive Director of Growth Planning and Housing
Climate Emergency programme update	Bi-annual programme update	Councillor Matt Noble, Cabinet Member for Climate Action, Regeneration and Renters Raj Mistry, Executive Director of Environment and City Management
Future of Westminster Commission Housing Review update	To consider the work undertaken and recommendations emerging as part of the housing workstream of the Future of Westminster Commission	Tbc – lead members of the Commission will be invited to participate along with relevant Members and senior officers
Future of Westminster Commission Energy and Green Transition Review update	To consider the work undertaken and recommendations emerging as part of the energy and green transition workstream of the Future of Westminster Commission	Tbc – lead members of the Commission will be invited to participate along with relevant Members and senior officers
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

Housing Anti-Social Behaviour	An update on the review of housing Anti-Social Behaviour procedures.
Temporary Accommodation Strategy	To consider the council's approach to temporary accommodation and identify areas for improvement
PDHU	To consider the strategic plan for PDHU
Housing Bidding Process	To review the budding process and an update provide to the Committee
Rough Sleeping Commissioning Strategy	To consider the new rough sleeping commissioning strategy
Church Street regeneration	To update on Church Street regeneration
Supported Housing	Looking at supported housing to identify what the current provision is, what more can be done and what need will there be in the future.
Empty properties	To examine empty properties across the City and appoint an officer to deal with this.
Fire and Building Safety Bill	To consider the Fire and Building Safety Bill.
Biodiversity	To investigate increasing biodiversity across the City. (A Task Group was agreed at October 2022 meeting).
Out of area housing	To examine advice and support given to residents who are placed out of borough including financial advice, food bank referral, hardship fund, advice on Housing Benefit and Council Tax Support.
Cost of Living Crisis	To consider what support Westminster residents receive who are experiencing fuel poverty etcetera. E.g. are they provided advice on energy efficiency, keeping homes warm and if the Council ensuring major works programmes are maximising opportunities for energy efficiency.
Suitability assessments	As per complaint ref 20013945 which was upheld by the Ombudsman and appeared in the Annual Review Letter 2021/22. The recommendation was to 'Remind relevant staff that all decisions about suitability should be communicated in writing and set out the statutory right to a review.' Cllr Sanquest clarified: <i>I'd like that to cover how suitability decisions are made and communicated, including any work in response to the recommendation from the ombudsman, and to inform those who are refused options for alternatives. There has been a lot of work done around best practice for local government to communicate with residents regarding debt collection, and I think we could learn from this to do similar work on communicating suitability decisions. believe we can improve on how messages are communicated.</i>
Sheltered housing	Review of the policy that states that WCC residents accepted for sheltered housing must accept a studio apartment before becoming eligible to move to a one bed sheltered property after one year. Having to move twice in a short period is an unnecessarily difficult obstacle for frail, elderly and disabled residents.

Homeless Households	Review of the policy concerning homeless households in the Fairer Westminster strategy, as agreed at the Westminster Scrutiny Commission meeting in October 2022.
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Appendix 3 - ACTION TRACKER
Climate Action, Housing and Regeneration Policy and Scrutiny Committee

ROUND 1
18 July 2022

Agenda Item	Action	Status/Follow Up	Comments
Item 4 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Housing Services	That the bidding process for housing is reviewed, and an update be provided to the Committee in due course.	In progress	On the Work Programme under 'unallocated items'. (This is part of a larger piece of work of which the Policy & Scrutiny Advisor will liaise with Officers on the prospective timeline of when this can be brought to the Committee).
	That the Committee be informed of the PDHU strategic options paper when it has been published.	In progress	On the Work Programme under 'unallocated items'. (This is part of a larger piece of work of which the Policy & Scrutiny Advisor will liaise with Officers on the prospective timeline of when this can be brought to the Committee).
	That the Committee be updated about the new rough sleeping commissioning strategy in due course.	In progress	On the Work Programme under 'unallocated items'. (This is part of a larger piece of work of which the Policy & Scrutiny Advisor will liaise with Officers on the prospective timeline of when this can be brought to the Committee).
	That the Housing Service is made as accessible as possible for residents, including allocating named officers for tenants and looking into re-opening housing estate offices.	Complete	Cttee updated on 06/09/22 <ul style="list-style-type: none"> • The Housing Service is in the process of writing to all residents with the names of their housing officers. • A paper will be presented to the Cabinet Member on HRA office spaces in September 22. • New surgeries have been introduced at Lillington & Longmore and Soho and a further surgery is due to start in September at the Mozart/Queens Park estates. Committee updated at 18 Oct and 14 Nov meetings

<p>Item 4 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Housing Services</p>	<p>That regular tenancy checks in the Housing Service will take place.</p>	<p>Complete</p>	<p>Cttee updated on 06/09/22</p> <ul style="list-style-type: none"> • A new programme of tenancy checks will be put in place once recruitment to housing officer roles is completed later this month. • As part of community Thursdays, we are visiting large numbers of residents in their homes and addressing any issues identified. • Finally, the programme of flexible tenancy reviews continues. <p>Committee updated at 18 Oct and 14 Nov meetings.</p>
	<p>That action is taken to improve support for families placed in temporary accommodation out of Westminster.</p>	<p>Complete</p>	<p>The CM member has taken this point back and the service will continue to work to this standard and will bring regular updates back to the committee.</p>
	<p>That the procedures for case handling on housing Anti-Social Behaviour will be investigated and reported back to the Committee.</p>	<p>Complete</p>	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> • The Housing ASB Team currently have 172 active open cases. 49 of these cases relate to verbal abuse/ harassment / intimidation, 42 cases relate to noise complaints, and 31 cases relate to drugs misuse. The area with the highest number of cases includes the Mozart Estate, Lydford Estate and the Avenues with 30 cases. • Two cases were heard in court throughout the month of October. 1 x Possession on discretionary grounds in regard to a property in the West. This case was adjourned to later this month, and 1 x Injunction against a resident in the West. The case was adjourned.
	<p>That the Fire and Building Safety Bill be kept on the agenda to be looked into in due course.</p>	<p>In progress</p>	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> • Additional revenue and capital budget has recently been agreed to fund the new requirements set out in the Buildings Safety Act 2022 and Fire Safety Act 2021. • A 2-phase service provider framework project has commenced to procure the required services to deliver new services set out in the legislation recently given royal assent. • Further detail on this will be brought to Committee in due course.
	<p>That the existing pipeline for social housing in South Westminster be examined and ideas for potential regeneration be encouraged from Councilors' and residents.</p>	<p>Complete</p>	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> • The Truly Affordable Housing Strategy was signed by Cabinet on the 17 October.

			<ul style="list-style-type: none"> • This aims to align housing delivery with our Fairer Westminster vision of meeting the demands of the housing waiting list and increasing the number of truly affordable homes in the borough. • The plan is to deliver at least 160 new homes to support affordable housing in Westminster, taking our total stock to at least 1362 affordable units. • The initial proposals include, change of tenure from intermediate rent to social rent at the Council's developments at Luton Street, Ashbridge, Luxborough, West End Gate, Torridon and Carlton Dene and change of tenure from market homes to affordable rent, and within affordable tenures, at 300 Harrow Road and Westmead development schemes. • These initial tenure changes would result in an additional 143 social rent homes, primarily larger family sized homes. • Discussions are ongoing and when notable progress is made an update will be made available to the Committee. <p>Committee updated at 18 Oct and 14 Nov meetings.</p>
<p>Item 5 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Climate Action, Regeneration & Renters</p>	<p>That school children could be involved in the thinking around the local climate bond and tackling climate change.</p>	<p>Complete</p>	<p>Committee updated on these topics at 18 Oct and 14 Nov meetings.</p>
	<p>That Scope 3 emissions are investigated so a stricter definition can be implemented to ensure sustainable procurement of supply chains.</p>	<p>In progress</p>	

Work 6 Work Programme	That the Co-Chair of the Low Carbon Transport Programme Steering Group be invited along to the Committee at a relevant time to provide an update.	In progress	
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ROUND 2
18 October 2022

Agenda Item	Action	Status/Follow Up	Comments
Page 19 Item 4 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Housing Services	That the criteria and details of representation of the Tenant and Leaseholder Plan be provided to the Committee.	In progress	Committee updated 04/11/22 <ul style="list-style-type: none"> We have representation from 11 out of 18 Wards. Wards covered: Pimlico North, Pimlico South, Marylebone, Maida Vale, Westbourne, Vincent Square, West End, Little Venice, Church Street, Abbey Road, Bayswater.
	That further details be provided to the Committee about the use of temporary accommodation in the borough and when services need to be provided out-of-borough.	Complete	Committee updated by the CM report 18 Oct.
	Homelessness and rough sleeping statistics to be provided to the Committee for the period from August 2022 to present.	Complete	Committee updated by the CM report 18 Oct.
	That an update on the Pimlico District Heating Undertaking scheme (PDHU) will be provided to the Committee in due course.	Complete	Committee updated 04/11/22 <ul style="list-style-type: none"> As per an outdated version of the workplan for this Committee a separate report on PDHU was mentioned incorrectly for the October session. A standalone item for PDHU has yet to be allocated.

	That an update on The Tenant Handbook will be provided to the Committee in due course.	In progress	Committee updated 04/11/22 <ul style="list-style-type: none"> The Housing Management service is reviewing the Tenants Handbook. We will ensure that any amendments are completed, and the updated version is available on the Council website. This should be completed by 11th November 2022.
Item 6 Repairs, Mechanical, and Electrical Services Overview Paper	That information be provided to the Committee on the breakdown of and the nature and extent of repairs for individual Wards.	Complete	Committee updated 25/11/22 [Response: John Hayden] Please see email and attachments.
	To provide information to the committee on the Leakage Prevention Strategy and how these issues are being managed in tower block estates.	Complete	Committee updated 25/11/22 [Response: John Hayden] Please see email and attachments.
	To provide reports from the Housing Ombudsman following complaints about repairs in the past 3 years.	Complete	Committee updated 25/11/22 [Response: Andrea Lukar] Please see email and attachment.
	To provide information about what training is provided to the call centre operatives?	Complete	Committee updated 25/11/22 [Response Chris Shoubridge & Lisa Cooke] Please see email and attachments.
	To provide information about how the Council notifies residents about initial and subsequent visits and encourages and use of text messages.	Complete	Committee updated 25/11/22 [Response John Hayden] <ul style="list-style-type: none"> Residents are informed of follow on works by text messages and communications are provide by the service provider before the leave the home. If the follow-on works is led by a WCC staff member, a report and e-mail of the details of the repairs will be e-mailed to the resident prior to the appointment being booked.

	Information to be provided about how residents are encouraged to send in photographs of damaged property/ mould and other property issues.	Complete	Committee updated 25/11/22 [Response: John Hayden] <ul style="list-style-type: none"> Residents can send in details of the issues to the surveyors once the job has been raised or use the online reporting app to attach photos. This is currently only available on the on-line portal.
	Information to be provided about residents who have had a visit by the repairs team and how they have been requested to give feedback or are selected, including, how the engagement teams target residents who have had repairs done.	Complete	Committee updated 25/11/22 [Response: John Hayden / Andrea Lukar] Please see email and attachments.
	Information about how the Council ensures high-quality repairs without multiple, unnecessary visits, and unnecessary and expensive follow-up visits.	Complete	Committee updated 25/11/22 [Response: John Hayden] Please see email and attachments. <ul style="list-style-type: none"> Case management and a pre inspection process has been introduced with the new operating model. The works are scoped out and the delivery and appointments of the trades agreed after a visit. Once the job has been specified and agreed they are then booked in with the resident. WCC are currently working with Morgan Sindall and GEM for a live tracker of operatives that will inform residents of when the operative is on the way to the job. This will be developed for 2023 and a resident will be able to see: <ul style="list-style-type: none"> i) Time slot initially given (Am / PM) ii) And then where the operative is from the home (No. of repairs and estimate time) This is in development and will need to be piloted through the CRM system.
	Information about the repair demand to be provided and split by Mozart, Queens Park, and St. Johns wood.	Complete	Committee updated 25/11/22 [Response: John Hayden] Please see email and attachments.
Item 7 Work Programme	The creation of a Biodiversity Task Group - Councillor Cara Sanquest is to lead this work.	In progress	

**ROUND 3
14 November
2022**

Agenda Item	Action	Status/Follow Up	Comments
<p>Item 5 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Housing Services</p>	<p>That information will be provided to the Committee regarding the number of additional properties that will be required as a result of the waiting list and allocations policy.</p>	<p>In progress</p>	
	<p>That information will be provided to the Committee about how the Allocation Policy is currently working for residents that are living +10 years in the borough, the point allocation scheme generally, and how the Housing Waiting List may be affected following the legal challenge regarding WCC Allocations Scheme.</p>	<p>In progress</p>	
	<p>That information will be provided to the Committee about which organization / s have been employed to cover the security patrols on the estates.</p>	<p>In progress</p>	
	<p>That Officers will consider and feedback to the Committee, information regarding the prioritisation of retrofitting voids that are larger, 3-bedroom properties for families and how many will be available.</p>	<p>In progress</p>	

	That briefings will be provided to the Committee in due course for intermediate housing, fire safety, and building regulations.	In progress	Committee updated 29/11/22 [Response: Neil Wightman] <ul style="list-style-type: none"> These items will need to be in the forward plan for P&S. It is hoped that we can move to become more rotational between the three areas for scrutiny.
	Information to be provided about through which channels Ward Members informed about Community Thursdays.	In progress	
Item 6 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Climate Action, Regeneration & Renters	That information will be provided about the effect on emissions following the replacement of the boiler at the Lillington estate.	In progress	
	That information be provided to the Committee on how much Government Local Authority (GLA) funding is expected for the Queen's Park Court infills site and if there is any further funding available for other infill projects and whether there is any further funding available for other infill projects.	In progress	
	That information about possible further actions could be taken to ensure Green Doctors service is proactively promoted to residents.	In progress	
	To provide to the Committee information about the criteria that is used for the food recycling scheme on estates that determines whether the scheme is working.	In progress	

Item 7 Management of Capital Programme (Housing) Update	That information about complaints made by Millbank residents in the last three months will be looked in to and an update fed back to the Committee.	In progress	Committee updated 29/11/22 [Response Neil Wightman] <ul style="list-style-type: none"> • Millbank is a Tenant Management Organisation who manage their own affairs. The client manager has been requested this information from the TMO.
	That figures will be provided to the Committee for the amounts the Council has spent over budget in the last 12 months in relation to repairs carried out by contractors, under each head.	Complete	Committee updated 29/11/22 [Response Jim Patterson & Neil Wightman] <ul style="list-style-type: none"> • The report and appendices presented at the meeting provided a comprehensive process in explaining the rigor and the end-to-end process of how the entire capital programme is created and managed. • The two primary contractors used have never been over-budget. • There is a 12-month programme which is tracked monthly by contractor, by individual project, and each provide a variety of dashboards to assist with this process. Each has risk registers also in place. • The Council is currently underspending for 2022-23. The programme is backloaded to spend in the second half of the year. • Most recent figures to P7 of the report provided 14/11/22 can be provided.
	Officers will consider and provide information regarding the prioritisation of retrofitting voids that are larger, 3-bedroom properties for families and the quantity available.	In progress	Committee updated 29/11/22 [Response: Neil Wightman] <ul style="list-style-type: none"> • This needs to be considered by Cllr Begum and requested as a policy, including the remit of the Committee.
	Information to be provided about the height and size of the development at Carlton Dene Estate.	In progress	

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